

Senate Standing Committee on Foreign Affairs, Defence and Trade
QUESTIONS ON NOTICE — Budget Estimates Hearing, 26 October 2020
Defence Housing Australia

QON	Senator	Broad topic	Hansard Page	Question
1	Ayres	Revised business model	93	<p>Senator AYRES: On notice, do you have a report or chart or one of those awful Gantt chart things that sets out what the key deliverables are and what the progress is against those?</p> <p>Mr Jackson: Yes, we do.</p> <p>Senator AYRES: Would you be able to provide that? It might help us for future estimates.</p> <p>Mr Jackson: I would be happy to do that. And we do have on our website our statement of corporate intent, which identifies a lot of these initiatives as well.</p>
2	Ayres	Developments	93-94	<p>Senator AYRES: We've talked about the Mount Lofty project. How many other projects are currently being undertaken or are in prospect around the country?</p> <p>...</p> <p>Senator AYRES: If you're not in a position to provide that now, on notice is fine.</p>
3	McKenzie	Working from home during COVID-19	Written	<p>What is the number of public servants working from home for each month from the Department?</p> <p><i>Note: applies to working from home arrangements from the beginning of the pandemic</i></p>
4	McKenzie	Working from home during COVID-19	Written	<p>How has the Department measured increased, static or declining productivity and what are the conclusions from that measure?</p>
5	McKenzie	Working from home during COVID-19	Written	<p>What is the number of sick days from the Department with a work-from-home workforce for each month of the lockdown and the corresponding sick days for the corresponding months in 2019?</p>
6	Kitching	ANAO performance audit	Written	<p>Some key findings of the Australian National Audit Office (ANAO) performance audit of the management of Defence Housing Australia (DHA) of April 2020 were that DHA and Defence's service agreements for the provision of Defence housing were not wholly fit-for-purpose, and DHA had not benchmarked the efficiency of its main function to deliver housing services for ADF members.</p> <p>a) Does DHA agree with the finding that the agreements are not fit for purpose?</p> <p>b) Does DHA agree Defence's requirements may exceed what DHA can provide under its legislation?</p> <p>c) Can DHA provide an update on its work with Defence to develop better metrics and KPIs on retention? Will these be adequate to assess whether DHA's delivery of housing services is meeting the service agreements' objectives?</p> <p>d) Can DHA provide an update on the benchmarking work by PwC?</p>
7	Kitching	ANAO performance audit	Written	<p>The audit found the DHA Board had not established effective governance arrangements to support the provision of housing services to ADF members and their families, and had not addressed a number of enterprise-level risks in a timely manner.</p> <p>a) Why did the DHA board take four years (from 2015 to 2019) to finalise a new business model addressing risks to business sustainability?</p> <p>b) Why did the DHA board only recently refocus its attention on risks relating to DHA's scope of power originally identified over a decade ago?</p>

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				<p>c) Why did the DHA board not seek assurance from DHA management regarding compliance with state and territory tenancy legislation?</p> <p>d) The audit found, with one exception, there was no evidence that key policies were endorsed by or issued with the authority of the board. Does DHA agree with this finding? How does it respond?</p>
8	Kitching	DHA Board	Written	<p>With regard to the composition of the DHA Board, can DHA please provide details of:</p> <p>a) The capability matrix and selection criteria for board directors</p> <p>b) The names and qualifications of current board directors</p> <p>c) Selection and appointment process for each board director, including their date and term of appointment</p> <p>d) Remuneration details for each board member.</p>
9	Kitching	Advisory Group	Written	Can DHA provide a brief summary of the work of its Defence Advisory Group, including a list of its members?
10	Kitching	Mount Lofty	Written	<p>a) Can DHA provide an update on its preliminary consultations with Toowoomba Regional Council (TRC) on the Mount Lofty development application?</p> <p>b) Can DHA advise if it will submit a new development application to TRC?</p> <p>c) Can DHA advise if any public or community consultations will occur on the revised proposal</p> <p>d) Has DHA received any further feedback or indication from TRC, including the Mayor and Councillors, on the revised proposal?</p>
11	Kitching	Cyber security	Written	<p>On Friday 19th June 2020 the Prime Minister held a press conference to tell the nation that a “sophisticated state-based cyber actor” was “targeting Australian organisations across a range of sectors including all levels of government, industry, political organisations, education, health, essential service providers and operators of other critical infrastructure.” He further indicated that the purpose of this press conference was to “raise awareness of these specific risks and targeted activities and tell you how you can take action to protect yourself... It is vital that Australian organisations are alert to this threat and take steps to enhance the resilience of their networks.”</p> <p>a) What steps did Defence Housing Australia take “to enhance the resilience of their networks” after the Prime Minister’s warning?</p> <p>b) The Prime Minister’s media release about this state sponsored campaign encouraged organisations to “take expert advice, and implement technical defences to thwart this malicious cyber activity.” Were any additional technical defences implemented within Defence Housing Australia to enhance the resilience of its networks in the face of the specific threat identified by the Prime Minister?</p> <p>c) Were any additional controls or mitigations implemented within Defence Housing Australia to enhance the resilience of its networks in the face of the specific threat identified by the Prime Minister?</p> <p>d) Was any new staff training initiated to enhance resilience against any phishing attacks targeting staff that may accompany this state sponsored campaign? If so, please provide details to the committee.</p> <p>e) Were any internal communications prepared for staff about the threat of the state sponsored campaign identified by the Prime Minister in his June 19th 2020 press conference and what staff could do to maximise the cyber resilience of Defence Housing Australia’s networks? If so, please provide them to the committee.</p> <p>f) Was any additional funding allocated to support additional technical defences, controls, mitigations or training within Defence Housing Australia in response to the Prime Minister’s press conference?</p>

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				<p>g) Was advice sought from the Australian Signals Directorate about the cyber resilience of Defence Housing Australia's networks in the face of the state sponsored campaign identified by the Prime Minister in his June 19th 2020 press conference?</p> <p>h) Was the Minister briefed on the cyber resilience of Defence Housing Australia's networks in the face of the state sponsored campaign identified by the Prime Minister in his June 19th 2020 press conference?</p> <p>i) Was the Minister briefed on any additional steps to enhance the resilience of Defence Housing Australia's networks needed in the face of the state sponsored campaign identified by the Prime Minister in his June 19th 2020 press conference?</p>
12	Kitching	PSPF	Written	Is Defence Housing Australia compliant with the Australian Signals Directorate's 'Top Four' mitigations as mandated under the Protective Security Policy Framework?
13	Kitching	PSPF	Written	Is Defence Housing Australia compliant with the Australian Signals Directorate's 'Essential Eight' mitigations as recommended under the Protective Security Policy Framework?
14	Kitching	Cyber security	Written	What was Defence Housing Australia's total spend on the cyber security of its networks during the 2019-2020 financial year?
15	Kitching	Cyber security	Written	What is the cyber security spend as a proportion of Defence Housing Australia's total IT spend?
16	Kitching	Cyber security	Written	What is Defence Housing Australia's forecast total spend on the cyber security of its networks during the 2020-2021 financial year?
17	Kitching	Cyber security	Written	Has Defence Housing Australia's total spend on cyber security increased proportionately to the increased threat identified in the Prime Minister's press conference?
18	Kitching	Cyber security	Written	On Tuesday 30th June 2020, the Government announced a \$1.35 billion 10-year investment in cyber security. Was any of this funding allocated to Defence Housing Australia in order to take steps to enhance the cyber resilience of its own networks in the face of the specific threats identified by the Prime Minister in his press conference on 19 June 2020?
19	Kitching	Cyber security	Written	Has Defence Housing Australia fully implemented Domain-based Message Authentication, Reporting and Conformance (DMARC) on its email domains?
20	Kitching	Cyber security	Written	Does the full implementation of Domain-based Message Authentication, Reporting and Conformance (DMARC) provide the most effective email domain mitigation against the threat of phishing emails?
21	Kitching	Cyber security	Written	Has Defence Housing Australia worked with the Australian Cyber Security Centre to progress its implementation of DMARC?
22	Kitching	Cyber security	Written	Has Defence Housing Australia received an appropriation for the implementation of DMARC?
23	Kitching	Cyber security	Written	Does the Information Security Manual guidance for email gateways and servers recommend "DMARC records are configured for all domains such that emails are rejected if they fail SPF or DKIM checks"?
24	Kitching	Cyber security	Written	The ACSC's "Malicious Email Mitigation Strategies" provides that "Socially engineered emails containing malicious attachments and embedded links are routinely used in targeted cyber intrusions against organisations." Is Defence Housing Australia concerned that the low levels of DMARC implementation within Commonwealth government departments revealed by Proofpoint leaves Australians unnecessarily vulnerable to phishing campaigns spoofing Commonwealth government agency domains?
25	Kitching	Cyber security	Written	<p>a) Have staff in Defence Housing Australia received cyber security training?</p> <p>b) How many staff in Defence Housing Australia have attended in person cyber security training sessions?</p> <p>c) Who administers and conducts this training?</p>

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26	Kitching	Cyber security	Written	Does Defence Housing Australia have a target for the proportion of active users of Defence Housing Australia's network that have completed in-person cyber security training sessions?
27	Kitching	Cyber security	Written	Has consideration been given to making cyber security training mandatory for users of Defence Housing Australia's network? If so, what was the outcome of those considerations?
28	Kitching	Cyber security	Written	What other forms of cyber security training does Defence Housing Australia provide?
29	Gallagher	Contracted staff	Written	Please provide the following figures: a) Expenditure on all contractors for 2019-20 b) Expenditure on all contracts with labour hire firms for 2019-20 c) Headcount of staff engaged through labour hire arrangements as at 30 June 2020 i. In total ii. As a percentage of total staff headcount d) As a percentage mark-up on the cost of the contractor, the maximum and minimum fees paid to labour hire firms in 2019-20
30	Gallagher	Contracted staff	Written	Has the agency performed any analysis on whether it costs more to engage staff as contractors compared with hiring staff as employees? If yes, please provide this analysis.
31	Gallagher	SES	Written	Has the agency engaged any Senior Executive Service or equivalent positions on a contract/labour hire basis? If yes, please provide details.
32	Gallagher	Contracts for market research	Written	In relation to contracts for market research: a) How much has been spent to date since 1 January 2020? b) How much has been spent since 24 August 2018? c) Please provide a table with all contracts entered into since 1 January 2020 along with the following information: i. Total contract value ii. Supplier iii. If it was approved by the Service Delivery and Coordination Committee
33	Kitching	Executive management	Written	In relation to executive management for the Department and its agencies, can the following be provided for each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020: 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.
34	Kitching	Ministerial functions	Written	In relation to any functions or official receptions hosted by Ministers or Assistant Ministers in the portfolio for each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020, can the following be provided: 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.

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				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.
35	Kitching	Departmental functions	Written	In relation to expenditure on any functions or official receptions etc hosted by the Department or agencies within the portfolio for each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020, can the following be provided: 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.
36	Kitching	Executive office upgrades	Written	Have any furniture, fixtures or fittings of the Secretary's office, or the offices of any Deputy Secretaries, been upgraded for each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020. If so, can an itemised list of costs please be provided (GST inclusive).
37	Kitching	Customised and special-order furniture and office supplies	Written	For each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020, can the Department/agency advise the quantum spent on customised and special-ordered furniture and office supplies (excluding items such as ergonomic desks and chairs and items required for work, health and safety purposes). Please provide a full breakdown, descriptions and cost.
38	Kitching	Facilities upgrades	Written	1. Were there any upgrades to facility premises at any of the Departments or agencies for each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020. 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. 2. If so, can a detailed description of the relevant facilities upgrades be provided together with an itemised list of costs (GST inclusive). 3. If so, can any photographs of the upgraded facilities be provided.
39	Kitching	Staff travel	Written	What is the total cost of staff travel for departmental/agency employees for each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020.
40	Kitching	Legal costs	Written	What are the total legal costs for the Department/agency for each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020.
41	Kitching	Secretarial travel	Written	Can an itemised list of the costs of all domestic and international travel undertaken by the Secretary of the Department for each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020 be provided including: a) Flights for the Secretary as well as any accompanying departmental officials, and identify the airline and class of travel.

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				<ul style="list-style-type: none"> b) Ground transport for the Secretary as well as any accompanying departmental officials. 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. 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. e) Any available photographs documenting the Secretary's travel should also be provided.
42	Kitching	Departmental staff allowances	Written	Can a list of Departmental/agency allowances and reimbursements available to employees be provided.
43	Kitching	Market research	Written	<ol style="list-style-type: none"> 1. Does the Department/agency undertake any polling or market research in relation to government policies or proposed policies. 2. If so, can the Department provide an itemised list of: <ul style="list-style-type: none"> a) Subject matter b) Company c) Costs for each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020 d) Contract date period 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.
44	Kitching	Advertising and information campaigns	Written	<ol style="list-style-type: none"> 1. What was the Department/agency's total expenditure on advertising and information campaigns for each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020. 2. What advertising and information campaigns did the Department/agency run in each relevant period. For each campaign, please provide: <ul style="list-style-type: none"> a) When approval was first sought. b) The date of approval, including whether the advertising went through the Independent Campaign Committee process. c) the timeline for each campaign, including any variation to the original proposed timeline. 3. Can an itemised list of all Austender Contract Notice numbers for all advertising and information campaign contracts in each period be provided.
45	Kitching	Promotional merchandise	Written	<ol style="list-style-type: none"> 1. What was the Department/agency's total expenditure on promotional merchandise for each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020. 2. Can an itemised list of all Austender Contract Notice numbers for all promotional merchandise contracts in that period please be provided. 3. Can photographs or samples of relevant promotional merchandise please be provided.
46	Kitching	Ministerial overseas travel	Written	<ol style="list-style-type: none"> 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 for each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020 please be provided including:

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				<ul style="list-style-type: none"> 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. 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. 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. 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. e) Any available photographs documenting the Minister’s travel should also be provided.
47	Kitching	Social media influencers	Written	<ol style="list-style-type: none"> 1. What was the Department/agency’s total expenditure on social media influencers for each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020. 2. What advertising or information campaigns did the Department/agency use social media influencers to promote. 3. Can a copy of all relevant social media influencer posts please be provided. 4. Can an itemised list of all Austender Contract Notice numbers for all relevant social media influencer contracts please be provided.
48	Kitching	Commissioned Reports and Reviews	Written	<ol style="list-style-type: none"> 1. For each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020, how many Reports or Reviews have been commissioned. Please provide details of each report including: <ul style="list-style-type: none"> a) Date commissioned. b) Date report handed to Government. c) Date of public release. d) Terms of Reference. e) Committee members and/or Reviewers. 2. How much did each report cost/or is estimated to cost. 3. The background and credentials of the Review personnel. 4. The remuneration arrangements applicable to the Review personnel, including fees, disbursements and travel 5. The cost of any travel attached to the conduct of the Review. 6. How many departmental staff were involved in each report and at what level. 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.
49	Kitching	Board appointments	Written	<ol style="list-style-type: none"> 1. Provide an update of portfolio boards, including board title, terms of appointment, tenure of appointment and members. 2. What is the gender ratio on each board and across the portfolio 3. Please detail any board appointments made from 30 June 2020 to date. 4. What has been the total value of all Board Director fees and disbursements paid. 5. What is the value of all domestic travel by Board Directors.

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				6. What is the value of all international travel by Board Directors.
50	Kitching	Stationery	Written	How much has been spent on ministerial stationery requirements in each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020.
51	Kitching	Media monitoring	Written	<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 each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020. <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 FY 2020-21. 2. What was the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the department/agency for each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020. <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 2020-21.
52	Kitching	Departmental staff in Minister's office	Written	<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.
53	Kitching	CDDA payments	Written	<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 each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020? 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 b) The date payment was made c) The decision maker.
54	Kitching	Recruitment	Written	<ol style="list-style-type: none"> 1. What amount has been expended by the department/agency on external recruitment or executive search services in each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020. 2. Which services were utilised. Can an itemised list be provided.
55	Kitching	Staffing	Written	1. How many full-time equivalent staff were engaged at each of 30 June 2019, 30 June 2020 and at 10 November 2020.

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				<ol style="list-style-type: none"> 2. How many of these positions are (a) ongoing and (b) non-ongoing. 3. How many redundancies have occurred in each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020. How many were: <ol style="list-style-type: none"> a) voluntary b) involuntary. 4. How many of those redundancies occurred as a result of departmental restructuring. What is the total cost of those redundancies. 5. What was the total value in dollar terms of all termination payments paid to exiting staff. 6. How much overtime or equivalent has been paid to staff in each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020. 7. How many section 37 notices under the Public Service Act 1999 have been offered in each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020.
56	Kitching	Comcare	Written	<ol style="list-style-type: none"> 1. For each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020, 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. 2. Can the Department advise the number of sanctions it has received from Comcare in the each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020.
57	Kitching	Fair Work Commission	Written	For each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020, how many references have been made to the Fair Work Commission within the Department or agency.
58	Kitching	Fair Work Ombudsman	Written	For each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020, how many references have been made to the Fair Work Ombudsman within the Department or agency.
59	Kitching	Office of the Merit Protection Commissioner	Written	For each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020, how many references have been made to the Office of the Merit Protection Commissioner within the Department or agency.
60	Kitching	Public interest disclosures	Written	For each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020, how many public interest disclosures have been received.