



Australian Government
Department of Veterans' Affairs
OFFICE OF THE SECRETARY
PRESIDENT REPATRIATION COMMISSION

Mr Tim Brennan
Inquiry Secretary
Joint Committee of Public Accounts and Audit
jcmaa@aph.gov.au

Dear Mr Brennan

Thank you for your letter of 2 November 2018 requesting information on the Department of Veterans' Affairs (DVA) projects contracted to the 'big 4' consulting firms (Deloitte, EY, KPMG, and PwC) that have been completed or commenced in the last five years.

Please find enclosed the requesting information. As you would be aware, the initial contract details are recorded on AusTender with the estimated contract expenditure. DVA records its expenditure via the Financial Management Information System (FMIS).

The FMIS does not have capability to match payments to contracts on AusTender, making it difficult to provide you with an accurate response for each line item. The enclosure includes information from the AusTender portal for the relevant contracts as entered on AusTender, and FMIS expenditure data, which includes the Agency Reference number where possible.

You will note KPMG expenditure was higher than the AusTender estimate. DVA has identified reasons for this variation that occurred in Financial Years 2012-13 and 2013-14. Staff education and processes have been amended to ensure this has not occurred in subsequent financial years. As the variation in Deloitte's expenditure was less than \$10,000, an amendment to AusTender was not required.

Any future correspondence should be emailed to rather than to an
individual contact officer to assist with ensuring a timely response.

Yours sincerely

Liz Cosson AM CSC
Secretary

27 November 2018

Encl. DVA data for Deloitte, EY, KPMG, and PwC

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ERNST YOUNG - Information reported on AusTender of anticipated expenditure

CN ID	StartDate	EndDate	Value	Description	Agency Ref. ID	Supplier Name
FN 12/13						
CN1414991	1-May-13	30-Aug-13	27,772	The Contractor will provide probity advisory services relating to Request for Tender for a ballot and ticketing provider for the Anzac Day Commemorations, Gallipoli, 2015.	CNA001019/0	ERNST and YOUNG
FN13/14						
CN2139971	15-Apr-14	30-Jun-14	275,000	DVA ICT58 ACBPS 2013/0010Strategy	CN0002077/0	ERNST and YOUNG
CN3180719	1-Jul-16	31-Oct-16	27,000	Provide consultation services. Provide new reporting and modelling framework templates and a review of training processes.	CN0003308/0	ERNST and YOUNG
FN16/17						
CN3391483	27-Nov-16	28-Feb-17	60,000	Assist with the development of the DVA Job Family Model	CN0003349/0	ERNST and YOUNG
CN3450110	22-May-17	31-Aug-17	120,248	Media services	CN0003550/1	ERNST and YOUNG
			\$510,020			

PRICEWATERHOUSECOOPERS - Information reported on AusTender of anticipated expenditure

CN ID	StartDate	EndDate	Value	Description	Agency Ref. ID	Supplier Name
FN 12/13						
CN433000	19-Sep-11	19-Sep-12	58,175	Provider to review current expense forecasting capabilities and provide appropriate training to improve the accuracy of financial forecasting.	CN0000989/1	PRICE WATERHOUSE COOPERS
CN1108541	14-Mar-12	19-Jul-12	28,050	2011-12 Annual Claims Liability Valuation for Defence Service Homes Insurance Scheme.	CNA000956/0	PRICEWATERHOUSECOOPERS
CN1108531	14-Mar-12	8-Feb-13	22,000	2012-13 Mid Year Claims Liability Valuation for Defence Service Homes Insurance Scheme	CNA000957/0	PRICEWATERHOUSECOOPERS
CN814251	3-Aug-12	2-Nov-12	19,720	Provision of report - assessment and recommendations re proposed NSW State Public Hospitals Indevation increases for 2012-13 and 2013-14 years	CNA000824/2	PRICEWATERHOUSECOOPERS
CN814241	3-Aug-12	2-Nov-12	22,000	Provision of report - recommending actual and forecast indovation figures for VIC State Public Hospitals for 2012-13 and 2013-14 years	CNA000825/1	PRICEWATERHOUSECOOPERS
CN827481	4-Sep-12	3-Dec-12	25,000	Provision of report - assessment and recommendations re proposed TAS State Public Hospitals Indevation increases for 2012-13 and 2013-14 years	CNA000845/0	PRICEWATERHOUSECOOPERS
CN887471	4-Sep-12	3-Dec-12	19,720	Provision of report - assessment and recommendations re proposed ACT Public Hospitals Indevation increases for 2012-13 and 2013-14 years	CNA000846/0	PRICEWATERHOUSECOOPERS
CN887461	4-Sep-12	3-Dec-12	19,720	Provision of report - assessment and recommendations re proposed QLD Public Hospitals Indevation increases for 2012-13 and 2013-14 years	CNA000847/0	PRICEWATERHOUSECOOPERS
CN827451	4-Sep-12	3-Dec-12	19,720	Provision of report - assessment and recommendations re proposed NT Public Hospitals Indevation increases for 2012-13 and 2013-14 years	CNA000848/0	PRICEWATERHOUSECOOPERS
CN1149132	4-Sep-12	18-Feb-13	21,692	Provision of report - assessment and recommendations re proposed SA State Public Hospitals Indevation increases for 2012-13 and 2013-14 years	CNA000940/0	PRICEWATERHOUSECOOPERS
CN1149122	4-Sep-12	18-Feb-13	21,692	Provision of report - assessment and recommendations re proposed WA State Public Hospitals Indevation increases for 2012-13 and 2013-14 years	CNA000941/0	PRICEWATERHOUSECOOPERS
CN1160052	21-Dec-12	1-Aug-13	21,080	Private Hospital price review financial information 2013-14	CNA000943/0	PRICEWATERHOUSECOOPERS
CN1415021	16-May-13	19-Jul-13	35,200	Provision for Defence Service Homes Insurance Scheme	CNA001014/0	PRICEWATERHOUSECOOPERS
FN 13/14						
CN246591	3-Dec-13	31-Mar-15	150,000	Hospitals - Cost Modelling of DVA public hospital expenditure	CNA001199/0	PRICEWATERHOUSECOOPERS
CN246601	17-Jan-14	30-Sep-14	82,676	Financial analysis of FH MHS BFT 2014	CNA001197/0	PRICEWATERHOUSECOOPERS
CN256251	20-May-14	31-Jul-14	33,440	2013-14 Claims and Liability Valuation	CNA001277/0	PRICEWATERHOUSECOOPERS
CN327092	15-Jun-15	31-Jul-15	38,500	Benchmarking provider fee rates.	CN0002758/1	PRICE WATERHOUSE COOPERS
CN3153842	2-Mar-15	30-Sep-15	50,000	Financial advice	CNA001723/2	PRICEWATERHOUSECOOPERS
CN2949892	30-Mar-15	31-Jul-15	34,881	2015-16 Annual Claims Liability Valuation for Defence Service Homes Insurance Scheme	CNA001660/0	PRICEWATERHOUSECOOPERS
FN 15/16						
CN3304751	15-Jul-15	31-Oct-15	38,500	To provide specialist resourcing to support DVA in undertaking tender and strategic procurement activities through analysis of DVA's Veterans Health Care (VHC) programme schedule of fees	CNA002887/0	PRICE WATERHOUSE COOPERS
CN339229	18-Apr-16	30-Jun-16	53,580	Provision of Enterprise Risk planning	CN0003037/0	PRICE WATERHOUSE COOPERS
CN3295652	9-Sep-15	30-Jun-16	65,571	Price indovation and negotiations - private hospitals	CNA001817/0	PRICEWATERHOUSECOOPERS
CN3306304	19-Oct-15	30-Jun-16	65,000	Services to support the negotiation process with public hospitals	CNA001920/0	PRICEWATERHOUSECOOPERS
CN3310748	11-Jan-16	31-Dec-16	974,800	Review of DVA dental and allied health arrangements.	CNA002038/2	PRICEWATERHOUSECOOPERS
CN3334389	2-Jun-16	31-Jul-16	35,860	2015-16 Annual Claims Liability Valuation for Defence Service Homes Insurance	CNA002134/0	PRICEWATERHOUSECOOPERS
CN3375604	20-May-16	9-Aug-17	79,491	Professional Services for Transport Tender	CNA002274/0	PRICEWATERHOUSECOOPERS
CN3379341	20-Jun-16	31-Aug-16	67,899	Project Management support for implementation of public hospital arrangements for entitled veterans	CNA002323/1	PRICEWATERHOUSECOOPERS
FN 15/16						
CN3371077A2	8-Aug-16	18-Aug-17	11,000,000	Strategic partner to develop a second pass business case to simplify and streamline the Department of Veterans' Affairs business processes and replace legacy information and communication technology systems	CNA003255/0	PRICE WATERHOUSE COOPERS
CN3409422	1-Mar-17	31-Jul-19	165,000	Insurance Liabilities Valuations for Defence Service Homes Insurance Scheme	CNA002530/0	PRICEWATERHOUSECOOPERS
			\$12,267,973			

ERNST YOUNG - Information from DVA's FMIS of actual expenditure

Agency reference (AusTender)	Reason	2012/13	2013/14	2014/15	2015/16	2016/17	Total expenditure over 5 Years
	2013-14 Licence and support fees		\$33,000				\$33,000
CN0003308	ICT Tech Roadmap		\$308,000				\$308,000
	review banking Services					\$66,000	\$66,000
CN0003349	Assist with development Job Family Model					\$26,546	\$26,546
	Total expenditure per FY		\$0	\$0	\$0	\$92,546	\$433,546

PRICEWATERHOUSECOOPERS - Information from DVA's FMIS of actual expenditure

Agency reference (AusTender)	Reason	2012/13	2013/14	2014/15	2015/16	2016/17	Total expenditure over 5 Years
CNA001197	Financial Review			\$131,025			\$131,025
CNA001199	Cost Modelling Public Hospitals			\$11,857			\$11,857
CNA001723	2015 Privat Hospital Price Review		\$47,786				\$47,786
CNA001817	Private Hospital Price Review			\$82,262			\$82,262
CNA002038	Dental review				\$305,136	\$372,336	\$677,472
CNA002274	Transport tender					\$87,440	\$87,440
CN0002758	Benchmarking provider fees				\$27,500		\$27,500
CN0002887	VHC tender assistance			\$15,092			\$15,092
CN0003037	Enterprise Risk Planning Services				\$24,124	\$29,123	\$53,247
CN0003255	Assist develop second pass business case					\$9,018,815	\$9,018,815
	Consultancy					\$52,319	\$52,319
	Consultation Public Hospitals						
	Day Procedure Centre Indevation		\$940,963			\$65,571	\$940,963
	RFT Review						
	RFT Review				\$1,840		\$1,840
	Financial advice			\$3,300			\$3,300
	Management consultation		\$171,509				\$171,509
	Public Hospital Indevation						
	Public Hospital costings		\$176,044		\$38,467		\$38,467
	Public Hospital Indevation				\$46,601		\$46,601
	Public Hospital Mental Health Service		\$19,800				\$19,800
	RFT		\$82,676				\$82,676
	Public Hospital report						
	PWC - Professional Fees		\$16,500			\$51,084	\$51,084
	RAP benchmarking			\$120,912			\$120,912
	RAP Report			\$120,912			\$120,912
	RAP Review				\$40,700		\$40,700
	Transition Modelling			\$32,676			\$32,676
	Total expenditure per FY		\$1,164,351	\$335,698	\$593,579	\$9,676,687	\$12,134,368

KPMG - Information reported on AusTender of anticipated expenditure

CN ID	Start Date	End Date	Value	Description	Agency Ref. ID	Supplier Name
CN12713						
CN1160042-A3	7-Sep-12	30-Jun-13		Public Hospital purchasing financial	CNA000944/0	KPMG
CN1301101	8-Apr-13	30-Jun-13	70,182	evaluation	CND001611/0	KPMG
CN1501051	12-Jun-13	12-Jun-13	54,036	Provision of audit services	CND001670/0	KPMG
CN251848-A3	1-Jan-10	31-Dec-12	3,100,000	The provision of internal audit (including ICT audit) and related services	108851	KPMG
FY 13/14				The provision of internal audit (including ICT audit) and related services		
CN022751	1-Jan-10	31-Dec-13	5,250,000	Development of 2013-14 Corporate Plan	CND000194/5	KPMG
CN164801-A3	29-Jul-13	6-Dec-13	47,190	To provide audit and assurance services relating to the ballot and ticketing processes associated with the 2014 Day commemorations at Gallipoli	CND001821/0	KPMG
CN1647991	2-Aug-13	31-May-15	110,000	To provide audit and assurance services relating to the ballot and ticketing processes associated with the Anzac Day Commemorations at Gallipoli in 2015.		KPMG
CN2693141	2-Aug-13	31-May-15	192,500	Review of Defence Service Homes (DSH) loan portfolio and financial analysis	CNA001075/3	KPMG
CN2070491	24-Feb-14	24-Apr-14	25,000	Determination of viability of podcasts and/or webinars as a mental health and provider communication tool.	CND001962/2	KPMG
CN289641	20-May-14	28-Nov-14	86,419	Independent Assurance Services - Procurement and Contract Management Initiative	CNA001295/0	KPMG
CN28161512	1-Jun-14	30-Jun-14	31,900	Provision of Internal Audit Assignment Plans as detailed in the 2014/15 Annual Plan	CND002246/0	KPMG
CN28161692	24-Jun-14	31-Dec-14	44,000	CGO Divisional Departmental Payment and Service Delivery Integrity Assessment	CNA001357/0	KPMG
CN28161672	24-Jun-14	31-Dec-14	53,110	The contractor will review the Pension Indexation Process	CNA001358/0	KPMG
CN2664332	20-Oct-14	20-Dec-14	28,076	Review of DSHIS Investment Management Policy and implementation of in-house investment management programme	CND002455/0	KPMG
FY 14/15				Supply of Internal Audit Services for last half 14/15 FY, all 15/16 FY, all 16/17 FY and first half of 18/19 FY (3 years total).	CNA001663/0	KPMG
CN2949872	13-Apr-15	30-Jun-15	27,500	Assurance services relating to managing attendance at Frontline and Backline 2014 commemorations on the Western Front.	CND002844/1	KPMG
CN2995642-A3	1-Jan-15	31-Dec-17	4,705,895	Assess the extent to which the analytical approach adopted to benchmark price hospital contract fees is reliable and adequate for the intended use of the analytical results.	CND002961/0	KPMG
FY 15/16				Engagement of KPMG to provide risk and assurance services.		
CN304734	9-Nov-15	30-Jun-16	66,034	Provision of change management and communications support, including the development of forward strategies for change management and communications.	CND003257/0	KPMG
CN3354924	20-Jun-16	22-Jul-16	44,325	Phase 2 KPMG work to support the implementation of the Change Strategy and Communications Strategy delivered (as part of Phase 1).	CND003286/0	KPMG
CN3313913	1-Nov-15	31-Oct-17	59,400	Assurance services - international commemorations - attendance pass allocations.	CNA002378/0	KPMG
CN3325462	23-Feb-16	31-Mar-16	90,776	2016-17 Review of the Financial Statements Project	CND003621/0	KPMG
CN3372617	14-Jul-15	19-Aug-16	76,704	Perform TRIM training needs analysis	CND003527/1	KPMG
FY 16/17				16,335 Case Escalation Review	CND003585/1	KPMG
CN3378747	20-Sep-16	30-Jun-17	700,000	33,000 GST Manual review and update	CND003598/0	KPMG
CN3387380	8-Nov-16	30-Apr-17	217,510			
CN3439721	1-Jan-17	31-Aug-17	50,000			
CN3426741	13-Feb-17	8-May-17	20,550			
CN3434700	22-May-17	30-Jun-17	16,335			
CN3437042	22-May-17	31-Aug-17	\$15,231,263			

Deloitte Touche Tohmatsu - Information reported on AusTender of anticipated expenditure

CN ID	Start Date	End Date	Value	Description	Agency Ref. ID	Supplier Name
CN3376895	12-Sep-16	28-Feb-17	35,000	Accounting advice for Defence Service Homes Insurance Scheme in establishing a reserve.	CNA002297/0	DELOITTE TOUCHE TOHMATSU
			\$35,000			

KPMG - Information from DVA's FMIS of actual expenditure

Agency reference (AusTender)	Reason	2012/13	2013/14	2014/15	2015/16	2016/17	Total expenditure over 5 years
CND000194	Internal Audit Services			\$316,100	\$192,770	\$263,948	\$772,419
CND000329	Financial Statements			\$33,000			\$33,000
CNA001075	Audit Assurance			\$44,601			\$44,601
CNA001075	Viability podcasts for mental health			\$80,945			\$80,945
CNA1357	Internal Audit Assignment plans		\$44,000				\$44,000
CNA001358	Delivery integrity service		\$53,130				\$53,130
CND001611	Audit Services				\$31,800		\$31,800
CNA001905	Assurance Services				\$18,447	\$84,724	\$107,171
CND001962	Review of Defence Service Homes Loan			\$25,000	\$12,500		\$37,500
CNA002227	Assess analytical approach					\$44,424	\$44,424
CND002246	Independent Assurance Services		\$31,900				\$31,900
CNA002378	Independent Assurance Services					\$43,848	\$43,848
CND002455	Review pension indexations			\$28,076			\$28,076
CND002484	Internal Audit			\$1,385,920	\$11,883,844	\$620,102	\$13,889,866
CND002484	Audit reporting model				\$59,400		\$59,400
CND003321	Review of BTC					\$32,340	\$32,340
CND003527	Trim Training needs analysis					\$20,550	\$20,550
CND003585	Case Escalation review					\$16,335	\$16,335
CND003257	Change management					\$16,700	\$16,700
CND003286	Change management					\$314,395	\$314,395
	CCWP Ticket Allocation				\$18,447		\$18,447
	CLU analysis					\$10,189	\$10,189
	Data analysis and report		\$33,395				\$33,395
	Fees licencing&support arrangements KPMG	\$35,200					\$35,200
	Gallipoli 2015 Journal Internal Audit Services		\$22,297				\$22,297
	Internal Audit Services		\$1,510,454				\$1,510,454
	Internal Audit Services		\$1,662,385				\$1,662,385
	Internal Audit Services		\$4,139				\$4,139
	OBAS demand review		\$53,823				\$53,823
	Public Hospital NEP		\$36,787				\$36,787
	VICS Review		\$2,294				\$2,294
	Total expenditure per FY	\$1,636,204	\$1,819,446	\$1,247,433	\$12,216,806	\$1,532,118	\$19,152,071

Deloitte Touche Tohmatsu- Information from DVA's FMIS of actual expenditure

Agency reference (AusTender)	Reason	2012/13	2013/14	2014/15	2015/16	2016/17	Total expenditure over 5 years
CNA002297/0	Accounting advice for Defence Service Homes Insurance Scheme in establishing a reserve.					\$40,333	\$40,333
	Total expenditure per FY					\$40,333	\$40,333