

Department of Veterans' Affairs and Australian War Memorial – Hearing date: 24 October 2018; Due date for answers: 7 December 2018

Portfolio QNo	Senator	BroadTopic	QuestionText	Written Hansard	Proof Hansard Page
1	Eric Abetz	Independent TPI analysis – date KPMG commissioned	<p>CHAIR: I may take the Chair's prerogative of asking a few questions. Firstly, to the secretary: can you confirm that your department agreed some 12 months ago to get an independent assessment or analysis of the TPI Federation's claims?</p> <p>Ms Cosson: Yes.</p> <p>CHAIR: If the answer is yes, can you tell us where it is up to?</p> <p>Ms Cosson: I've had the privilege of having quite a few conversations with the President of the TPI Federation and her members and I must admit it is an extremely complex issue. I think I'm finally getting my head around the complete issue with what the TPI Federation is seeking, and I know the minister has also had the opportunity to meet with the federation to talk about what it is they're seeking. I commissioned KPMG—</p> <p>CHAIR: When did you do that?</p> <p>Ms Cosson: A couple of months ago. I can't remember the exact date; I can take that on notice.</p> <p>CHAIR: Why did it take so long, when you made the promise about 12 months ago? Why did it take so long, to commission them only in recent months?</p> <p>Ms Cosson: What we were doing previously with the TPI Federation was packaging things up. As was pointed out to me on many occasions, 'Don't confuse what we're seeking with a Gold Card.' The federation certainly was not comfortable with the language that we were using. What I needed to do was actually unpack it all to understand the special rate disability and the tax-adjusted national minimum wage. I think I have that all now. I understand what the gap is—about \$884 per fortnight—and that the federation is seeking to increase the special rate disability to bring it in line with the national minimum rate.</p> <p>CHAIR: Are all these complexities in the brief to KPMG then?</p>	Hansard	115
2	Eric Abetz	Independent TPI analysis – graph analysis	<p>CHAIR: Thank you. Now, I understand you've been provided with some graphics. For the sake of Hansard, the first one is:</p> <p>VETERAN'S COMPENSATION (SPECIAL RATE TPI) AS A % OF AVERAGE WEEKLY</p>	Hansard	115

			<p>EARNINGS</p> <p>That's the heading. And then in the bottom left-hand corner, it says: Data Sources: Toose Report 1975, RBA, QLD Treasury, ABS, DVA. © Peter Thornton 2016</p> <p>Has the department had a look at this graph, and does it dispute the lines on it and what it tells us?</p> <p>Ms Cosson: I certainly have seen this graph. Based on the analysis that I have been provided with, to date I cannot dispute the figures.</p> <p>CHAIR: Thank you. Then can we move to what I will describe as a chart, headed: TPI WELFARE PAYMENT DISTRIBUTION</p> <p>With 'TPI Numbers' on the horizontal and, in the bottom left-hand corner: Notes: Graph not to scale Data Source: DVA.</p> <p>With the permission of the committee, I would seek to table these two documents. Can I ask you, Secretary, do you dispute the chart other than recognising that it's not to scale?</p> <p>Ms Cosson: Chair, I'd have to have a good look at this one. I'm just trying to—</p> <p>CHAIR: Take it on notice and analyse it and let us know</p> <p>Ms Cosson: Yes, I would like to do that.</p>		
3	Eric Abetz	Independent TPI analysis – number of TPI recipients on 100% welfare pension	<p>CHAIR: Finally, how many TPI recipients receive 100 per cent welfare pensions, such as age, disability and service pensions?</p> <p>Ms Cosson : I'd have to take that on notice.</p> <p>Senator ABETZ: Thank you very much. Is somebody able to assist us?</p> <p>Mr Orme: Around 83 per cent of TPI pension recipients are over the pension age. I'm just finding the exact figure. And over 80 per cent of TPI pension recipients also receive an income support payment, like a service pension, and that's the general—</p> <p>CHAIR: Given the time this evening, if you could come back with a considered written answer, I would be much obliged. I'll hand over to Senator Gallacher.</p>	Hansard	116
4	Alex Gallacher	Veterans' Ministers' Round Table – date decision made to down grade to officials meeting	<p>Senator GALLACHER: We have quite a number of briefs to go through, and I don't want to curtail anybody's overabundance of helpfulness, but, if you just answer the questions I ask, we might get through it quicker. When was the August Veterans' Ministers' Roundtable date confirmed? Do we know?</p> <p>Ms Cosson: It was scheduled for 24 August, is my memory.</p> <p>Senator GALLACHER: And that was cancelled?</p>	Hansard	116

			<p>Ms Cosson : We converted it to an officials meeting. Yes, that's correct. The Veterans' Ministers' Roundtable was cancelled and we had an officials' meeting in lieu.</p> <p>Senator GALLACHER: Was an agenda distributed?</p> <p>Ms Cosson: Yes, there was.</p> <p>Senator GALLACHER: State ministers were invited, obviously, and supplied an agenda?</p> <p>Ms Cosson: That's correct, Senator.</p> <p>Senator GALLACHER: What reason was given for the ministers not attending?</p> <p>Ms Cosson: We had advice from five of the ministers that they were unable to attend. And we had one minister advise that he would send a representative to the round table.</p> <p>Senator GALLACHER: Were any concerns expressed about the cancellation?</p> <p>Ms Cosson: The secretariat phoned the officials to advise of the cancellation and, at that point, I'm not aware of any complaints. Certainly, when the officials met, we were able to go through the detailed agenda in preparation for the Veterans' Ministers' Roundtable scheduled this weekend.</p> <p>Senator GALLACHER: Essentially, it was downgraded from a ministerial round table to an officials one?</p> <p>Ms Cosson: That's correct.</p> <p>Senator GALLACHER: When was the decision actually made to cancel the ministerial round table?</p> <p>Ms Cosson: I don't have the date in front of me, Senator, but I can get that for you before the conclusion.</p> <p>Senator GALLACHER: I want the date and the time.</p> <p>Ms Cosson: Okay.</p>		
5	Alex Gallacher	Veterans' Ministers' Round Table – when was the last VMRT	<p>Ms Cosson: It was an agenda that we could have dealt with at the officials level, and there were things happening, absolutely.</p> <p>Senator GALLACHER: When was the last Veterans' Ministers' Roundtable held?</p> <p>Ms Cosson: I haven't got that date in front of me, but I can get that.</p> <p>Senator GALLACHER: Did you as secretary cancel the meeting or was the cancellation signed off by the minister?</p> <p>Ms Cosson: I conferred with the minister and we both agreed to have an officials</p>	Hansard	117

			meeting rather than a Veterans' ministers meeting.		
6	Alex Gallacher	Veterans' Ministers' Round Table – costs incurred from cancellation	<p>Ms Cosson: We've really only recently initiated the veterans' ministers round table. Minister Tehan initiated that in 2016, so we've only had a couple since that first meeting.</p> <p>Senator GALLACHER: Were you aware of anyone already in the air? Were people travelling at the time the cancellation notice went out?</p> <p>Ms Cosson: I wasn't aware of ministers travelling, no. I'm not aware that the officials were in the air travelling.</p> <p>Senator GALLACHER: You would have been aware if there were any costs incurred by the department or the Commonwealth as a result of the cancellation?</p> <p>Ms Cosson: I could get that on notice for you.</p> <p>Senator GALLACHER: Are you aware of any costs incurred by the offices of other ministers as a result of the cancellation, combination, flight transfer costs?</p> <p>Ms Cosson: As we convened the officials' meeting, there wouldn't have been any costs lost, because we did actually convene and have a discussion against the agenda item.</p> <p>Senator GALLACHER: And these meetings have been ad hoc, for want of a better word—there haven't been others cancelled?</p> <p>Ms Cosson: Not that I'm aware of.</p> <p>Senator GALLACHER: Did any of the ministers raise direct concerns with you or with the minister about the meeting not going ahead?</p> <p>Ms Cosson: I'm not aware if they have raised anything with the minister, but they did not raise any concerns with me.</p> <p>Senator GALLACHER: Is it appropriate to ask you to check with the minister's office on that question?</p> <p>Ms Cosson: I can take that on notice.</p> <p>Senator GALLACHER: Was any consideration given to teleconferencing?</p> <p>Ms Cosson: I have had teleconferences with officials, but not ministers. Given that four ministers advised they weren't going to be there, I suggested that it would be good to just to continue with the officials meeting rather than bringing those other ministers into Canberra.</p>	Hansard	117
7	Alex Gallacher	Veterans' Ministers' Round Table – costs	ACTING CHAIR (Senator Gallacher): Were there any veterans groups that expressed concerns about the cancellation at the round table?	Hansard	117

		incurred from cancelation	<p>Ms Cosson: Not to me.</p> <p>ACTING CHAIR: I presume you are the one they would have come to, because you organised it?</p> <p>Ms Cosson: I will check with the secretariat, but no-one brought that to my attention no.</p>		
8	Alex Gallacher	Allied Health Treatment Cycle – itemised stakeholder engagement activities	<p>ACTING CHAIR: If we move on to allied health changes, the 2018-19 budget signals changes to the dental and allied health schedules expected to save some money. Is that you, Mr Orme? Can the department detail what work has been undertaken in relation to the establishment of the new treatment plan for allied health?</p> <p>Mr Orme: I will ask Ms Hancock to talk through that issue in detail.</p> <p>Ms Hancock: We have been working on the implementation plan for the new treatment cycle. It is due to come into effect on 1 July next year, 2019. We've been doing consultations with primarily the provider associations, so those associations that represent allied health providers.</p> <p>ACTING CHAIR: Has a trial begun? Is there a trial involved in these preparations?</p> <p>Ms Hancock: The trial itself is what begins on 1 July 2019.</p> <p>ACTING CHAIR: So that's prospective work?</p> <p>Ms Hancock: Yes, it's preparatory work.</p> <p>ACTING CHAIR: Will it be nationwide?</p> <p>Ms Hancock: Yes, it will. The proposal is for the treatment cycle to take effect on 1 July next year. That will apply to all allied health treatment except for dental and optical.</p> <p>ACTING CHAIR: It won't be staged at all—it will be a nationwide trial?</p> <p>Ms Hancock: Yes.</p> <p>ACTING CHAIR: Are you in consultation with allied health professionals at the moment in relation to the proposal?</p> <p>Ms Hancock: We have discussions from time to time with various groups.</p> <p>ACTING CHAIR: Can you itemise that? If you don't have it, you can take it on notice.</p> <p>Ms Hancock: I'll take that on notice.</p> <p>ACTING CHAIR: Who has been engaged? How has it been conducted? What feedback have you had? Has anyone raised concerns about the RMFS and has anyone raised concerns about the flexibility for long-term patients? That's the tenor of it. Those discussions are under way, I suppose?</p>	Hansard	118

			Ms Hancock: That's right.		
9	Alex Gallacher	Allied Health Treatment Cycle – representation of provider groups	<p>ACTING CHAIR: How is that consultation conducted? Is it a forum or a meeting?</p> <p>Ms Hancock: There's been a range of types of discussions. The working groups that developed the ideas through the review of dental and allied health arrangements met as small working groups, divided into the different sorts of allied health professions. Since the announcement of the measure and the work on the implementation of the treatment cycle, we've primarily been keeping ex-service organisations informed via the ex-service organisation round table.</p> <p>ACTING CHAIR: So you conduct probity here? You're not going to get to the end of the process and have a couple of people pop up and say no-one spoke to me? You would tick off all of the organisations?</p> <p>Ms Hancock: We have consulted with all of the professional groups that represent the different provider groups.</p> <p>ACTING CHAIR: Perhaps on notice, could we get a copy of that list?</p> <p>Ms Hancock: Yes.</p> <p>ACTING CHAIR: Is there a summary of any feedback that you've received, or is it too early?</p> <p>Ms Hancock: It's too early, really. We are working on the design. In particular, we're talking about how we can make sure that any issues that are brought to our attention are addressed in the design stage.</p>	Hansard	118
10	Alex Gallacher	Legal Expenditure – break down of costs	<p>ACTING CHAIR: Your annual report indicates your expenditure on legal fees has increased from \$10.27 million in 2016-17 to \$13.6 million in 2017-18. That's a reasonably significant increase. Can we get some detail on why that has risen?</p> <p>Ms Campbell: It is correct that we have spent a total of \$13.26 million on legal services compared to \$10.27 million in 2016-17. This expenditure includes internal and external legal services. The further breakdown is \$9.44 million in external legal services compared to \$7.24 million in 2016-17. This includes disbursements. It includes procurement, contracting, and litigation.</p> <p>ACTING CHAIR: Is the increased spread across all of the items in your budget or is there any particular activity that's incurred a higher expenditure?</p> <p>Ms Campbell: It would be fair to say that it's across all legal services rendered, although, in particular, we've seen an increase in AAT litigation on VEA matters, which has essentially escalated 25 per cent year in. So it would be fair to say that a</p>	Hansard	121

			<p>fair proportion of that expenditure has been on AAT legal matters.</p> <p>ACTING CHAIR: Perhaps, on notice, you could give us a breakdown of the additional expenditure and the comparison between last year and this year—</p> <p>Ms Campbell: I'm sure we can do that.</p> <p>ACTING CHAIR: and how much of the \$13.26 million went to internal legal costs and external. Do you have that figure to hand?</p> <p>Ms Campbell: I do have that figure to hand. DVA's total internal legal spend for 2017-18 was \$3.824 million—in comparison to our external legal spend for 2017-18, approximately \$9.4 million, which includes the costs I've just mentioned to you along with costs paid to applicants under DRCA and MRCA costs orders.</p> <p>ACTING CHAIR: Just run that past me again. The internal legal costs—what were they?</p> <p>Ms Campbell: \$3.824 million.</p> <p>ACTING CHAIR: So the increase is predominantly in external costs. Is that what you're saying?</p> <p>Ms Campbell: Predominantly in external costs. We've seen a small internal legal spend increase, but the predominant increase has been in external legal expenses.</p> <p>ACTING CHAIR: Can you split out how much went to the VRB and the AAT?</p> <p>Ms Campbell: I don't have those figures with me, but I can take it on notice and split those up.</p> <p>ACTING CHAIR: That's fine. In relation to the external costs, do you have any KPIs? How do you manage that? I assume that's probably a pretty difficult area to constrain. So, what's your process? Do you have a budget for legal costs? What happens when it's overrunning? What do you do?</p> <p>Ms Campbell: It is. I guess, year on year, it's difficult to predict the number of matters that will proceed to AAT hearing—</p>		
11	Concetta Fierravanti-Wells	Legal Expenditure – procedures for briefing legal counsel	<p>Senator FIERRAVANTI-WELLS: Sorry, if I may, I have a couple of questions on the same point. You said the internal spend was \$3.8 million and the external was about \$9 million. How many in-house lawyers do you have? Do you have a number of in-house lawyers, or is most of your work predominantly handled by your in-house lawyers?</p> <p>Ms Campbell: We do have a number of in-house lawyers. I believe we have approximately 15 in-house lawyers. We also have three in-house advocates, who are</p>	Hansard	123

			<p>in Sydney, Brisbane and Melbourne, who also support AAT matters.</p> <p>Senator FIERRAVANTI-WELLS: So why then do you have such a large external spend? Do you brief out as well?</p> <p>Ms Campbell: Yes. For the AAT matters, we do brief out. That is as a result of the internal advocates retiring and us not replacing those internal advocates. The need to support the AAT matters is now driven by external expenditure. We are, of course, reviewing that. Robert Cornell has undertaken an advocacy study, which of course includes this aspect. To Senator Gallacher's point, we'll be looking further into how we can look at a more appropriate model, or other models that we can consider, where we can look at a more balanced spend moving forward.</p> <p>Senator FIERRAVANTI-WELLS: Do you direct brief, or do you then go through law firms or the AGS?</p> <p>Ms Campbell: We have internal lawyers who would brief panel lawyers. Currently we use Moray & Agnew, AGS and Sparke Helmore.</p> <p>Senator FIERRAVANTI-WELLS: So, you've got your internal lawyers, and they then brief the AGS or other firms of solicitors, who, in turn, then brief counsel?</p> <p>Ms Campbell: We have, I think, one or two lawyers that, essentially, brief externally in the SRCA, DRCA and MRCA matters. With the VEA matters, depending on where they are of course, we would try to use our internal advocates in Sydney, Melbourne or Brisbane to handle those matters primarily and predominantly, unless they become complex, which is when we would undertake to seek some special counsel assistance to advise.</p> <p>Senator FIERRAVANTI-WELLS: Could you, on notice, outline those procedures for me. Ms Cosson was saying that if you're going to do a lot more internally then one presupposes that you'd use a lot more of your internal resources rather than expending out and briefing out.</p> <p>Ms Cosson: I'd rather the delegates make the official decisions upfront rather than have to engage the lawyers.</p> <p>Senator FIERRAVANTI-WELLS: That was my point, yes.</p>		
12	Claire Moore	Invictus Games – cost of DVA led forums	<p>Senator MOORE: Ms Cosson, congratulations to you and your team on the awards you mentioned in your opening statement. I know the value of those in an organisation, particularly when there's been years of concern, and to have that must be a reinforcement of some of the processes. Congratulations. There aren't too</p>	Hansard	123

			<p>many questions, and they're ones you would expect. I've got some questions about the Invictus Games, in terms of the role of the department with the Invictus Games and whether there's funding involved and what support you're offering. In what way is DVA engaged in this wonderful event?</p> <p>Ms Cosson: We were involved prior to the games in convening a families forum and an employment forum, where we were able to connect with policymakers on the importance of recognising families' contribution to the veteran community and supporting our veterans. The employment forum was engaged to talk about the value that veterans bring to any employer and to look at initiatives across the Five Eyes nations and talk about policy settings in Australia. On the second day, we convened the Invictus 18 Symposium, with a focus on transition. We invited international speakers and we showcased a little bit about what we were doing here in Australia. Those three events were held at the Maritime Museum in Sydney. We then hosted a Five Eyes conference on the Saturday and Sunday where the veterans' ministers and officials from those countries were once again able to share the different initiatives in our countries, the barriers and how we can better support our veteran community, and compare what the different countries provide to veterans and families. The games themselves are actually run by the Invictus organisation and we are providing support in a couple of ways there. The national manager for our Open Arms veterans counselling service, Dr Hodson, will talk a little bit about that. She and her team are providing close support to veterans and their families where they reside in the facilities with a range of different support services. I might hand over to Dr Hodgson to talk about those.</p> <p>Senator MOORE: Can we get on notice the funding for those events I just identified and I will come back to some more detail.</p> <p>Ms Cosson: Absolutely.</p> <p>Senator MOORE: I am really keen to hear from you, Dr Hodson. I know there has been a lot of work done leading up to this process, so now's your chance to tell us. Is it day 4 or something?</p>		
13	Claire Moore	Invictus Games – cost of Open Arms Staff	<p>Senator MOORE: This is focusing on mental health. Is there a complementary medical service provided for other needs?</p> <p>Dr Hodson: Invictus has done a great job. I have been a part of the Invictus medical health team for the last six months. What has been exciting for me—and obviously I</p>	Hansard	124

			<p>am excited—is the fact that the house support is being provided by Australian experts who work on the Olympics and in particular the Paralympics. So our lead doctor does the Paralympic Games and our lead physio—these guys have been to Barcelona. For me it has been a lovely learning experience about how our health professionals look after Paralympians and people with these types of disabilities in these environments. I have a number of lived experience military on my team with me. What has been great is sharing the military experience with our Paralympic and Olympic health professionals, and they've taught us a lot about how an Olympic event runs. This is a very professionally run event.</p> <p>Senator MOORE: In terms of the expense around this, has this been calculated in terms of how much this specialist medical support is worth?</p> <p>Dr Hodson: That would be a question for Invictus.</p> <p>Senator MOORE: So all of that is done through the Invictus Games Foundation?</p> <p>Dr Hodson: That's through the foundation. As the department, we have provided in-kind support. The staff we have there are doing this as a professional development opportunity.</p> <p>Senator MOORE: So DVA is paying for that?</p> <p>Dr Hodson: Yes, to have the staff there.</p> <p>Senator MOORE: Have you calculated that cost?</p> <p>Dr Hodson: I can take that on notice.</p> <p>Senator MOORE: It's perfectly fine on notice. I'm just trying to get a quantum amount in terms of the investment required. Certainly, Defence is involved as well. I think those questions will be asked elsewhere. This is purely from a DVA perspective. This is the third or fourth games? These are evolving as it goes, so the model that you're presenting now—</p>		
14	Claire Moore	Invictus Games – Invitees to DVA led Forums	<p>Dr Hodson: We have had a few calls that are directly related to Invictus, which is good because it's about raising awareness and having people step forward and ask for help. That has allowed us to link new people to services.</p> <p>Senator MOORE: We will get the information from the department about the particular seminars that were held. In that case, these were extra seminars for families and about employment. They are different to the ones you've been running. You've been running a series of seminars around families and employment over the last couple of years, haven't you? So these were extra ones that were linked to the</p>	Hansard	125

			<p>Invictus?</p> <p>Ms Cosson: That is correct. These were completely different to what the department has run.</p> <p>Senator MOORE: And by invitation?</p> <p>Ms Cosson: By invitation, that is correct.</p> <p>Senator MOORE: On notice, can we get who was invited?</p> <p>Ms Cosson: Absolutely.</p> <p>Senator MOORE: That would be good. I love the term 'Five Eyes'; it cracks me up. In terms of the Five Eyes thing, that was linked to the Invictus process and that's an expense for the department as opposed to the Invictus?</p> <p>Ms Cosson: It was an expense to the department. It was not associated with Invictus.</p>		
15	Claire Moore	Invictus Games – in kind support	<p>Senator MOORE: Were there any other forms of in-kind support provided by the department apart from that which you described, Dr Hodson, which was the staffing that came through? Were there other things that the department is responsible for?</p> <p>Dr Hodson: All the iPads and headphones were purchased with funding that we provided to Invictus. However, Invictus will gift them all back to us to put into our centres after the games. Of course, once Invictus finishes and the games move on, the resources they've been given come back to us.</p> <p>Senator MOORE: Can you itemise that—not you personally—and give us an idea of how much has done?</p> <p>Dr Hodson: We can take that on notice.</p> <p>Senator MOORE: One of the things that has been under scrutiny in Queensland is what has happened to the equipment and the facilities that were put into the Commonwealth Games. I would imagine a similar kind of process will go on in these games as to what was purchased, by whom and where it goes. Is there a supervisory or advisory group responsible for that part of the process?</p> <p>Dr Hodson: I think it's a question for the foundation and for how they—</p> <p>Senator MOORE: I'm still struggling a little bit there with what's the foundation and what's the department. If the money came from the department—</p> <p>Dr Hodson: What we have done is provided some sponsorship to Invictus in order to purchase some items that can be used during the games, and that will come back to us.</p>	Hansard	126

			<p>Senator MOORE: They will be itemised in one way?</p> <p>Dr Hodson: It has been itemised. They've all been tagged, and they will all come back at the end.</p> <p>Senator MOORE: Most of them will. That's what happens; you can't guarantee it!</p> <p>Dr Hodson: I have said to the team, 'If an athlete wanders off with some headphones who desperately needs them, I want him to have them.'</p> <p>Senator MOORE: And they end up in an unnamed other country—that's fine. The plan is that DVA allocated funding, which you will provide to us, that was used to purchase certain equipment. At the end of that, it will come back and then there will be a process where it goes out to the ESOs or groups?</p> <p>Dr Hodson: They will be used in the waiting rooms in Open Arms.</p> <p>Senator MOORE: What about other stuff? I'll put this on notice, as it's dumb to take the time. But I remember the wash-up from the Commonwealth Games, where it was down to basketballs and that kind of thing. There will be a full audit at the end of the process, will there not? I know that is a question for the Invictus Games Foundation, which I don't think it has the honour of appearing before this Senate estimates committee, which would be of great disappointment to them, I know. It's in terms of the process, just in terms of a wash-up. I would think probably by the next estimates there could be questions around that, but that's what happens in these kinds of things to quantify what was invested and what happens afterwards. On the expectation for the things you have described so carefully about the quiet places and the things that were there to provide that kind of support to people, that expectation is they will come back into Open Arms in some way?</p> <p>Dr Hodson: Yes, definitely.</p>		
16	Claire Moore	Honouring Women United by Defence Service - costs	<p>Ms Pope: The organisations largely work that out themselves as well. But, as the secretary said, there are individuals who might approach and so on, so there's an opportunity. Year to year, some people can't make it, so there's room for others to attend. But the balance of about 25 veterans and about 25 family members seems to work really well.</p> <p>Senator MOORE: How much does DVA put towards that?</p> <p>Ms Pope: This was a funded election commitment, and it has funding of \$150,000 a year, which goes towards not just that one function but other engagement with female veterans and families.</p>	Hansard	129

			<p>Senator MOORE: Can you tell us how much you allocate towards the actual gathering?</p> <p>Ms Pope: I'd need to take that on notice.</p> <p>Senator MOORE: Take that on notice.</p> <p>Ms Pope: But it covers their flights and—</p> <p>Senator MOORE: Was there any extra expense for attending the Honouring Women project? You would already pay fares and accommodation.</p> <p>Ms Pope: That's right.</p> <p>Senator MOORE: Was there an extra accommodation night or something?</p> <p>Ms Pope: No, because our event is a two-day meeting, and we timed it so the dinner was the middle night of that. We paid, as the secretary mentioned, for our attendees to go to the dinner, but we would normally have put on a dinner for them in any case.</p> <p>Senator MOORE: Of course, so it just worked out well.</p> <p>Ms Pope: Yes.</p>		
17	Claire Moore	Honouring Women United by Defence Service – state representation	<p>Ms Cosson: Certainly, Senator, I was there and the next morning at the female veterans and families forum at the beginning of the day, everyone was extremely positive, because what they recognised is that they were all united, they weren't an organisation, and that all of these females and families just came together. It was extremely positive.</p> <p>Senator MOORE: Was there representation from every state?</p> <p>Ms Cosson: Absolutely. There were about 500 who attended.</p> <p>Senator MOORE: And from the DVA group, was there representation from every state and territory?</p> <p>Ms Cosson: Not from DVA. The DVA team was quite small. It was the team that actually runs our forum.</p> <p>Senator MOORE: That's what I'm saying: you don't control the other event, you control the DVA participation. Was there representation from state and territory amongst the DVA group?</p> <p>Ms Cosson: No, that's run from Canberra.</p> <p>Ms Pope: I think the senator means, of the participants who come through—</p> <p>Senator MOORE: Yes, your participants.</p> <p>Ms Cosson: Yes, sorry. There were a couple of states missing, we did a stocktake on</p>	Hansard	130

			<p>that—we actually do a little vote at the beginning. I can't recall, but there were a couple of states—</p> <p>Senator MOORE: Could you provide that on notice?</p> <p>Ms Cosson: Absolutely.</p>		
18	Alex Gallacher	Applied suicide presentation skills training – snap shot of last 12 month activity	<p>Dr Hodson: At the moment, the ASIST programs are still running. There has been no change or reduction.</p> <p>Senator GALLACHER: Who funds those?</p> <p>Dr Hodson: It is paid from the Open Arms appropriation that we have every year.</p> <p>Senator GALLACHER: Is there any reason for someone to be concerned about funding for this intervention training program?</p> <p>Dr Hodson: I believe there was a little bit of confusion by a member of our veteran community; however, we've talked to that individual and reassured him that—if anything, we've been working to increase the number of programs, and this year we will have run more programs than we had the year before.</p> <p>Senator GALLACHER: Could you just run through the basics and the operation of it: when was the last training? If you don't have it to hand—</p> <p>Dr Hodson: I definitely know that there was one run up in Darwin only last month with at least 22 people on it.</p> <p>Senator GALLACHER: Sorry, how many people?</p> <p>Dr Hodson: I will take that on notice to give you the exact number. About 20 people did Darwin. I think we ran one in Katherine that was really well attended as well and we've done one in Perth; looking across the country, we try and run them regularly. The way that ASIST works is there is the two-day full ASIST course, which is the suicide prevention training course, and we also run top-up courses. We have had a particular focus this year to try and run as many ASIST and suicide prevention courses as we can. If anything, we would love any member of the veteran community that would like to do an ASIST course to contact us. As soon as we have enough people—we need about 10 to run a decent program—we will run that course.</p> <p>Senator GALLACHER: Perhaps on notice, could you give us a snapshot of the last 12 months of activity and the number of participants?</p> <p>Dr Hodson: Yes.</p> <p>Senator GALLACHER: It appears to be a very valuable preventative program. And</p>	Hansard	130

			there is no lack of clarity about the funding—that's been sorted out		
19	Alex Gallacher	PMAC concerns on Veterans mental health and Medicare freeze	<p>Senator GALLACHER: The pause on indexation has been lifted, but it doesn't fix the residual problem. It just means in future it's going to be indexed.</p> <p>Ms Hancock: We do get from time to time complaints that the level of fees is too low. That comes sometimes from particular providers, from provider associations and occasionally from DVA clients or ex-service organisations. One of the activities we have been undertaking over the last several months is a look at our data about psychiatric services—the number of services, the number of clients, how our expenditure is tracking and data about providers, including the geographic locations. That's developing into a report, which we'll be submitting for executive and ministerial consideration.</p> <p>Senator GALLACHER: The committee has taken evidence in previous inquiries that some psychiatric providers just don't want to deal with veterans because they don't see it as profitable as other people.</p> <p>Ms Hancock: It's up to every individual provider to accept or not a DVA client at any given time. For example, we funded around 9.5 million medical and dental services and 160,000 medical, dental and allied health providers in 2016-17.</p> <p>Senator GALLACHER: Can we get that broken up in, say, states and territories?</p> <p>Ms Hancock: Yes, I'll take that on notice.</p> <p>Senator GALLACHER: On notice, could we have the breakdown of those applications by state and territory? Additionally, have there been applications made to the department to request additional funding to cover the gap?</p> <p>Ms Hancock: It's possible for providers to contact DVA to request an above-fee rate, and from time to time providers do that. There needs to be a clinical reason why the service they're providing needs an above-fee rate.</p> <p>Senator GALLACHER: Could you go to your data and extract that?</p> <p>Ms Hancock: Yes, we can do that.</p> <p>Senator GALLACHER: And can you extract those requests for additional funding on a state and territory basis? You said that you've been contacted by some specialists about the gap. How many have done that? Is that isolated, or is it—</p> <p>Ms Hancock: It's a relatively rare occurrence. I'd refer you to the answer to question 6 from estimates in February this year, where there was a question about approaches to DVA for assistance in locating health providers. In the period between</p>	Hansard	132

			<p>January 2016 and March 2018 we had 26 requests for assistance in relation to various queries, including from people who were having trouble finding a provider who would accept a DVA card rate.</p> <p>Senator GALLACHER: Is that indicative of the fact that the person can't be asked to go somewhere else, but they have to be treated and the specialist has said, 'Look, I'll ask for an increased fee'?</p> <p>Ms Hancock: That can be the situation.</p>		
20	Alex Gallacher	Improving Processing Systems – ICT roadmap	<p>Senator MOORE: In fact, your funding's only for a four-year window at the moment, isn't it?</p> <p>Ms Pope: We're funded year-to-year for the bulk of the work. There are some measures that have been funded over four years where they are—</p> <p>Senator MOORE: So you've got four years of funding, but you could be getting more funding if it's identified? I'm just trying to look at the work plan—</p> <p>Ms Pope: I understand. The majority of the ICT work is funded on a one-year basis, so we've been funded in successive budgets. We are funded for 2018-19, and in due course we'll be seeking funding for future years.</p> <p>Senator MOORE: And within that forward plan you have identified what your priorities are each year?</p> <p>Ms Pope: Yes, indeed. The original second-pass business case that was developed for veterans-centric reforms sets this out, and the work to date has been to refresh that each year and present the next set of priorities for ICT development.</p> <p>Senator MOORE: Have you provided us with that plan?</p> <p>Ms Pope: No.</p> <p>Senator MOORE: Can we get that plan?</p> <p>Ms Pope: Much of it's kept in confidence, but there are—</p> <p>Senator MOORE: Can we get what we can get—</p> <p>Ms Pope: elements of it that we can certainly provide.</p> <p>Senator MOORE: in terms of what the—</p> <p>Ms Pope: Certainly, with regard to the ICT road map that the secretary referred to, we could—</p> <p>Ms Cosson: Importantly, our work with ICT is aligned with the welfare payments and infrastructure transformation that the Department of Human Services is leading. We're reliant on that delivery. That's funded year by year, so we need to</p>	Hansard	133

			demonstrate that we're still reusing that and leveraging off the whippet. So we're very closely aligned with that funding arrangement.		
21	James McGrath	Employment within DVA – how many SES have had military service	<p>Senator McGRATH: I have a couple more questions, but I'll put them on notice in relation to that area. On a totally different area, I want to go into employment within DVA. How many senior executive roles are there? I was looking at your website and I can't understand the difference between highly paid staff and executives.</p> <p>Ms Cosson: In our senior executive service, our cap at the moment is 31. Those are band 1s to me. Thirty-one is the cap.</p> <p>Senator McGRATH: In Queensland, on the road you mix with those who have served, and I always have a bit of a whinge. Sometimes it's about the Veterans' Affairs; sometimes they praise DVA also. They believe that there are not enough formerly enlisted Defence personnel in senior levels. How many of those 31 would have formerly served?</p> <p>Ms Cosson: I would have to get you that on notice, Senator. Certainly, counting off the top of my head, there's at least eight of us who have served. The criticism is that we potentially weren't soldiers. We were officers. I also highlight that, to me, it's not about whether they've served or not but they understand the unique nature of military service and have empathy. I actually have found people who have served and have no empathy. It's a bit of: 'I did it tough, so you can do it tough.' I want to get the right mix in not only our senior executive but our whole staff. We need that diversity and we need some really good representation from the public sector but also from service.</p> <p>Senator McGRATH: I might put some more questions on notice on that to assist. Chair, that's all from me for the time being.</p>	Hansard	134
22	Catryna Bilyk	Ministerial functions	<p>In relation to any functions or official receptions hosted by Ministers or Assistant Ministers in the portfolio in the financial year commencing 1 July 2017, can the following please be provided:</p> <p>a) List of functions;</p> <p>b) List of attendees including departmental officials and members of the Minister's family or personal staff;</p> <p>c) Function venue;</p> <p>d) Itemised list of costs (GST inclusive);</p>	Written	

			<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; and</p> <p>h) Details of any entertainment provided.</p>		
23	Catryna Bilyk	Departmental functions	<p>In relation to expenditure on any functions or official receptions etc hosted by the Department or agencies within the portfolio in the financial year commencing 1 July 2017, can the following please be provided:</p> <p>a) List of functions;</p> <p>b) List of 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; and</p> <p>h) Details of any entertainment provided.</p>	Written	
24	Catryna Bilyk	Executive office upgrades	<p>Were the furniture, fixtures or fittings of the Secretary's office, or the offices of any Deputy Secretaries, upgraded in the financial year commencing 1 July 2017? If so, can an itemised list of costs please be provided (GST inclusive)?</p>	Written	
25	Catryna Bilyk	Facilities upgrades	<p>Were the facilities of any of the Department's premises upgraded in the financial year commencing 1 July 2017, for example, staff room refurbishments, kitchen refurbishments, bathroom refurbishments, the purchase of any new fridges, coffee machines, or other kitchen equipment?</p> <p>If so, can a detailed description of the relevant facilities upgrade please be provided together with an itemised list of costs (GST inclusive)? Can any photographs of the upgraded facilities please be provided?</p>	Written	
26	Catryna Bilyk	Staff travel	<p>What was the total cost of staff travel for departmental employees in the financial year commencing 1 July 2017?</p>	Written	
27	Catryna Bilyk	Media monitoring	<p>a) What was the Department's total expenditure on media monitoring in the financial year commencing 1 July 2017?</p> <p>b) Can an itemised list of all Austender Contract Notice numbers for all media monitoring contracts in that period please be provided?</p>	Written	

28	Catryna Bilyk	Advertising and information campaigns	<p>a) What was the Department's total expenditure on advertising and information campaigns in the financial year commencing 1 July 2017?</p> <p>b) What advertising and information campaigns did the Department run in the relevant period?</p> <p>c) Can an itemised list of all Austender Contract Notice numbers for all advertising and information campaign contracts in that period please be provided?</p>	Written	
29	Catryna Bilyk	Promotional merchandise	<p>a) What was the Department's total expenditure on promotional merchandise in the financial year commencing 1 July 2017?</p> <p>b) Can an itemised list of all Austender Contract Notice numbers for all promotional merchandise contracts in that period please be provided?</p> <p>c) Can photographs or samples of relevant promotional merchandise please be provided?</p>	Written	
30	Catryna Bilyk	Ministerial overseas travel	<p>Can an itemised list of the costs of all international travel undertaken by Ministers or Assistant Ministers in the portfolio in the financial year commencing 1 July 2017 please be provided?</p> <p>This list should include the costs of:</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, and identify 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</p>	Written	

			<p>departmental officials. Any available menus, receipts for meals at restaurants and the like should also be provided; and</p> <p>e) Any available photographs documenting the Minister's travel should also be provided.</p>		
31	Catryna Bilyk	Social media influencers	<p>a) What was the Department's total expenditure on social media influencers during the financial year commencing 1 July 2017?</p> <p>b) What advertising or information campaigns did the Department use social media influencers to promote?</p> <p>c) Can a copy of all relevant social media influencer posts please be provided?</p> <p>d) Can an itemised list of all Austender Contract Notice numbers for all relevant social media influencer contracts please be provided?</p>	Written	
32	James McGrath	Burdens of proof on DVA claims	<p>Is DVA aware of any cases where veterans who have submitted claims for treatment have had their existing physical or mental medical conditions exacerbated by onerous or punitive burdens of proof?</p> <p>a) What is the Department doing to remedy this?</p>	Written	
33	James McGrath	Veteran Suicide and Mental Illness	<p>As per reports released by the Australian Institute of Health on 21 September 2018, Causes of death among serving and ex-serving Australian Defence Force personnel: 2002–2015, and the National suicide monitoring of serving and ex-serving Australian Defence Force (ADF) personnel, the rate of death due to suicide was higher for ex-serving men aged under 30 than it was for other Australian men of the same age. In 2014-16 the suicide rate was 2.2 times higher for ex-service men aged under 30.</p> <p>a) What is DVA doing to address this issue?</p> <p>b) Is this a priority issue for DVA?</p> <p>c) What Ex Service Organisations is the DVA working with to combat this issue?</p> <p>d) Are there any existing, successful non-government led approaches to combating veteran suicide that the Department is aware of?</p>	Written	

			<p>e) Does the Department intend to adopt these approaches?</p> <p>f) How does DVA measure 'success' in the mental health and suicide prevention area, given that any loss of life is one too many?</p>		
34	James McGrath	Mental illness – Red Flag mechanism	<p>Does DVA have an internal mechanism in place to identify current or ex-service personnel who may be at risk of harm due to mental health issues? (e.g. A way of marking such personnel files with 'red flags')</p> <p>a) What sort of information is used to identify at risk personnel?</p> <p>b) Is this system open to further input from stakeholder organisations?</p>	Written	
35	James McGrath	Employment within DVA	<p>How many senior executive roles – that is, being executive level 1 or higher – are within the Department?</p> <p>a) How many former enlisted defence personnel are employed by the Department in senior executive roles?</p> <p>b) Has the Department considered targeted recruit of former enlisted defence personnel, given their often first-hand experience with issues managed by the Department?</p> <p>- If no: Why not?</p>	Written	
36	James McGrath	DVA Committee & Sub-Committee membership	<p>Can the Department indicate the number of enlisted or wounded current or former defence personnel who are on DVA Committees or Sub-Committees, and what steps the Department has taken to ensure there is an adequate spread of experience from all aspects of defence life?</p>	Written	
37	Alex Gallacher	VAN offices	<p>Can the department please provide the following information in relation to VAN offices –</p> <p>a) Location of each van office</p> <p>b) Staff numbers</p> <p>c) FTE allocation</p> <p>d) Opening hours of each office</p> <p>e) Cost PA of each site</p> <p>f) When the current lease expires?</p> <p>g) How many clients were assisted by each office in 2016/17?</p> <p>**Please note, we are requesting FTE and staff numbers, in previous occasions it has been one or the other, we request both**</p>	Written	

38	Alex Gallacher	VAN offices	<p>1. Is the department aware of any further planned closures to current VAN's?</p> <p>2. Are there any offices which will merge with Centrelink in the next 12 months?</p>	Written	
39	Alex Gallacher	VAN offices	<p>1. Are there any plans to move other frontline veterans' services into DHS in the next 12 months? If yes; what services, why and how will the department ensure veterans aren't disadvantaged by the changes?</p> <p>2. Are there any plans to move other frontline veterans' services into DHS in the next 24 months? If yes; what services, why and how will the department ensure veterans aren't disadvantaged by the changes?</p>	Written	
40	Alex Gallacher	Claims wait times	<p>1. Can the department advise what the average wait time for compensation claims are under the VEA?</p> <p>2. Can the department advise what the average wait time for liability claims are under the VEA?</p> <p>3. Can the department advise what the average wait time for compensation claims are under the DRCA?</p> <p>4. Can the department advise what the average wait time for liability claims are under the DRCA?</p> <p>5. Can the department advise what the average wait time for compensation claims are under the MRCA?</p> <p>6. Can the department advise what the average wait time for liability claims are under the MRCA?</p> <p>7. Can the department advise how many days the longest outstanding claim is under the VEA?</p>	Written	

			<p>8. Can the department advise how many days the longest outstanding claim is under the DRCA?</p> <p>9. Can the department advise how many days the longest outstanding claim is under the MRCA?</p>		
41	Alex Gallacher	ANAO Report – Workflow Management (Claims)	<p>1. Has the Department implemented recommendation one of the ANAO report, which recommended workflow management be established to allow for identification of potentially problematic claims and delays earlier in the process?</p> <p>a. Yes;</p> <p>i. What are they?</p> <p>ii. How will this address the issues raised by the ANAO</p> <p>iii. How is it monitored</p> <p>b. No;</p> <p>i. Why not?</p> <p>ii. Are interim plans are in place?</p> <p>1. If so, what are they</p> <p>2. If not, how are they ensuring no problems?</p> <p>iii. When is it expected to be up and running?</p> <p>2. Has the Department reviewed its approach to processing claims to address efficiency issues including aggregation and disaggregation of DRCA claims, multiple instances of information requests and the number of staff involved?</p> <p>a. Yes;</p> <p>i. What was the result?</p> <p>ii. What action will be taken?</p> <p>iii. Was a formal report prepared?</p> <p>1. Yes; will it be made public?</p> <p>b. No;</p> <p>i. Why not?</p> <p>ii. When will it be undertaken?</p> <p>iii. Will there be a formal report prepared?</p> <p>1. Yes; will it be made public?</p>	Written	

			<p>3. Has the department implemented claim processing targets which include consideration of the distribution of the time taken to process as well as the average?</p> <p>a. Yes;</p> <p>i. How will this be reported?</p> <p>ii. Will it be made public?</p> <p>iii. How are targets monitored?</p> <p>b. No;</p> <p>i. Why not?</p> <p>ii. The ANAO was very critical of the Time Taken To Process as a guideline for claims, why is the Department continuing to utilise this method?</p> <p>4. Has the Department addressed the weakness in information and records management?</p> <p>a. Yes;</p> <p>i. How?</p> <p>If the answer is a policy directive/email; how is this being monitored to ensure compliance?</p> <p>ii. Is this being addressed across all divisions in the department?</p> <p>b. No;</p> <p>i. Why not?</p> <p>ii. When will it be completed?</p> <p>5. Has the Department implemented the greater control and monitoring over the requirement for information from medical specialists?</p> <p>a. Yes;</p> <p>i. How has the department addressed the issues around timeliness and quality?</p> <p>b. No;</p> <p>i. Why not?</p> <p>ii. When will it be completed?</p> <p>6. Has the department developed and implemented a rehabilitation and compensation reporting system?</p> <p>a. Yes;</p>		
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			<ul style="list-style-type: none"> i. How does it work? ii. How is it different to previous monitoring? iii. How is it monitored? iv. At what point is it considered that a claim needs to be reviewed and how is this completed? v. How is feedback provided? <ul style="list-style-type: none"> b. No; i. Why not? ii. When is it expected to be running? iii. What is happening in the interim? <p>7. What is the department doing to address the issues of high error rates?</p> <ul style="list-style-type: none"> a. How does this differ from what the department implemented following the 2014 internal review? b. Can the department advise what is the current rate of errors for claims under each act? MRCA/DRCA/VEA? c. Are errors tracked? <ul style="list-style-type: none"> i. Yes; 1. How is feedback managed to staff who repeatedly make errors? ii. No; 1. How does the department ensure individuals who are making repeated errors and provided with the training they need to avoid making errors? <p>8. How is the Department tracking the issues of inactivity on accounts?</p> <ul style="list-style-type: none"> a. How does this differ from previous monitoring? How has it improved in response to the ANAO report? b. What is the current longest inactive file? 		
42	Alex Gallacher	Senate Inquiry into Suicide by Veterans and Ex-Service Personnel	<ul style="list-style-type: none"> 1. In relation to recommendation 2 of the Senate Inquiry, according to the information provided at the last estimates an external provider had been engaged, can the Department advise who is conducting this work? a. What is the cost? b. What is the deadline for the report? c. Will the report be made public? 	Written	

			<p>2. With regards to recommendation 4, the review into the enhancement of veteran specific online training programs, can the department advise who is conducting this external review?</p> <p>a. What is the cost?</p> <p>b. What is the deadline for the review?</p> <p>c. Will the final report be made public?</p> <p>3. As per recommendation 5 of the Senate Inquiry into Suicide by Veterans and Ex-Serving Personnel, can the department advise if all transitioning members are now provided with a White Card?</p> <p>a. If not, when will this occur?</p> <p>4. Can the department advise how many claims were processed through MyService in the last 6 months?</p> <p>a. How many in the last 12?</p> <p>b. How many in the last 24?</p> <p>5. As per recommendation 9, how is the review of DVA training progressing? if ongoing;</p> <p>a. Have there been any initial findings?</p> <p>b. When is the report expected?</p> <p>c. Who was engaged to undertake this work</p> <p>d. How much did it cost?</p> <p>6. As per recommendation 11, when will the internal review of the issues associated with the collection of medical evidence be complete?</p> <p>a. Have there been any initial findings?</p>		
43	Alex Gallacher	Senate Inquiry into Suicide by Veterans and Ex-Service Personnel	<p>1. According to the document tabled at the last estimates, the Transition Taskforce had provided a report on the barriers to transition to the Government for their consideration, can the department advise whether the Government have made any changes as a result of this review?</p> <p>a. What are they?</p>	Written	

			<p>b. Were these all the recommendations made? If not, i. What did they not do? ii. Why not?</p> <p>2. As per recommendation 19, can the department advise whether the review into support for partners has been completed? a. If not, why not? b. If yes, i. What were the findings? ii. Any recommendations? iii. Have they been implemented? 1. If not, why not?</p> <p>3. As per recommendation 20, has the strategic review into the Department’s grants program been completed? a. If not, why not? b. If yes, i. What were the findings? ii. Any recommendations? iii. Have they been implemented? 1. If not, why not?</p> <p>4. Can the department detail the decision making process in the selection of Latrobe University for the Service Dog Trial? a. What criteria was used to determine Latrobe was the most appropriate agency to conduct the trial? b. Was the cost considered?</p> <p>5. Given the sample size is only 20 participants, is there a risk the research won’t be as robust as you would obtain from a larger sample size? Will it produce statistically valid data?</p> <p>6. When is the Productivity Commission due to provide their interim report?</p>		
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			a. When will it be released publically?		
44	Alex Gallacher	Wait times for phone lines	<p>1. Can the department please advise the average wait time for calls to the general enquiry line (1800 555 254)?</p> <p>2. Can the department please advise the average wait time for calls to the transport booking line (1800 550 455)?</p> <p>3. Can the department please advise the average wait time for calls to the health, medical and hospital providers line (1800 550 457)?</p> <p>4. Can the department please advise the average wait time for calls to the Veterans Home Care Assessment Agency line (1800 550 450)?</p> <p>5. Can the department please advise the average wait time for calls to the Veterans' Affairs Pharmaceutical Advisory Centre (1800 552 580)?</p>	Written	
45	Alex Gallacher	Armistice Centenary grants program	<p>1. Can the department confirm how many of the Armistice Grant applications have been finalised?</p> <p>2. Was any further funding provided to MP's who had exhausted their allocations?</p> <p>3. Was the funding fully expended? a. If not, how much was leftover? b. What will happen to this funding?</p> <p>4. Did any MP's provide applications for events related to Armistice? a. Yes; i. Were any concerns raised about being able to deliver the event due to the extension of the program? 1. Yes; a. How were these managed? b. Can you provide further information about the projects?</p> <p>5. Has there been any feedback from community groups with concerns about</p>	Written	

			<p>implementing the program in time? Yes – by who? Where? What is being done to address these concerns?</p>		
46	Alex Gallacher	Veteran Payments	<p>1. Can the department advise why the veteran payment ceases 42 days after liability is determined, despite the average determination for incapacity payments being 81 days in 2016/17?</p> <p>2. Can the department advise what they will do to ensure veterans whose claims exceed 42 days are supported?</p> <p>3. How many veterans' payments are currently being administered?</p> <p>4. Have any of these exceeded the 42 days' timeframe after liability was determined? i. Yes; 1. What action taken? 2. How many 3. How long have they been waiting?</p> <p>5. Has the department received any feedback about veterans concerned their payments will cease after 42 days? ii. Yes; how many?</p>	Written	
47	Alex Gallacher	Mefloquine	<p>1. In relation to Mefloquine, can the Department advise how many people have contacted the Department seeking assistance in the last 12 months? a. And in the last 24?</p> <p>2. Does the department now refer individuals to specialists, as promised? a. Yes; how many referrals have been completed? b. No; why not?</p> <p>3. How many consultation forums has the Department undertaken? a. Where were they? b. How many people attended? c. How many more are planned, where will they be and when?</p>	Written	

			4. How many applications for acquired brain injury treatment has the Department received since the expansion of non-liability health care?		
48	Alex Gallacher	Staff Numbers	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	
49	Alex Gallacher	Advocacy, training and development program	1. Can the department provide an update on the implementation of the ATDP program? 2. Can the Department advise how many people have completed advocacy training through ATDP? 3. Can the Department advise how many level 3 and 4 advocates are available nationally? 4. Can the department provide a breakdown of how many level 3 and 4 advocates are available in each state? 5. Is the department aware of any advocates who have expressed an interest in the training but unable to begin due to lack of course availability? 6. Have any issues about access to training or to mentors for advocates been raised with the Department in the last 3 months? a. 6 months? b. 12 months?	Written	
50	Alex Gallacher	VVCS Rebrand	1. Can the Department detail the decision behind the rebrand of Veterans and Veterans Families Counselling Service to Open Arms? 2. What was the cost of this change?	Written	

			<p>3. What consultation was undertaken?</p> <p>i. How?</p> <p>ii. By who?</p> <p>4. What feedback has the department received about this change?</p> <p>5. Is the rebranding complete?</p> <p>iii. If not, when is it expected to be completed?</p>		
51	Alex Gallacher	Veterans Card - Prior to the announcement	<p>1. What discussions did the Federal Government have with businesses about the new veterans discount card? How did the Federal Government consult with business about the policy prior to the announcement on 28 October?</p> <p>2. What written communication did the Federal Government have with businesses about the new veterans discount card before the policy announcement on 28 October?</p> <p>3. What meetings did the Federal Government have with businesses about the new veterans discount card before the announcement on 28 October?</p> <p>4. What meetings, communication or discussions have the Federal Government had since the announcement?</p> <p>5. What businesses have signed up to the new veterans discount card?</p> <p>6. What formal commitments have been made by businesses to discounts as a part of this veterans card?</p> <p>a. What are these commitments? Please provide details on the individual companies and the discount they are offering (ie – Bridgestone 10% off tyres). If the company has only indicated their support but not signalled an amount, please list without commitment.</p> <p>7. Are there targets or expected milestones with regards to how many businesses sign up to the card? if so, what are they.</p>	Written	

			<p>8. What discussions had the Federal Government had with the states and territories about the veterans card prior to the announcement on 28 October?</p> <p>a. Did the Federal government consult with the states and territories prior to the announcement on 28 October?</p> <p>9. What written communication had the Federal Government had with the states and territories about the veterans card prior to the announcement on 28 October?</p> <p>10. What meetings had the Federal Government had with the states and territories about the veterans card prior to the announcement on 28 October?</p> <p>11. Have any states and territories signed up to be a part of the veterans card?</p> <p>a. If yes, please provide detail on what they will be offering.</p> <p>12. Did the department generate the proposal of a veterans card or did it come from the Minister's office?</p> <p>a. If Minister's office, when did the office first contact the Department? What consultation was had with the Department? Was this prior to the announcement on 28 October?</p> <p>b. If from the Department, when did the Department brief the Minister on the proposal?</p>		
52	Alex Gallacher	Veterans Card - Criteria, eligibility etc	<p>1. How much funding has the government allocated to administer and deliver the veterans card?</p> <p>2. How much funding is required to administer and deliver the veterans card?</p> <p>3. What is the criteria for the card?</p> <p>4. Who will be eligible for the card? All ex-service personnel or only those who are clients of DVA?</p> <p>5. When will veterans receive their cards? Are there any specific timeframes in place</p>	Written	

			<p>for the rollout?</p> <p>6. Will veterans be able to share or transfer their card with their family?</p> <p>7. Will veterans be required to apply? If so, what is the process? If veterans are not required to apply, please provide detail on how cards will be issued to veterans and the timeframe for this including expected milestones.</p> <p>8. Who will process these applications? a. If DVA, will there be a dedicated team in DVA to handle these applications? What is the FTE of the team? Are these additional staff or staff repurposed from other roles, if not new staff, how are their previous role being backfilled? b. What is the expected financial impact of this new program on DVA? Will it be met within existing resources?</p> <p>9. Will the card be a physical card or only available via the app? A. If there is a card; i. When can veterans expect to receive their cards? B. If only through an app i. How will older veterans access the app? ii. Why was the decision made to offer online only and who made the decision? iii. What support will be offered to veterans without a smart phone to access this program?</p>		
53	Alex Gallacher	Veterans Card - Accompanying phone application	<p>1. Has the application which is associated with card been developed? No; i. Has a contractor been engaged to do the work? ii. How much is the cost of the contract? iii. How long is the contract for? iv. How will the contract be monitored? Are there KPI's in place to ensure that milestones are met? v. When is the application expected to go live? Yes i. Who developed the application?</p>	Written	

			<ul style="list-style-type: none"> ii. How much was the cost of the contract? iii. When were they engaged? iv. When does the contract end? v. What previous experience does this developer have? vi. Did it go to open tender? If not, why not? 		
54	Alex Gallacher	Veterans Sports Australia	<ul style="list-style-type: none"> 1. What funding is DVA providing to Veterans Sports Australia? 2. What in kind support is DVA providing to Veterans Sports Australia? 	Written	
55	Alex Gallacher	Staffing numbers FTE	<ul style="list-style-type: none"> 1. Can the department please provide a total FTE for the financial year 2013/14 2. Can the department please provide a total FTE for the financial year 2014/15 3. Can the department please provide a total FTE for the financial year 2015/16 4. Can the department please provide a total FTE for the financial year 2016/17 5. Can the department please provide a total FTE for the financial year 2017/18 	Written	
56	Alex Gallacher	Staffing numbers headcount	<ul style="list-style-type: none"> 1. Can the department please provide a total headcount for the financial year 2013/14 2. Can the department please provide a total headcount for the financial year 2014/15 3. Can the department please provide a total headcount for the financial year 2015/16 4. Can the department please provide a total headcount for the financial year 2016/17 5. Can the department please provide a total headcount for the financial year 2017/18 	Written	
57	Alex Gallacher	Lapel Pin	<ul style="list-style-type: none"> 1. Can the department advise the process for veterans to apply for the lapel pin, as announced by the Prime Minister? 	Written	

			<p>2. What is the criteria?</p> <p>3. How many are expected to be issued?</p> <p>4. What is the total number of pins required?</p> <p>5. Has the designed been finalised?</p> <p>6. Who was consulted about the design?</p> <p>7. What is cost per pin?</p> <p>8. What is the total cost of issuing the pins including administration?</p> <p>9. Has a contract been awarded to make the pins?</p> <p>a. Yes;</p> <p>i. Who?</p> <p>ii. How much is the contract?</p> <p>iii. How was this provider chosen? Did it go to open tender?</p> <p>b. No;</p> <p>i. Will it go to open tender?</p> <p>10. When was DVA consulted about the lapel pin</p> <p>11. Were ex-service organisations consulted about the lapel pin?</p> <p>i. If so, when?</p> <p>ii. What were they consulted on?</p>		
58	Alex Gallacher	Case Management	<p>1. Can the Department advise what case management programs are currently in place for veterans and provide the following information on each program -</p> <p>a) Cost of the program</p> <p>b) When it is due to complete (if there is an end date)</p> <p>c) How many veterans are involved</p>	Written	

			<p>d) How many FTE are involved in administering the program within the Department</p> <p>e) A headcount of those involved in administering the program</p> <p>f) When the program will be reviewed (if there is a review scheduled)</p> <p>g) How veterans are selected to participate in the program? If geo located, where are they located?</p> <p>h) Are there plans to expand these programs? If yes, please detail.</p> <p>2. Is there additional funding available in the Department to run case management trials? If so, what is the total pool of funding available?</p> <p>3. Is the Department considering further trials of case management? If so, where? Will the Department run these programs or outsource to another provider? Will it be an expression of interest process?</p>		
59	Alex Gallacher	Jesse Bird Inquiry	<p>1. When will the review by Emeritus Professor Robin Creyke AO be completed?</p> <p>2. Will the review be made public?</p>	Written	
60	Don Farrell	Administration Costs	<p>1. What was the total cost incurred by the Department on new business cards for all Ministers, Assistant Ministers and Ministerial staff following the change of Prime Minister on 24th August 2018, and the subsequent reshuffle of the Government ministry on 28th August 2018 (please include production, design, and printing costs)?</p> <p>2. What was the total cost incurred by the Department on new letterhead and personalised stationery for all Ministers, Assistant Ministers and Ministerial staff following the change of Prime Minister on 24th August 2018, and the subsequent reshuffle of the Government ministry on 28th August 2018? (please include production, design, and printing costs)</p> <p>3. What was the total cost incurred by the Department on new electronic equipment (including telephones, ipads, computers, laptops) for all Ministers, Assistant Ministers and Ministerial staff following the change of Prime Minister on 24th August 2018, and the subsequent reshuffle of the Government ministry on 28th August 2018?</p>	Written	

61	Peter Whish-Wilson	War Memorial funding by defence industry	<p>The answer to Question on Notice (QoN) 166 from 2018 Budget Estimates purports to show the value of contributions that the Memorial received from military and defence companies over three years from 2015-16 to 2017-18.</p> <p>Northrop Grumman is missing from the answer to QoN 166. Yet, Northrop Grumman appears as a donor to the Memorial in the Memorial's annual report for 2016-17 (p. 92; amount not given).</p> <p>1. Why were Northrop Grumman not included in the answer to QoN 166?</p> <p>War Memorial advertisements—for we are young and free—at the Canberra Airport during 2017 included the words 'proudly supported by Northrop Grumman'.</p> <p>2. Does this support qualify as a contribution from Northrop Grumman?</p> <p>Raytheon is also missing from the answer to QoN 166. Yet, Raytheon also appears in the Memorial's annual reports as follows: 2016-17, p. 92: Raytheon is listed as a donor to the Memorial (amount not given); and 2015-16, p. 145: Raytheon is listed as a donor of more than \$20 000.</p> <p>3. Why were Raytheon not included in the answer to QoN 166?</p>	Written	
62	Peter Whish-Wilson	Government expectations of the Memorial	<p>The Committee Hansard of 30 June 2018 shows that Senator Rhiannon also asked the Memorial: 'how much private sponsorship does the government expect the War Memorial to source each year?'</p> <p>Does the Memorial yet have an answer to this question?</p>	Written	
63	Timothy Storer	Frontier Wars	<p>Why aren't the well documented frontier wars between Australia First Nations' Peoples and colonialists recognised at the Australian War Memorial?</p>	Written	