Foreign Affairs, Defence and Trade Legislation Committee

QUESTIONS ON NOTICE – BUDGET ESTIMATES, 30 MAY 2018

Defence Portfolio/Department of Veterans' Affairs/Australian War Memorial

No	Lead Division	SENATOR	Broad topic	Question	Proof Hansard, page or Written QoN
1	AWM	RHIANNON	Sponsorship and Financial Contributions	Senator RHIANNON: Dr Nelson, I want to ask some questions about sponsorship and financial contributions. Can you provide the committee with a total figure for the value of contributions that the Australian War Memorial received from military and defence firms in the year to date? Senator Payne: On notice, Senator? Senator RHIANNON: Considering the issue has been in the news quite a bit, I was hoping that the staff may have those figures. If not, it can go on notice. But I was hoping that it would be available. Senator Payne: I'm not sure if it is totalled, Senator. Perhaps the AWM can take the total on notice for you. Senator RHIANNON: Did you have anything, Dr Nelsen, or do you want to take it on notice? Dr Nelson: Senator Rhiannon, we're happy to be as helpful as we possibly can, and we will certainly take it on notice and give you a detailed response. Only a week ago we announced a three-year continued funding program from Lockheed Martin, which is \$375,000. Thales Australia has committed \$30,000 to support the Napier Waller veterans art prize. Kynetic is providing \$100,000 of in-kind support to help the engineering and scoping for the preservation and conservation of our large technology objects, which are in our Mitchell storage facility. Leidos Australia— Senator RHIANNON: Sorry, which one was that? Dr Nelson: Leidos Australia—which does a lot of work in the defence space and in the civilian space and for government departments, such as the Department of Human Services—has signed a partnership with us for three years for \$450,000 to provide a virtual reality tour of five large technology objects. These are our Mark IV tank—our First World War tank—our G for George Lancaster bomber in Anzac Hall; the Lockheed Hudson bomber, which you would have seen at the Canberra Airport; the bridge of HMAS Sydney IV; and also the inside of a Bushmaster. As a consequence of that support, what we are now building with the support of Leidos is the capacity for people to do a tour of the inside of these large objects	79
2	AWM	RHIANNON	Frontier Wars Recognition	Senator RHIANNON: Is that in your mission statement that your job starts from 1916? Dr Nelson: No. In fact, we tell the stories of what happened with the South African wars—the Boer war—including the Indigenous Australians who went to the Boer War— Senator RHIANNON: That's what I thought and that's before 1916. We are going back to the 1800s there— Dr Nelson: Yes, that's right, 1898. Senator RHIANNON: Therefore, if you're are going back to those wars—and we're talking about sensitive issues here and I appreciate that—why aren't you dealing with those tragedies like— Dr Nelson: Our mission isn't to tell the stories of conflict and violence within our country; it is to tell the stories of Australians going overseas to serve our country. Senator RHIANNON: Who decided that? Dr Nelson: It's in our act. It is also, as I say, in our charter and mission. Having said that, what we have been doing is we have been collecting artworks. I sent our people out to purchase Rover Thomas's Ruby Plains Massacre 1. We have got Queenie McKenzie's Horso Creek Killings. We are presenting the stories of some of the violence that occurred in the 19th century and early 20th century, so that Australians—that they endured all of that and then they enlist to fight and die for the young nation that took so much from them. I should also add that the Aboriginal and Torres Strait Islander Veterans & Services Association itself is totally opposed to the idea of the Australian War Memorial having an exhibition relating to the violence on the frontier in the 19th century. It too is of the strong view that it should be the mission of the National Museum of Australia. Senator RHIANNON: Could you take it on notice and supply us with the section of the act that spells that out in terms of how you arrive at those decisions?	82
3	H&CS	GALLACHER	Allied Health Providers	Senator GALLACHER: With regard to trials of funding models, are relevant allied health provider associations consulted, or will they be consulted? Ms Hancock: Yes, they will. Ms Cosson: Certainly Ms Hancock mentioned the review that led to this particular measure, where we had allied health professionals and clinicians as part of the working groups that were established to provide us with advice. Ms Hancock: We already have substantial submissions from a range of practitioner groups, and we've started verbal consultations following those up. Senator GALLACHER: Perhaps we could get on notice just a summary of the associations that have been and are being consulted. Ms Hancock: Yes, of course.	88
4	R&S	REYNOLDS	TPI	CHAIR: From the interaction that I've had with the TPI association, a number of members were of the opinion that Mr Lewis had given them an undertaking to put together a submission on that. If you're not aware of that, could you take that on notice and see if you could advise whether a submission is being prepared. If it is not, you were talking about putting some further material together for the minister, so could you provide as much information as possible about what you will or won't be doing on that issue. Ms Cosson: I will take that on notice.	91
5	H&CS	REYNOLDS	Assistance Dogs Pilot	CHAIR: Thank you, Minister. That was the motivation of my question: how do we make sure that people don't inadvertently make things worse if they are denied access or they are subject to comments or anything else? As part of this pilot, is there money or work going into providing that sort of support outside of their domain?	92

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				Ms Anderson: That will be a consideration, certainly, once the participants and the dogs actually start to go out in public together. CHAIR: I know it's only been announced today, so it might be a little early, but if you're able on notice to provide the committee with a bit more information on the program itself, its intent and also how you're intending to roll it out with some more of this detail, I'm sure everyone in the committee would be very interested in that. Ms Anderson: Absolutely.	
6	R&S	GALLACHER	British Nuclear Tests	Senator GALLACHER: Well, how many of the Maralinga veterans are still alive? Ms Foreman: I think I'd have to take that on notice. Sorry—we did cost this, based on a number, but I don't know whether we broke it down to Maralinga. Mark? Mr Harrigan: At the time of costing this, we certainly would have looked at the populations still alive that would be entitled to the card, but, as to the specific number of Maralinga veterans or civilians, I would need to take that on notice.	92
7	H&CS	GALLACHER	Access to Specialists	Senator GALLACHER: But has there been or occasion where a specialist or association have contacted you? Ms Hancock: Yes. Senator GALLACHER: Do you keep stats on that? Ms Hancock: We do from time to time. At the moment, we're actually in the middle of a survey period where all the incoming calls to our health provider line are being monitored for issues relating to adequacy of fees. We're having a five-week survey period to collect information about how many specific complaints or issues are raised during that period. Senator GALLACHER: So you wouldn't have the detail as we speak but you will have some detail about that? Ms Hancock: Yes. Ms Anderson: By the end of the financial year. Senator GALLACHER: If we could be provided with that on notice that would be good. At the last estimates, the department advised you were undertaking a deep analysis of various Medicare items—the DVA fee and the average that the AMA has provided to identify the difference in those items. Has this work been completed?	94
8	C&O	GALLACHER	Travel of Medical Specialists	Senator GALLACHER: I had an issue raised by a veteran in Launceston who wanted to know why someone was flown in and a local provider wasn't used. On notice, can the department advise: what is the process for engaging a medical specialist to determine a claim, particularly in a regional area, if there is such a process? Does the department engage local specialists or, alternatively, pay specialists to travel to regional areas? Ms Hancock: Senator, the issue that you're raising there relates to the determination of a claim. The situation that we were talking about before was, once a person had actually come through the claims process and had an entitlement to treatment, about how we arranged access to that treatment. The question about access to psychiatry for a claims assessment purpose is more for Mr Geary. Mr Geary: We could occasionally fly in a medical legal psychiatrist to an area where there was none available for claims assessing purposes. Senator GALLACHER: All right. You can take this on notice: can you advise the process for engaging a medical specialist to determine a claim, particularly in regional areas? Do you pay specialists to travel to regional areas? If you do pay, can you outline the decision-making process behind the determination—that is, are local specialists not appropriate or not available? How much has been spent on this in the last 12 months and how much in the previous 24 months? Mr Geary: We'll take that on notice.	95
9	C&O	GALLACHER	Non Liability Health Care	Senator GALLACHER: Non-liability health care: the 2017-18 budget expanded non-liability health care to all mental conditions listed in DSM-5. We understand that this was a ground breaking initiative from the government. Do we know how many applications the department has received in the last 12 months for non-liability health treatment? Mr Geary: We do. As at 23 May 2018, we had received and processed 8,331. Senator GALLACHER: In the 12 months? What would be the cost of those treatments—do you have that figure? Mr Geary: I don't have the cost for treatments. We would probably have to take that on notice.	95
10	R&S	GALLACHER	Non Liability Health Care Modelling	Senator GALLACHER: Was there some modelling done prior to the budget announcement? Ms Foreman: For last year's budget measure? Yes, there was. Senator GALLACHER: What was that modelling? Ms Foreman: I don't have that with me at the moment, but I certainly can get that to you on notice.	95
11	C&O	GALLACHER	Non Liability Health Care Applications	Senator GALLACHER: And in that 8,331, is that everybody who applied or everybody who had a successful case? Mr Geary: Look, there would be very, very few rejected. I'd have to take that on notice, but the vast majority— Senator GALLACHER: But some may have a very small expenditure and some may have a larger one. Mr Geary: Yes, that could vary. And some people probably won't even access the treatment, but they have the card. Senator GALLACHER: So the figures I should be looking at are 4,900 plus 2,000 additional, which gets you approaching 7,000, and the figures that you've given us are 8,310. Mr Geary: Correct. Mr Harrigan: Yes.	96
12	C&C	KITCHING	1800VETERAN	Senator KITCHING: Can you walk me through the nirvana. If I am a veteran and I phone 1800VETERAN how do I identify myself? How are you envisaging that's going to work? Ms Pope: The way I envisage it—and there are probably colleagues who are better skilled around channel management and those kinds of areas, but I'm	98

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				happy to have a go—is that the person who answers the phone would be a skilled call centre person, trained by DVA and understanding what sort of arrangements and services we have available to veterans, and able to help the veteran identify what it is they're needing and direct them to that point of service, whatever it happens to be. And there is a very wide range of services that DVA delivers—a microcosm of the wider suite of government services really. Senator KITCHING: If I give my name is my call history going to come up? Ms Pope: I see what you mean. I would probably have to take that on notice. There are further enhancements we need to make to the technical capability of our phone system, which is also leveraging DHS's capability. We did part of the work last year—a big switch across of our telephony system and there are a couple more iterations to go, including being able to gather automated data so that we can understand call patterns and the kinds of issues that are raised and begin to do data analytics on calls. That helps you solve problems, because if you know that a whole lot of people are calling on a particular issue, if you can solve that issue you can remove those calls from the system. They are some of the enhancements we'll have in the future. I think it is called VOIP—something to do with voice recognition—	
13	ТОР	KITCHING	Cost In Reducing Phone Lines To DVA	Senator KITCHING: What's the cost of the transition—down from 179 to 60 to just the one number? Ms Pope: That's an interesting question that I haven't even asked myself. I would have to take that on notice. Senator KITCHING: It would be great if you could. Ms Pope: I think we would count it as an investment	98
14	ТОР	REYNOLDS	DHS Bus Schedule	Ms Pope: One of them is in Tasmania at the moment, and the other one is in Queensland. Yesterday we had a visit to Chinchilla in Queensland, and the local RSL put on a sausage sizzle so that more veterans might come and access services from the truck. Five veterans from that area who weren't in contact with DVA used the truck to access services. The staff on the truck are trained by DVA as well. Senator Payne: I can't begin to tell you what significant progress that is. I cannot begin to describe it. Ms Pope: We're pretty excited about the barbecue. We'll write out to RSLs in the locations—we have a three-month forward schedule of where the trucks are going—to encourage them to do the same and start to bring in the people who are otherwise not connected to DVA. CHAIR: Is it scheduled to come to WA? Ms Pope: It is, actually. One of them is going to WA. I've got the schedule here. Senator Payne: They travel constantly. CHAIR: If you could actually table it and provide us with it—not necessarily now, but on notice. If you could table it—	100
15	TOP	KITCHING	Australia Post Pilot	KITCHING: And are you going to roll out the Australia Post program to more people? Ms Pope: We're looking at that at the moment. This is a pilot, and one of the challenges is the cost-effectiveness of it. We have to look at that compared with, for example, operating out of DHS locations. We're piloting another 17 agent sites with DHS—so, where they have an agent, training and providing DVA services through those agents. That's a much more cost-effective way, so far, than the Australia Post option. But the advantage of the Australia Post one is that anybody goes into an Australia Post office, so there's another angle there. Senator KITCHING: When you say cost-effective, what is the cost of the—I mean, it's a pilot program, so— Ms Pope: I'd have to take that on notice, but I'm happy to, yes. But obviously there are set-up costs and training and provisioning of the sites and that kind of thing, and preparation of the materials and those kinds of things, and then an overhead for staff time— Senator KITCHING: And the training. Ms Pope: Yes, the training and all that. Senator KITCHING: Thank you. That's fantastic.	101
16	C&C	MOORE	Armistice Centenary Grants Program	Senator MOORE: The Armistice Centenary Grants Program. It is an update on the Armistice Centenary Grants Program. My understanding is that the deadline was extended. Is that right? Mr Fely: That is correct. The deadline was extended. Senator MOORE: Can you tell us how many MPs have completed their applications prior to the original deadline? Mr Corke: We do have that information but, unfortunately, it wasn't collated specifically for delivery tonight. We can take that on notice. Senator MOORE: Can we find out who they were? Is there any reason— Mr Corke: We can give you a list of each electorate. Senator MOORE: The ones who had completed by the original deadline?	103
17	C&C	MOORE	Armistice Centenary Grants Program Processing	Senator MOORE: When did you put your first round in to the minister? You said you'd been putting through briefs on a weekly basis. When did your first batch go in? Mr Corke: I'd have to take it on notice, but, from memory, it was about three weeks ago, and we've got another batch which is processing through at the moment.	104
18	C&C	MOORE	Armistice Centenary Grants Program Queries	Senator MOORE: Can you tell us who's been putting in the concerns, when people have contacted with you with concerns? Mr Corke: We could in some cases. It's a fairly large constituency that we are now dealing with. If you wish to know, we will take it on notice to gather that list. Senator Payne: You wouldn't do that in an identified manner, either. Senator MOORE: No. I'm trying to find out the kinds of places. I'd like to go by electorate. Mr Corke: We could certainly give the number of queries per electorate. Senator MOORE: I live in Brisbane. Have many concerns being raised in the Brisbane electorate—that kind of thing. At this stage, have you had any discussion with the minister that indicates when there could be decisions rolling out?	105

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19	R&S	KITCHING	Long Tan Bursaries	Senator KITCHING: On the Long Tan bursaries—I'm happy for these to be taken on notice, but you might be able to answer; they're just very quick questions. How many applications for the Long Tan bursary did the department receive in 2017? Ms Foreman: We will have that figure for you in a moment. Senator KITCHING: Thank you—and 2016 and 2015. Mr Hill: In 2017, we had a total of 50 long-term bursary applications. I haven't got the figures for the previous financial year. Senator KITCHING: What was that figure? Mr Hill: It was 50. Senator KITCHING: Would you be able to take on notice for 2015 and 2016? Mr Hill: Most certainly.	108
20	C&C	KITCHING	Overseas War Memorials	Senator KITCHING: I have a photograph here—this is about a war memorial overseas—of the First Australian Imperial Force memorial in Jerusalem. I understand that DVA is responsible for the maintenance of Australian war memorials overseas. Mr Corke: We are responsible for the maintenance of some war memorials overseas. I would need to check the records to see if Jerusalem is one of them. A large number of memorials established overseas have been established by private or other interest groups, and the Australian government has no responsibility to maintain them. However, we do run a grants program in the War Graves Branch which enables people who do maintain these memorials to seek funding from us to assist them to maintain them. Senator KITCHING: This is the First Australian Imperial Force War Memorial at Mount Scopus Cemetery in Jerusalem, and it doesn't seem to be in the best of repair. Would you be able to take on notice to see whether it is a memorial that DVA has a direct responsibility for, or who might be responsible for it? Mr Corke: I would be able to tell you very quickly whether or not we are responsible, but finding out who is looking after it, if it is not us, is somewhat more complex. Senator KITCHING: If you could let us know, that would be good. I will leave it at that, because we'll go from there and see who is responsible.	109
21	C&C	GALLACHER	VAN Offices	1. Is the Department aware of any further planned closures to current VAN's? 2. Are there any offices will which merge with Centrelink in the next 12 months? If Yes – Can you please name them? If No – Are there plans to close any in the next 24 months? Please name them 3. Are there any other plans to move other frontline veterans' services into DHS in the next 12 months? If Yes – Which Services? Why? How will the Department ensure veterans' aren't disadvantaged by these changes? 4. Are there plans to move other frontline veterans' services into DHS in the next 24 months? If Yes – Which Services? Why? How will the Department ensure veterans' aren't disadvantaged by these changes? How will the Department ensure veterans' aren't disadvantaged by these changes?	Written
22	C&O	GALLACHER	Average Wait Time for Claims	 Can the Department advise what the average wait time for compensation claims are under the VEA? Can the Department advise what the average wait time for liability claims are under the VEA? Can the Department advise what the average wait time for compensation claims are under the DRCA? Can the Department advise what the average wait time for liability claims are under the DRCA? Can the Department advise what the average wait time for compensation claims are under the MRCA? Can the Department advise what the average wait time for liability claims are under the MRCA? Can the Department advise how many days the longest outstanding claim is under the VEA? Can the Department advise how many days the longest outstanding claim is under the DRCA? Can the Department advise how many days the longest outstanding claim is under the MRCA? 	Written
23	C&C	GALLACHER	Saluting their Service Grants	 Can the Department advise whether there has been any underspends in Saluting their Service, either in the Community Commemorative Grants or Major Commemorative Grants in the last financial year? If Yes – How much and what happened to the unallocated funds? Can the Department advise whether there has been any underspends in Saluting their Service, either in the Community Commemorative Grants or Major Commemorative Grants in the 2016/17 financial year? 	Written

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				If Yes – How much and what happened to the unallocated funds?	
24	Legal	GALLACHER	Legal Costs	How much did DVA spend on external legal services in the last financial year? a) And 2016-17 b) And 2015-16	Written
25	R&S	GALLACHER	Non Liability Health Care Reservists	1. Given the Government's announcement that they will be extending non liability health care to reservists who have part time (domestic or international) disaster relief and border protection services or were involved in a serious training accident, has any thought been given to extending non liability health care to reservists who have been medically discharged?	Written
26	C&C	GALLACHER	Wait Times for Phone Lines with DVA	 Can the Department please advise the average wait time for calls to the general enquiry line (1800 555 254)? Can the Department please advise the average wait time for calls to the transport booking line (1800 550 455)? Can the Department please advise the average wait time for calls to the health, medical and hospital providers line (1800 550 457)? Can the Department please advise the average wait time for calls to the Veterans Home Care Assessment Agency Line (1800 550 450)? Can the Department please advise the average wait time for calls to the Veterans' Affairs Pharmaceutical Advisory Centre (1800 552 580) 	Written
27	C&C	GALLACHER	VAN Office Details	Can the department please provide the following information in relation to VAN offices — a) Location of each van office b) Staff numbers c) FTE allocation d) Opening hours of each office e) Cost PA of each site f) When the current lease expires? g) How many clients were assisted by each office in 2016/17? **Please note, we are requesting FTE and staff numbers, in previous occasions it has been one or the other, we request both**	Written
28	DALAS	GALLACHER	DVA Representation at Defence Child Abuse Litigation	 Is DVA involved in the mediations between defence and child abuse victims? If not; why not? Is DVA aware of Defence providing incorrect information about DVA entitlements during mediations? If yes, what is being done to ensure the accuracy of information provided? Should DVA personnel be at the meetings? 	Written
29	ТОР	GALLACHER	Veteran Centric Reform – ICT Reforms	Can the Department provide an update on the implementation of the ICT reform? a) How many systems have been addressed? b) What are the next steps for the ICT program?	Written
30	TOP	GALLACHER	Veteran Centric Reform – Shared Services	Are there any plans to deliver other DVA services into other Government department or agencies? Yes - What are these? When will these changes happen? What impact will these changes have for veterans?	Written
31	BSS	GALLACHER	Administration	Can the department please provide the following information in relation to staffing numbers a) Total number of staff, including a breakdown by state and of permanent, part-time, casual and contractors b) Total number of clients, including breakdown by state c) Total number of pending clients, including breakdown by state	Written
32	C&C	GALLACHER	Armistice Grants	 a) How many MP's completed their applications for Armistice Grants prior to the original deadline? (by electorate) b) How many MP's completed their applications by the final deadline? (by electorate) c) Can the department please provide a breakdown, by electorate, of how much of the full amount was committed/recommended for funding by the original deadline? d) Can the department please provide a breakdown, by electorate, of how much of the full amount was committed/recommended for funding by 	Written

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				the final deadline? e) How many grants were for events? And are these events able to progress given the delay in funding? f) Has there been any complaints by applicants about delays with decisions? If yes, how many and if possible what electorate they were from. g) What will happen to the remaining \$900,000 which was not committed to any projects? h) What electorates had underspends or failed to commit their full amount of funding by the deadline?	
33	R&S	REYNOLDS	TPI	 a) I understand your predecessor Mr Lewis gave a verbal undertaking to attendees at the TPI Federation's Congress in March that he would place a submission before the Minister, is this correct? b) Are you able to outline the process or anticipated outcome of this submission? c) Do you agree the DVA has a number of Performance Outcomes and KPIs where the Outcome 1 statement states in part – 'Maintain and enhance the financial wellbeing and self-sufficiency of eligible persons and their dependants'? d) Do you believe over the in recent budget and estimates submissions the Department has presented a case for funding which means the Commonwealth meets the nation's obligations to pay the TPI/SR Veterans a fair and equitable rate of compensation for Service related disabilities? e) Are you aware of the proposal from the TPI federation and the subsequent costing of this proposal by the PBO? f) If so, has the Department determined there is a budget constraint to this proposal? g) Has the Department prepared and submitted a budget submission to test this assumption? h) Would you agree that the other members of the Community suffering a similar level of disability also receive medical assistance and concessions as part of any compensation package? i) Would you agree that other members of the Community, whether they have disabilities or not, are eligible to receive means-tested welfare payments based on their income and assets? j) In the Department's view do members of the general community, who are also effectively TPI, receive the same or similar levels of medical benefits / concessions as that of Gold Card recipients? a. If not, how are TPI Veterans better off with a Gold Card than other members of the Community suffering similar level of disabilities? b. Has the Department analysed the impact of the significant increases in cost of living plus changes to welfare thresholds and how this has affected TPI's standar	Written
34	BSS	PATRICK	Travel Expenditure	For FY 16/17: 1. Please provide details of the Qantas/Virgin split for official travel in terms of: a. Total number of tickets b. Total value spent for official travel? 2. In the event there is a disparity of greater than 65/35 in the split (either way), please provide a detailed reasons for the split in the context of a lowest practical fare policy. 3. How many people in your organisation have been invited to (on the basis of their official position), and accepted, memberships from only the Qantas Chairman's Lounge? a. Could you please provide a breakdown of the travel for each of those individuals between Qantas and Virgin? 4. How many people in your organisation have been invited to (on the basis of their official position), and accepted, memberships from only Virgin's The Club? a. Could you please provide a breakdown of the travel for each of those individuals between Qantas and Virgin? 5. How many people in your organisation have been invited to (on the basis of their official position), and accepted, memberships from both the Qantas Chairman's Lounge and Virgin's The Club?	Written
35	H&CS	ANNING	Fee Schedule	In an article in the Contact magazine, a representative of the AMA stated that DVA's fee schedule had been frozen since 2012 and that even before that DVA generally paid a lower fee for services than a medical practitioner would otherwise charge. a. Is it true that the DVA schedule of fees has been frozen since 2012? b. If no, when has it been updated?	Written

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36	AWM	WHISH- WILSON	Commemoration Criteria	 a) What are the criteria for selecting which wars or actions are commemorated at the War Memorial? b) Do these criteria include whether or not a war is a declared war; whether a war or action was involving Australian troops overseas; or whether a wars or action was conducted after a certain date? c) Is there a formal process for deciding which wars or actions are commemorated at the War Memorial? Who is involved in deciding this? d) What wars or actions are currently commemorated at the War Memorial? e) What wars or actions are under consideration for commemoration at the War Memorial? f) Has commemoration of the Frontier Wars ever been formally considered by the War Memorial? If so, can you table any minutes or records of such formal consideration? 	Written