

**SENATE  
QUESTION**

**QUESTION NUMBER:** 1  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. How much did each department/agency spend on taxis during the specified period? Provide a breakdown for each business group in each department/agency?
2. What are the reasons for taxi costs?
3. How much did the department spend on taxis during the specified period for their minister or minister's office?

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. DHA spent the following on taxis:  
Board = \$3,575.68  
Business Solutions & Technology = \$666.11  
Chief Operating Officer = \$3,244.69  
Strategy & Innovation = \$305.68  
Investment Management = \$121.22  
Leasing = \$1,538.61  
Managing Director = \$1,197.21  
Property & Tenancy Services = \$13,818.24  
Property Provisioning Group = \$20,729.56  
Sales and Marketing = \$2,524.78  
Learning & Development = \$1,042.35  
**TOTAL = \$48,764.13**

2. Transport to and from airports when travelling on DHA business, as well as to and from internal and external meetings.
3. Nil.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 2

**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. What has been the Department/Agency's hospitality spend including any catering and drinks costs?
2. For each Minister and Parliamentary Secretary office, please detail total hospitality spend. Detail date, location, purpose and cost of all events including any catering and drinks costs.
3. What has been the Department/Agency's entertainment spend? Detail date, location, purpose and cost of all events including any catering and drinks costs.
4. For each Minister and Parliamentary Secretary office, please detail total entertainment spend. Detail date, location, purpose and cost of all events including any catering and drinks costs.
5. What hospitality spend is the Department/Agency's planning on spending? Detail date, location, purpose and cost of all events including any catering and drinks costs.
6. For each Minister and Parliamentary Secretary office, what hospitality spend is currently being planned for? Detail date, location, purpose and cost of all events including any catering and drinks costs.
7. What entertainment spend is the Department/Agency's planning on spending? Detail date, location, purpose and cost of all events including any catering and drinks costs.
8. For each Minister and Parliamentary Secretary office, what entertainment spend is currently being planned for? Detail date, location, purpose and cost of all events including any catering and drinks costs.
9. Is the Department/Agency planning on reducing any of its spending on these items? If so, how will reductions be achieved?

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. DHA spent \$11,922.81 on hospitality.
2. Not applicable.
3. DHA spent \$67,152.97 on entertainment.  
As there is large volumes of information, DHA considers it would be an unreasonable diversion of resources to answer this question to the specified level of detail.
4. Not applicable.
5. There are currently no specific events associated with the entertainment spend for this agency. However, it is expected that in the course of business-as-usual activities further expenditure will be required.
6. Not applicable.
7. There are currently no specific events associated with the entertainment spend for this agency. However, it is expected that in the course of business-as-usual activities further expenditure will be required.
8. Not applicable.
9. DHA's corporate policy has been reviewed and updated regarding hospitality and entertainment expenditure. Where appropriate, the changes made to this policy are expected to reduce expenditure.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 3

**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

Please provide the following information in relation to executive coaching and/or other leadership training services purchased by each department/agency:

1. Total spending on these services.
2. The number of employees offered these services and their employment classification.
3. The number of employees who have utilised these services, their employment classification and how much study leave each employee was granted (provide a breakdown for each employment classification).
4. The names of all service providers engaged for each service purchased from (sic) a provider listed under (4), please provide:
  1. The name and nature of the service purchased.
  2. Whether the service is one-on-one or group based.
  3. The number of employees who received the service and their employment classification.
  4. The total number of hours involved for all employees (provide a breakdown for each employment classification).
  5. The total amount spent on the service.
  6. A description of the fees charged (i.e. per hour, complete package).
5. Where a service was provided at any location other than the department or agency's own premises, please provide:
  1. The location used.
  2. The number of employees who took part on each occasion (provide a breakdown for each employment classification).
  3. The total number of hours involved for all employees who took part (provide a breakdown for each employment classification).
  4. Any costs the department or agency's incurred to use the location.

6. In relation to education/executive coaching and/or other leadership training services paid for by the department, what agreements are made with employees in regards to continuing employment after training has been completed?
7. For graduate or post graduate study, please breakdown each approved study leave by staffing allocation and degree or program title.

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. DHA spent \$64,796.06 on executive coaching and/or leadership training, including \$36,275.84 on graduate and postgraduate leadership courses.
2. SES 2 = 5  
SES 1 = 6  
EL2 = 68  
EL1 = 92  
DHA6 = 97  
DHA5 = 104  
DHA4 = 104  
DHA3 = 141
3. SES 2 = 1  
SES 1 = 1  
EL2 = 31  
EL1 = 11  
DHA6 = 4  
DHA5 = 1  
DHA4 = 0  
DHA3 = 0  
DHA does not provide study leave for attendance at leadership courses and coaching. This time is regarded as normal work attendance.
4. Provider 1
  1. Australian Institute of Management / Developing your people training workshop
  2. Group based
  3. EL2 = 2, EL1 = 3 and DHA6 = 1
  4. EL2 = 14 hours, EL1 = 21 hours and DHA6 = 7 hours
  5. \$3,354.74
  6. Complete package

Provider 2

1. Australian School of Applied Management / NSW Public Sector  
Young Leaders Conference
2. Group based
3. DHA5 = 1
4. DHA5 = 6.5 hours
5. \$643.19
6. Complete package

Provider 3

1. Best Practice Consulting / Managing change and uncertainty training  
(13 October 2015) / Mentoring (20 October 2015)
2. Group based / one-on-one
3. SES2 = 1, EL2 = 11, EL1 = 1 and DHA6 = 1 / EL1 = 1
4. SES2 = 7 hours, EL2 = 77 hours, EL1 = 28 hours and DHA6 = 7 hours  
/ EL1 = 3 hours
5. \$5,293.06 / \$1,527.00
6. Complete package / Per hour

Provider 4

1. Department of Finance / SES professional development
2. Group based
3. SES1 = 1
4. SES1 = 5.5 hours
5. \$227.07
6. Complete package

Provider 5

1. Effective People / Executive coaching
2. One-on-one
3. EL2 = 1
4. EL2 = 1 hour
5. \$442.83
6. Per hour

Provider 6

1. Effective Leadership Australia / Executive coaching
2. One-on-one
3. EL1 = 1
4. EL1 = 6 hours
5. \$2,443.20
6. Per hour

Provider 7

1. Imprint Strategic / Senior leadership program training
2. Group based
3. EL2 = 10
4. EL2 = 40 hours
5. \$9,835.17
6. Complete package

Provider 8

1. Liquid Learning / Women in safety leadership
2. Group based
3. DHA6 = 1
4. DHA6 = 7 hours
5. \$1,278.10
6. Complete package

Provider 9

1. Sue Adams / Executive coaching
2. One-on-one
3. EL2 = 1
4. EL2 = 1 hour
5. \$427.56
6. Per hour

5. Provider 1

1. Dialogue Business Centre, Canberra
2. EL2 = 2, EL1 = 3 and DHA6 = 1
3. EL2 = 14 hours, EL1 = 21 hours and DHA6 = 7 hours
4. \$951.84

Provider 2

1. Rydges World Square, Sydney
2. DHA5 = 1
3. DHA5 = 6.5 hours
4. Nil

Provider 3

1. Dialogue Business Centre, Canberra (13 and 20 October 2015)
2. SES2 = 1, EL2 = 11, EL1 = 1 and DHA6 = 1 (13 October 2015) / EL1 = 1 (20 October 2015)
3. SES2 = 7 hours, EL2 = 77 hours, EL1 = 28 hours and DHA6 = 7 hours (13 October 2015) / EL1 = 3 hours (20 October 2015)
4. \$851.43 (13 and 20 October 2015)



Provider 4

1. Department of Finance, Canberra
2. SES1 = 1
3. SES1 = 5.5 hours
4. Nil

Provider 5 was on site.

Provider 6

1. Offsite
2. EL1 = 1
3. EL1 = 6 hours
4. Nil

Provider 7

1. Dialogue Business Centre, Canberra
2. EL2 = 10
3. EL2 = 40 hours
4. \$1,274.83

Provider 8

1. Rydges World Square, Sydney
2. DHA6 = 1
3. DHA6 = 7 hours
4. Nil

Provider 9 was on site.

6. All employees receiving financial assistance to achieve formal qualifications are subject to a minimum of six months further service with DHA after the successful completion of each subject/module. Where required, recovery of financial assistance occurs in accordance with DHA's overpayment policy.

There are no continuing employment obligations placed on employees who attended/completed coaching or short courses.

7. Master of Business Administration x 4  
EL2 = 15 hours study leave utilised  
DHA 6 = 22 hours study leave utilised  
DHA6 = 25 hours study leave utilised  
DHA5 = 40.3 hours study leave utilised

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Master of Business and Commerce x 1  
DHA4 = 42.8 hours study leave utilised

Graduate Certificate of Business Administration  
EL1 = 4 hours study leave utilised

Bachelor of Commerce  
DHA4 = 74 hours study leave utilised

**SENATE  
QUESTION**

**QUESTION NUMBER:** 4  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. Has there been any change to the staffing profile of the department/agency?

Provide a list of changes to staffing numbers, broken down by classification level, division, home base location (including town/city and state)

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that at 14 September 2015 and 29 February 2016:

Classification	Headcount 14 Sep 15	Headcount 29 Feb 16
DHA Level 3	141	141
DHA Level 4	104	105
DHA Level 5	104	112
DHA Level 6	97	97
Executive Level 1	92	96
Executive Level 2	68	66
SES Band 1	6	6
SES Band 2	5	5
Managing Director (Acting)	1	1
<b>Total</b>	<b>618</b>	<b>629</b>

## UNCLASSIFIED

The below table outlines DHA's APS staffing profile broken down by division as at 14 September 2015 and 29 February 2016:

<b>Group / Division</b>	<b>Headcount 14 Sep 15</b>	<b>Headcount 29 Feb 16</b>
<b>Operations Group</b>	<b>449</b>	<b>459</b>
Business Development Unit	36	37
Operations Support Office	27	27
Portfolio Management, Marketing and Strategic Projects	44	50
Property & Tenancy Services	297	299
Property Provisioning Group	44	44
<b>Executive Group</b>	<b>17</b>	<b>19</b>
Governance & Company Secretary's Office	7	7
Strategy and Innovation	8	10
<b>Finance &amp; Corporate Services Group</b>	<b>127</b>	<b>125</b>
Business Enablement Division	87	85
Finance	28	28
Investment Management	2	2
National Valuations & Capital Planning	8	9
<b>Inoperative Staff</b>	<b>25</b>	<b>26</b>
<b>Total</b>	<b>618</b>	<b>629</b>

## UNCLASSIFIED

The below table outlines DHA's APS staffing profile broken down by office as at 14 September 2015 and 29 February 2016:

<b>Office</b>	<b>Headcount 14 Sep 15</b>	<b>Headcount 29 Feb 16</b>
ACT Regional Office	53	41
Adelaide	45	46
Brisbane	42	41
Brisbane LIA Contact Centre	13	12
Cairns	1	1
Darwin	27	28
Head Office - Canberra	206	215
Hunter Valley (Raymond Terrace NSW)	38	44
Ipswich	12	10
Melbourne	23	23
Nowra	8	8
Perth	17	18
Puckapunyal	2	1
Sale	1	1
Sydney (Chifley Towers)	43	43
Sydney CBD Office (Elizabeth Street)	24	32
Tindal (Katherine NT)	2	2
Toowoomba	1	1
Townsville (Kirwan QLD)	50	51
Wagga Wagga	5	6
Wodonga	5	5
<b>Total</b>	<b>618</b>	<b>629</b>

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 5

**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. How many staff reductions/voluntary redundancies have occurred?
  1. What was the reason for these reductions?
2. Were any of these reductions involuntary redundancies? If yes, provide details.
3. Are there any plans for further staff reductions/voluntary redundancies? If so, please advise details including if there is a reduction target, how this will be achieved, and if any services/programs will be cut.
4. If there are plans for staff reductions, please give the reason why these are happening.
5. Are there any plans for involuntary redundancies? If yes, provide details.
6. How many ongoing staff left the department/agency? What classification were these staff?
7. How many non-ongoing staff left department/agency from? What classification were these staff?
8. What are the voluntary redundancy packages offered? Please detail for each staff level and position
9. How do the packages differ from the default public service package?
10. How is the department/agency funding the packages?

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. DHA did not reduce staff nor did a DHA employee take voluntary redundancy during the period.
2. Not applicable.
3. DHA does not have plans to reduce staff or offer any voluntary redundancies.
4. Not applicable.
5. There are no plans for involuntary redundancies.
6. A total of 20 ongoing APS employees ceased employment with DHA during the period as follows:
  - DHA3 = 3
  - DHA4 = 4
  - DHA5 = 3
  - DHA6 = 4
  - EL1 = 3
  - EL2 = 3
7. A total of 18 non-ongoing APS employees ceased employment with DHA during the period as follows:
  - DHA2 = 1
  - DHA3 = 8
  - DHA5 = 4
  - DHA6 = 4
  - EL2 = 1
8. DHA has not offered any voluntary redundancy packages during this period.
9. Not applicable.
10. Not applicable.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 6

**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. How many ongoing staff have been recruited? What classification are these staff?
2. How many non-ongoing positions exist or have been created? What classification are these staff?
3. How many staff have been employed on contract and what is the average length of their employment period?

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. DHA engaged 11 ongoing APS employees during the period as follows:  
DHA3 = 5  
DHA4 = 1  
DHA5 = 2  
DHA6 = 1  
EL1 = 2



2. As at 29 February 2016, DHA employed a total of 116 non-ongoing employees as follows:

DHA3 = 40

DHA4 = 19

DHA5 = 15

DHA6 = 17

EL1 = 18

EL2 = 5

SES2 = 2

3. DHA engaged 37 non-ongoing APS staff during the period. The average length of their contracted employment period is 0.82 years.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 7

**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. Has the department/agency purchased, leased or rented any kitchen appliances over the value of \$1000?
  1. If yes, provide a list that includes the type of appliance, the cost, the amount, and any ongoing costs such as purchase of consumables and when the appliance was purchased?
  2. Why were the appliances purchased?
  3. Has there been a noticeable difference in staff productivity since the appliances were purchased? Are staff leaving the office premises less during business hours as a result?
  4. Where did the funding for the appliances come from?
  5. Who has access?
  6. Who is responsible for the maintenance of the appliances? How much was spent on maintenance, include a list of what maintenance has been undertaken. Where does the funding for maintenance come from?
  7. What are the other ongoing costs of the appliances?

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. DHA has not purchased, leased or rented any kitchen appliances over the value of \$1,000.

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1. Not applicable.
2. Not applicable.
3. Not applicable.
4. Not applicable.
5. Not applicable.
6. Not applicable.
7. Not applicable.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 8

**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. how often has each board met, break down by board name;
2. what travel expenses have been incurred;
3. what has been the average attendance at board meetings;
4. List each member's attendance at meetings;
5. how does the board deal with conflict of interest;
6. what conflicts of interest have been registered;
7. what remuneration has been provided to board members;
8. how does the board dismiss board members who do not meet attendance standards?
9. Have any requests been made to ministers to dismiss board members?
10. Please list board members who have attended less than 51% of meetings
11. what have been the catering costs for the board meetings held during this period? Please break down the cost list.

**Answer**

DHA was asked to answer this question through the Department of Defence (Question on Notice 129). DHA provided a response to Defence on 4 March 2016.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 9

**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. How many cars are owned by each department/agency?
  1. Where are the cars located?
  2. What are the cars used for?
  3. What is the cost of each car during the specified period?
  4. How far did each car travel during the specified period?
2. How many cars are leased by each department/agency?
  1. Where are the cars located?
  2. What are the cars used for?
  3. What is the cost of each car during the specified period?
  4. How far did each car travel during the specified period?

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. DHA does not own any cars.
  1. Not applicable.
  2. Not applicable.
  3. Not applicable.
  4. Not applicable.
2. DHA leases 191 cars in total.

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1. DHA's leased cars are located as follows:
  - Adelaide = 10
  - Brisbane = 25
  - Cairns = 2
  - Canberra = 22
  - Darwin = 23
  - Hunter = 1
  - Hunter Region = 9
  - Ipswich = 9
  - Melbourne = 10
  - Nowra = 3
  - Perth = 12
  - Puckapunyal = 3
  - Sale = 1
  - Sydney = 34
  - Tindal = 2
  - Toowoomba = 1
  - Townsville = 17
  - Wagga Wagga = 4
  - Wodonga = 3
  
2. DHA's cars are used for attending meetings, conducting property inspections and conducting site visits. A breakdown by division is as follows:
  - Business Development Team = 16
  - Head Office (pool car) = 1
  - Housing Management Centres (pool car) = 14
  - Corporate Executive = 1
  - Property & Tenancy Services = 135
  - Property Provisioning Group = 17
  - Leasing = 7
  
3. The cost of each car during the period is as follows:

Car	Total
1	\$5,696.89
2	\$6,371.28
3	\$5,286.21
4	\$5,863.14
5	\$5,931.00
6	\$6,655.04
7	\$6,036.54

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<b>Car</b>	<b>Total</b>
8	\$5,862.42
9	\$4,722.84
10	\$5,914.04
11	\$7,582.68
12	\$5,812.00
13	\$6,221.10
14	\$7,091.34
15	\$5,945.04
16	\$5,451.64
17	\$5,857.98
18	\$6,654.36
19	\$6,006.60
20	\$5,446.86
21	\$4,894.98
22	\$10,923.74
23	\$9,721.94
24	\$7,101.84
25	-\$4,668.24
26	\$6,426.06
27	\$7,875.84
28	\$5,831.74
29	\$7,077.11
30	\$6,288.96
31	\$7,504.26
32	\$5,532.42
33	\$6,856.56
34	\$5,475.40
35	\$6,719.76
36	\$6,110.22
37	\$6,089.34
38	\$4,813.26
39	\$6,308.04
40	\$6,427.56
41	\$5,322.12
42	\$6,885.62
43	\$7,072.62
44	\$7,150.16
45	\$5,310.73

## UNCLASSIFIED

<b>Car</b>	<b>Total</b>
46	\$5,492.82
47	\$4,979.16
48	\$5,925.96
49	\$5,047.26
50	\$6,717.24
51	\$5,965.74
52	\$5,010.60
53	\$5,140.38
54	\$6,557.76
55	\$6,240.13
56	\$10,106.75
57	\$5,778.25
58	\$6,596.52
59	\$5,841.66
60	\$5,939.34
61	\$5,911.26
62	\$5,579.10
63	\$6,036.12
64	\$5,470.97
65	\$6,621.72
66	\$6,559.26
67	\$6,035.64
68	\$5,025.78
69	\$5,857.44
70	\$5,108.39
71	\$5,480.76
72	\$4,481.94
73	\$6,086.64
74	\$6,226.80
75	\$5,799.18
76	\$6,635.42
77	\$4,481.94
78	\$5,057.28
79	\$7,745.18
80	\$6,414.26
81	\$5,498.39
82	\$9,020.28
83	\$5,184.78



## UNCLASSIFIED

<b>Car</b>	<b>Total</b>
84	\$5,265.06
85	\$7,866.42
86	\$7,242.68
87	\$6,312.06
88	\$5,612.28
89	\$5,714.16
90	\$6,197.76
91	\$5,985.60
92	\$7,349.25
93	\$6,876.41
94	\$5,795.88
95	\$7,308.37
96	\$5,677.44
97	\$6,594.56
98	\$5,696.22
99	\$5,902.60
100	\$7,715.58
101	\$9,733.92
102	\$6,245.22
103	\$4,726.38
104	\$6,382.44
105	\$6,410.22
106	\$5,071.14
107	\$7,675.17
108	\$7,092.00
109	\$7,191.24
110	\$6,025.74
111	\$6,277.19
112	\$6,836.04
113	\$4,804.80
114	\$5,461.14
115	\$6,440.21
116	\$4,991.82
117	\$5,558.76
118	\$8,860.32
119	\$7,576.32
120	\$7,058.29
121	\$6,559.98

## UNCLASSIFIED

<b>Car</b>	<b>Total</b>
122	\$8,963.34
123	\$7,356.06
124	\$6,269.46
125	\$7,122.06
126	\$5,494.20
127	\$5,996.46
128	\$7,131.07
129	\$5,253.77
130	\$6,795.06
131	\$7,555.80
132	\$5,960.34
133	\$7,887.84
134	\$8,886.88
135	\$8,994.76
136	\$6,574.65
137	\$7,143.20
138	\$7,478.19
139	\$6,062.72
140	\$6,032.11
141	\$5,573.90
142	\$6,853.28
143	\$5,664.25
144	\$6,097.73
145	\$6,843.93
146	<b>-\$2,105.97</b>
147	\$7,177.33
148	\$8,677.01
149	\$7,832.28
150	\$6,419.63
151	\$7,733.96
152	\$6,515.65
153	\$6,368.58
154	\$7,065.96
155	\$4,886.16
156	\$6,822.54
157	\$7,142.33
158	\$8,003.22
159	\$9,160.86

## UNCLASSIFIED

<b>Car</b>	<b>Total</b>
160	\$5,581.02
161	\$5,960.46
162	\$6,781.08
163	\$7,049.76
164	\$8,431.47
165	\$6,461.94
166	\$6,693.96
167	\$6,364.26
168	\$6,250.47
169	\$5,655.42
170	\$5,995.26
171	\$5,869.80
172	\$5,435.28
173	\$5,931.72
174	\$6,800.16
175	\$7,083.96
176	\$6,910.14
177	\$6,132.36
178	\$6,213.36
179	\$6,435.24
180	\$6,468.06
181	\$6,365.94
182	\$5,973.00
183	\$6,171.30
184	\$4,361.89
185	\$6,879.84
186	\$7,055.76
187	\$7,973.76
188	\$7,839.30
189	\$5,059.14
190	\$6,490.14
191	\$6,411.00
<b>Total</b>	<b>\$1,209,986.66</b>

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Note: The negative vehicle costs are either: 1) the result of a refund where the actual cost of a vehicle for the period was less than what DHA had been paying; or 2) where revenue generated on disposal of a vehicle exceeded what was anticipated in the lease calculations.

4. The distance travelled by each car during the period is as follows:

<b>Car</b>	<b>Distance travelled</b>
1	14,672
2	17,094
3	16,959
4	3,674
5	12,726
6	3,256
7	10,903
8	10,379
9	7,340
10	13,258
11	12,460
12	16,486
13	3,946
14	7,055
15	18,041
16	27,021
17	12,497
18	15,160
19	9,620
20	8,446
21	8,059
22	26,188
23	14,075
24	13,829
25	0
26	9,916
27	31,856
28	49,386
29	14,770
30	13,783
31	15,833
32	8,148

## UNCLASSIFIED

<b>Car</b>	<b>Distance travelled</b>
33	12,046
34	16,034
35	11,173
36	12,070
37	9,149
38	17,767
39	10,389
40	6,853
41	8,867
42	6,663
43	10,148
44	12,098
45	4,232
46	11,876
47	15,382
48	8,604
49	4,502
50	7,973
51	10,715
52	15,644
53	14,870
54	8,542
55	6,584
56	12,982
57	544
58	5,317
59	15,502
60	14,436
61	5,013
62	5,731
63	4,239
64	12,037
65	17,182
66	15,596
67	13,699
68	4,327
69	3,206
70	10,547

## UNCLASSIFIED

<b>Car</b>	<b>Distance travelled</b>
71	7,706
72	809
73	12,098
74	5,641
75	13,460
76	3,870
77	15,532
78	6,433
79	13,316
80	5,242
81	19,421
82	55,683
83	5,155
84	9,307
85	14,100
86	14,910
87	3,272
88	13,300
89	3,434
90	10,356
91	15,342
92	8,012
93	12,589
94	10,881
95	6,933
96	4,856
97	10,674
98	4,456
99	7,509
100	16,731
101	21,031
102	7,600
103	12,390
104	15,080
105	10,647
106	14,443
107	11,235
108	25,823

## UNCLASSIFIED

<b>Car</b>	<b>Distance travelled</b>
109	13,314
110	17,061
111	8,320
112	6,919
113	11,149
114	12,754
115	16,008
116	33,249
117	10,843
118	15,000
119	10,586
120	7,817
121	12,905
122	7,546
123	21,435
124	7,203
125	7,108
126	15,801
127	10,880
128	3,715
129	7,630
130	2,843
131	3,229
132	11,760
133	37,774
134	8,228
135	7,636
136	12,136
137	10,122
138	20,977
139	8,551
140	12,239
141	6,218
142	7,412
143	11,298
144	0
145	13,527
146	10,360

## UNCLASSIFIED

<b>Car</b>	<b>Distance travelled</b>
147	9,254
148	7,320
149	11,612
150	7,516
151	9,885
152	5,653
153	6,496
154	13,356
155	16,852
156	20,027
157	23,235
158	6,420
159	16,504
160	11,998
161	11,130
162	12,336
163	6,258
164	15,323
165	11,961
166	5,614
167	12,317
168	7,030
169	8,289
170	8,441
171	12,709
172	8,415
173	5,187
174	3,431
175	9,268
176	17,985
177	16,885
178	13,273
179	11,487
180	6,735
181	949
182	15,005
183	5,703
184	20,200



UNCLASSIFIED

<b>Car</b>	<b>Distance travelled</b>
185	21,221
186	5,476
187	6,716
188	7,795
189	25,558
190	11,397
191	6,886
<b>Total</b>	<b>2,249,697</b>

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 10  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. What has been the average time period for the department/agency paid its accounts to contractors, consultants or others?
2. How many payments owed (as a number and as a percentage of the total) have been paid in under 30 days?
3. How many payments owed (as a number and as a percentage of the total) have been paid in between 30 and 60 days?
4. How many payments owed (as a number and as a percentage of the total) have been paid in between 60 and 90 days?
5. How many payments owed (as a number and as a percentage of the total) have been paid in between 90 and 120 days?
6. How many payments owed (as a number and as a percentage of the total) have been paid in over 120 days?
7. For accounts not paid within 30 days, is interest being paid on overdue amounts and if so how much has been paid by the portfolio/department agency since Estimates, 2014?
8. Where interest is being paid, what rate of interest is being paid and how is this rate determined?

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. On average, DHA paid its accounts within 4.4 days.

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2. DHA paid the following in under 30 days:  
Number of invoices = 369,692  
Total value of payments = \$497,364,889  
Invoice count as a percentage of the total = 98.8%  
Invoice value as a percentage of the total = 94.9%
3. DHA paid the following between 30 and 60 days:  
Number of invoices = 2,122  
Total value of payments = \$21,125,571  
Invoice count as a percentage of total = 0.6%  
Invoice value as a percentage of total = 4.0%
4. DHA paid the following within 60 and 90 days:  
Number of invoices = 737  
Total value of payments = \$2,980,109  
Invoice count as a percentage of total = 0.2%  
Invoice value as a percentage of total = 0.6%
5. DHA paid the following within 91 and 120 days:  
Number of invoices = 1,016  
Total value of payments = \$1,297,481  
Invoice count as a percentage of total = 0.3%  
Invoice value as a percentage of total = 0.2%
6. DHA paid the following in more than of 121 days:  
No of invoices = 430  
Total value of payments = \$1,245,226  
Invoice count as a percentage of total = 0.1%  
Invoice value as a percentage of total = 0.2%
7. DHA incurred late payment fees or was charged interest on 956 invoices equating to \$11,516.67 since Estimates 2014.
8. The majority of interest charged relates to strata levies and water rates.  
The rate is determined as per relevant body corporate and council policies.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 11  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:  
Since the change of Prime Minister on 14 September, 2015:

1. How much did each department/agency spend on hire cars during the specified period? Provide a breakdown of each business group in each department/agency.
2. What are the reasons for hire car costs?
3. How much did the department spend on hire cars during the specified period for their minister or minister's office?

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. DHA spent \$62,281.60 on hire cars as follows:  
Board = \$176.58  
Business Solutions & Technology = \$364.20  
Chief Operating Officer = \$2,482.29  
Department of Defence Project Team = \$3,395.05  
Investment Management = \$207.77  
Learning & Development = \$5,442.71  
Leasing = \$2,900.72  
Managing Director = \$710.52  
Property & Tenancy Services = \$16,416.89  
Property Provisioning Group = \$27,930.41

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Sales and Marketing = \$1,897.55

Valuations and Capital Planning = \$648.70

Work Health & Safety = \$248.21

2. The main reasons for car hire were business or to attend training.
3. Nil.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 12  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. Provide a breakdown of any changes to employment classifications that have access to a corporate credit card.
2. Have there been any changes to action taken in the event that the corporate credit card is misused?
3. Have there been any changes to how corporate credit card use is monitored?
4. Have any instances of corporate credit card misuse have been discovered during the specified period? If so:
5. Please list staff classification and what the misuse was, and the action taken.
6. Have there been any changes to what action is taken to prevent corporate credit card misuse?
7. How many credit cards available to the Minister or their office? If so, please list by classification. Have there been any misuse of credit cards by the Minister or their office? Has any action been taken against the Minister or their office for credit card misuse? If so, list each occurrence, including the cost of the misuse.

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. DHA has not made any changes to employment classifications that have access to a corporate credit card.

DHA allows staff to hold a corporate credit card:

- where there is a business need;
- in line with DHA's Corporate Credit Card Policy;
- with approval by senior management; and
- consistent with guidance issued by the Department of Finance (*Resource Management Guide No.146, Facilitating Supplier Payment Through Payment Card*, July 2014) listing credit cards as a preferred method of payment.

2. DHA has updated its policy but action taken in the event of misuse is unchanged.
3. Yes, in line with policy, DHA actively monitors transactions for possible policy breaches and misuse, maintains a misuse incident register and has engaged KPMG to perform quarterly internal audits over all DHA credit card transactions.
4. Yes, DHA identified misuse of corporate credit cards as outlined below.
5. DHA3: Multiple staff members using one staff member's card.  
All staff given a warning and reminded of DHA's Corporate Credit Card policy. The cardholder was also advised that if a similar incident occurs again the card will be cancelled.

DHA6: Multiple staff members using one staff member's card.  
All staff given a warning and reminded of DHA's Corporate Credit Card policy. The cardholder was also advised that a similar incident occurs again the card will be cancelled.

DHA6: Credit card used for business expenses outside the scope of DHA's Credit Card policy.  
Staff member reminded of DHA's policy and provided with information about appropriate and inappropriate uses.

EL1: Credit card used for private parking.  
Staff member required to refund the money, was given a warning and reminded of DHA's Corporate Credit Card policy.

EL1: Staff member went on maternity leave, did not return the credit card to the administrator and it was subsequently used by other staff members in the employee's absence.  
DHA cancelled the card immediately. All staff members involved were given a warning and reminded of DHA's Corporate Credit Card policy.

EL2: Used their corporate credit card for fuel (for their private vehicle that they were using for work related travel).

Staff member issued a warning, reminded of DHA's Corporate Credit Card policy and advised that if it happens again they will need to refund DHA the money and their card will be cancelled.

6. Yes, DHA has:

- issued a new Credit Card Policy and informed all staff of the change;
- contacted cardholders to inform them:
  - of the proper use of credit cards; and
  - that proceedings may be initiated in relation to staff who misuse corporate credit cards; and
- reported any misuse to the Board Audit Committee and Executive on a quarterly basis.

7. DHA does not issue a credit card to the Minister or their office.



**SENATE**

**QUESTION**

**QUESTION NUMBER:** 13  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. Provide a list of all formal functions or forms of hospitality conducted for the Minister. Include:
  1. The guest list of each function
  2. The party or individual who initiated the request for the function
  3. The menu, program or list of proceedings of the function
  4. A list of drinks consumed at the function
  5. Provide a list of the current wine, beer or other alcoholic beverages in stock or on order in the Minister's office. Breakdown by item, quantity and cost.

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. DHA did not organise or host any formal functions for the Minister.
  1. Not applicable.
  2. Not applicable.
  3. Not applicable.
  4. Not applicable.
  5. Not applicable.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 14  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. Please detail changes to structures, officials, offices, units, taskforce or other processes has the department dedicated to meeting the government's red tape reduction targets?
  1. What is the progress of that red tape reduction target
  2. How many officers have been placed in those units and at what level?
  3. How have they been recruited?
  4. What process was used for their appointment?
  5. What is the total cost of this unit?
  6. What is the estimated total salary cost of the officers assigned to the unit?
  7. Do members of the unit have access to cabinet documents?
  8. Please list the security classification and date the classification was issued for each officer, broken down by APS or SES level, in the red tape reduction unit or similar body.
  9. What is the formal name given to this unit/taskforce/team/workgroup or agency within the department?

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. DHA has not made any changes to structures, officials, officers, units, taskforces or other processes specifically in relation to Government red tape reduction targets.

1. Not applicable.
2. Not applicable.
3. Not applicable.
4. Not applicable.
5. Not applicable.
6. Not applicable.
7. Not applicable.
8. Not applicable.
9. Not applicable.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 15  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

1. How much land (if any) does the Department or agencies or authorities or Government corporation within each portfolio own or lease?
2. Please list by each individual land holding, the size of the piece of land, the location of that piece of land and the latest valuation of that piece of land, where that land is owned or leased by the Department, or agency or authority or Government Corporation within that portfolio? (In regards to this question please ignore land upon which Australian Defence force bases are located. Non-Defence Force base land is to be included)
3. List the current assets, items or purse (buildings, facilities or other) on the land identified above.
  - a. What is the current occupancy level and occupant of the items identified in (3)?
  - b. What is the value of the items identified in (3)?
  - c. What contractual or other arrangements are in place for the items identified in (3)?
4. How many buildings (if any) does the Department or agencies or authorities or Government Corporation within each portfolio own or lease?
5. Please list by each building owned, its name, the size of the building in terms of square metres, the location of that of that building and the latest valuation of that building, where that building is owned by the Department, or agency or authority or Government corporation within that portfolio? (In regards to this question please ignore buildings that are situated on Australian Defence force bases. Non-Defence Force base buildings are to be included).

6. In regards to any building identified in Q4, please also detail, the occupancy rate as expressed as a percentage of the building size. If occupancy is identified as less than 100%, for what is the remaining space used?

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. DHA owns land for the purpose of developing housing precincts and constructing houses for Australian Defence Force (ADF) members in accordance with the *Defence Housing Australia Act 1987* (DHA Act).

DHA owned land can broadly be divided into the following categories:

- Vacant land lots ready for development.
- Development projects, with land lots in various stages of development.
- Completed houses.
- Completed houses provided to the Department of Defence (DoD) under an annuity agreement to repay costs plus interest to DHA over 10 to 15 years. Note: Although DHA has legal ownership of these properties they are not considered "DHA owned" from an accounting perspective due to the transfer of control under the annuity agreement.

At 29 February 2016, DHA leased 13,088 properties from private investors for the purpose of providing housing for ADF members in accordance with the DHA Act.

2. As at 29 February 2016, DHA-owned land included the following:
  - 42 sites for development projects with land valued at \$262 million. Note: This includes numerous blocks that have not been valued individually, as they will form part of a development project with a positive forecast development margin. These blocks are included at cost in the value above.
  - 461 vacant land lots ready for development valued at \$122.5 million.
  - 3,531 completed houses, with land valued at \$1.2 billion.
  - 430 "annuity" properties (as discussed above), with land valued at \$62.4 million.

The land lots outlined above are managed by DHA and located across all States and Territories. The land size is generally of standard house block size (other than development sites, which could be up to several hectares in size).

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Given the volume of land identified above it is not considered practical to provide the requested information for each individual land holding.

3. As noted previously, DHA owns 3,531 completed houses, with the buildings valued at \$1.25 billion and 430 “annuity” properties, with buildings valued at \$126.89 million.
  - a. As DHA properties are occupied by ADF members, further details in relation to the occupants cannot be supplied for security reasons. DHA can confirm that vacancy rates for its properties varies depending on ADF member postings, however it was 7.08% as at 29 February 2016.
  - b. Not applicable.
  - c. DHA has a head lease with the Department of Defence over all provisioned housing stock. DHA also has individual leases in place in relation to houses leased from private investors.  
Further arrangements are in place with contractors engaged to conduct repairs and maintenance work on the properties referred to above.
4. DHA does not own any commercial office buildings. It leases 27 offices located around Australia.
5. Not applicable.
6. DHA is the sole occupant (100%) of its office in Townsville located at 63-65 Bamford Lane, Kirwan, QLD.

The remaining 26 leases are for office space within a building.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 16  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. How much did the department/agency spend on temporary or contract staff?
2. How many temporary or contract staff have been employed?
3. What is the total number of temporary or contract staff currently employed?
4. How much was paid for agencies/companies to find temporary/contract staff?
5. Have there been any changes to the policies/criteria that govern the appointment of contract staff?

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. DHA paid \$1,394,721.00 for temporary agency contractors and \$5,296,656.63 to non-ongoing staff.
2. DHA engaged 37 new non-ongoing staff and 24 new contract staff (recruited through an employment agency) during the period.
3. As of 29 February 2016, DHA employed 116 non-ongoing APS staff and 42 contractor staff (through an employment agency).
4. DHA paid agencies/companies \$154,676.15 to find temporary/contract staff.
5. There has been no change in policies or criteria.

**SENATE  
QUESTION**

**QUESTION NUMBER:** 17  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. Please list all documents that have been printed at the expense of the department/agency where 500 or more copies have been produced? Please include the total number produced as well.
  1. How many of these printed documents were also published online?
2. Has the Department/Agency used external printing services for any print jobs?
  1. If so, what companies were used?
  2. How were they selected?
  3. What was the total cost of this printing by item?

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. DHA had 500 copies of its Annual Report 2014-15 printed as per the Government's *Annual Report Orders 2011*. A corrigendum was also required and 500 copies were printed.
  1. The Annual Report is published online as per the same orders.
2. The Annual Report and corrigendum was printed by an external printing provider.
  1. Paragon Printers.
  2. Three quotation process in line with procurement guidelines.
  3. The Annual Report cost \$9,898.90 and the corrigendum cost \$397.10.



**SENATE**

**QUESTION**

**QUESTION NUMBER:** 18  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

1. For all departments and agencies, please provide – in relation to all public relations, communications and media staff – the following:
  - a. How many ongoing staff, the classification, the type of work they undertake and their location.
  - b. How many non-ongoing staff, their classification, type of work they undertake and their location
  - c. How many contractors, their classification, type of work they undertake and their location
  - d. How many are graphic designers?
  - e. How many are media managers?
  - f. How many organise events?
2. Have these arrangements changed since the change of Prime Minister on 14 September, 2015? If yes, please detail.

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. DHA employs the following staff to deliver public relations, communications and media:
  - a. DHA employs three ongoing staff (all Canberra based)
    - 1 X EL2 – National Manager Communication with six direct reports
    - 1 X EL1 – Communication Manager (internal communication)
    - 1 x EL 1 – Media Manager (media management)

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- b. DHA employs four non-ongoing staff (all Canberra based)
    - 1 X EL 1 – Communication Manager (Defence member communication)
    - 1 x DHA 5 – Communication Officer (Defence member communication)
    - 1 x DHA 4 – Communication Support Officer (media)
    - 1 x DHA 4 – Communication Support Officer – (internal communication)
  - c. DHA does not employ any contractors.
  - d. DHA does not employ any graphic designers.
  - e. DHA employs one media manager (see above).
  - f. Approximately four staff organise events as part of their duty statement, however, none are solely event managers.
2. No, these arrangements have not changed since 14 September 2015.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 19  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. How many new reviews (defined as review, inter-departmental group, inquiry, internal review or similar activity) have been commenced? Please list them including:
  1. the date they were ordered
  2. the date they commenced
  3. the minister responsible
  4. the department responsible
  5. the nature of the review
  6. their terms of reference
  7. the scope of the review
  8. who is conducting the review
  9. the number of officers, and their classification level, involved in conducting the review
  10. the expected report date
  11. the budgeted, projected or expected costs
  12. if the report will be tabled in parliament or made public.
  
2. For any review commenced or ordered, have any external people, companies or contractors being engaged to assist or conduct the review?
  1. If so, please list them, including their name and/or trading name/s and any known alias or other trading names.
  2. If so, please list their managing director and the board of directors or equivalent.
  3. If yes, for each is the cost associated with their involvement, including a break down for each cost item.
  4. If yes, for each, what is the nature of their involvement?

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5. If yes, for each, are they on the lobbyist register, provide details?
  6. If yes, for each, what contact has the Minister or their office had with them?
  7. If yes, for each, who selected them?
  8. If yes, for each, did the minister or their office have any involvement in selecting them?
    1. If yes, please detail what involvement it was.
    2. If yes, did they see or provided input to a short list?
    3. If yes, on what dates did this involvement occur?
    4. If yes, did this involve any verbal discussions with the department?
    5. If yes, on what dates did this involvement occur?
- 
3. Which reviews are ongoing?
    1. Please list them.
    2. What is the current cost to date expended on the reviews?
  4. Have any reviews been stopped, paused or ceased? Please list them.
  5. Which reviews have concluded? Please list them.
  6. How many reviews have been provided to Government? Please list them and the date they were provided.
  7. When will the Government be responding to the respective reviews that have been completed?
  8. What reviews are planned?
    1. When will each planned review be commenced?
    2. When will each of these reviews be concluded?
    3. When will government respond to each review?
    4. Will the government release each review?
      1. If so, when? If not, why not?

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. DHA is not aware of any new reviews.
2. Not applicable.

3. DHA is aware of the following reviews:
  1. The Department of Finance conducted a forensic review of DHA's accounting, information technology and business reporting systems and a review was undertaken by the Department of Defence, into the proposed redevelopment of Seaward Village (Western Australia).
  2. DHA is unaware of the costs as it is not conducting the reviews.
4. None of which DHA is aware.
5. DHA understands that the review of the proposed redevelopment of Seaward Village has concluded.
6. DHA does not hold this information.
7. DHA is not aware of the timeframe.
8. None of which DHA is aware.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 20  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. How many reports (including paid external advice) have been commissioned by the Minister, department or agency?
  1. Please provide details of each report including date commissioned, date report handed to Government, date of public release, Terms of Reference and Committee members.
2. How much did each report cost/or is estimated to cost? How many departmental or external staff were involved in each report and at what level?
3. What is the current status of each report? When is the Government intending to respond to these reports?

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. The former Assistant Minister for Defence commissioned a review into the proposed redevelopment of Seaward Village.
  1. The review was announced on 18 November 2015. The Terms of Reference were released publicly on 26 November 2015. DHA understands that the Report was received by Government on 25 February 2016. DHA is not in a position to answer the other parts of this question as the review was conducted by the Department of Defence.

2. DHA is not in a position to comment on the cost of the review. Various DHA staff were involved in providing information to the committee in line with DHA's business-as-usual activities.
3. The review by Lieutenant General Mark Evans (retd) of Defence and DHA's proposed redevelopment of Seaward Village was received by Government on 25 February 2016. The Government decided to pursue the option of refurbishment over redevelopment.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 21  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. Please detail any board appointments made to date.
2. What is the gender ratio on each board and across the portfolio?
3. Has the department instigated or changed its gender ratio target and/or any other policy intended to increase the participation rate of women on boards? If yes, please specify what the target and policy is for each board.
4. Please specify when these gender ratio or participation policies were changed.

**Answer**

DHA was asked to answer this information through the Department of Defence (Question on Notice 142) and has provided a response.



**SENATE**

**QUESTION**

**QUESTION NUMBER:** 22  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. How much has been spent by each department and agency on the government (Ministers / Parliamentary Secretaries) stationery requirements in your portfolio to date?
  1. Detail the items provided to the minister's office.
  2. Please specify how many reams of paper have been supplied to the Minister's office.
2. How much has been spent on departmental stationary requirements to date.
3. Has any customised stationery been requested or provided to the Minister or Ministerial Staff? If yes, please include a photo/scan, detail the type of stationery, date it was requested, date it was provided and the cost.

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. DHA does not provide stationery to the Minister's office.
2. Not applicable.
3. Not applicable.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 23  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. Other than phones, ipads or computers – please list the electronic equipment provided to the Minister’s office.
  1. List the items
  2. List the items location or normal location
  3. List if the item is in the possession of the office or an individual staff member of minister, if with an individual list their employment classification level
  4. List the total cost of the items
  5. List an itemised cost breakdown of these items
  6. List the date they were provided to the office
  7. Note if the items were requested by the office or proactively provided by the department

**Answer**

Defence Housing Australia - The answer to the honourable senator’s question is that between 14 September 2015 and 29 February 2016:

1. DHA does not provide any electronic equipment to the Minister’s office.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 24

**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. What pay TV subscriptions does your department/agency have?
  1. Please provide a list of channels and the reason for each channel.
  2. What has been the cost of this package/s during the specified period?
  3. What is provided to the Minister or their office?
  4. What has been the cost of this package/s during the specified period?
2. What newspaper subscriptions does your department/agency have?
  1. Please provide a list of newspaper subscriptions and the reason for each.
  2. What has been the cost of this package/s during the specified period?
  3. What is provided to the Minister or their office?
  4. What has been the cost of this package/s during the specified period?
3. What magazine subscriptions does your department/agency have?
  1. Please provide a list of magazine subscriptions and the reason for each.
  2. What has been the cost of this package/s during the specified period?
  3. What is provided to the Minister or their office?
  4. What has been the cost of this package/s during the specified period?
4. What publications does your department/agency purchase?
  1. Please provide a list of publications purchased by the department and the reason for each.
  2. What has been the cost of this package/s during the specified period?
  3. What is provided to the Minister or their office?
  4. What has been the cost of this package/s during the specified period?

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. DHA has a pay TV subscription with Foxtel (Flexi 10 subscriptions - 10 channels)
  1. The list of channels and reasons are as follows:
    - BBC World - current events
    - Bloomberg television - current events
    - CNN - current events
    - Sky News - current events
    - Sky News Business - current events
    - Discovery - current events
    - Lifestyle - spare channel (building and construction segments)
    - Fox Sport1 - marketing agreement with the Canberra Raiders
    - Fox Sport2 - marketing agreement with the Canberra Raiders
    - Fox Sport3 - marketing agreement with the Canberra Raiders
  2. The cost during the period has been \$333.16.
  3. Not applicable.
  4. Not applicable.
  
2. DHA has the following newspaper subscriptions:
  1. Managing Director - Canberra Times
  - Company Secretary - Australian Financial Review and The Australian
  - Business Services - Financial Review and the Herald Sun
  - Sydney - Australian Financial Review and Sydney Morning Herald
  - Nowra - South Coast Register
  - Hunter - Newcastle Herald
  - Melbourne - Herald Sun
  - Darwin - NT News
  - Perth - West Australian
  - Adelaide - Advertiser and Australian Financial Review
  - Brisbane (Development) - Australian Financial Review
  - Brisbane (HMC) - Courier Mail
  - Cairns - Cairns Post
  - Wagga Wagga - Daily Advertiser
  - Wodonga - The Border Mail

The subscriptions enable DHA staff to monitor current events, to review events where DHA has a business connection with other agencies and to keep abreast of the property market/development industry.

2. The cost during the period has been \$2,729.49.
  3. Not applicable.
  4. Not applicable.
3. DHA has the following magazine subscription:
1. Portfolio Management - Economist.
  2. The cost during the period has been \$1,064.74.
  3. Not applicable.
  4. Not applicable.
4. DHA purchases the following publications
1. Property Provisioning Group  
Australian Construction Handbook  
Reason: For costing constructions  
  
Business Solutions and Technology  
Safari Books  
Reason: To keep up-to-date with technology  
  
Communication and Media  
Business Plan Guidelines  
Reason: Used by the Operations teams for information and templates.  
  
Darwin Office  
Audible Books  
Reason: Access to required Leadership Book Subscription  
  
HR Services  
Workforce Planning Standard  
Reason: To keep up-to-date with Workforce Planning Standards.  
  
Finance  
Taxation Legislation and Guidance  
Reason: Required by the tax team to ensure current knowledge.
2. The cost during the period was \$1,594.21.
  3. Not applicable.
  4. Not applicable.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 25  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. How much has the Department/Agency spent on meeting costs? Detail date, location, purpose and cost of all events, including any catering and drinks costs.
2. For each Minister and Parliamentary Secretary office, please detail total meeting spend from to date. Detail date, location, purpose and cost of each event including any catering and drinks costs.
3. What meeting spend is the Department/Agency's planning on spending? Detail date, location, purpose and cost of all events including any catering and drinks costs.
4. For each Minister and Parliamentary Secretary office, what meeting spend is currently being planned for? Detail date, location, purpose and cost of each event including any catering and drinks costs.

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. To attempt to provide this level of detail would involve an unreasonable diversion of organisational resources.
2. Nil by DHA.
3. To attempt to provide this level of detail would involve an unreasonable diversion of organisational resources.
4. Nil by DHA.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 26  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. In relation to media training services purchased by each department/agency, please provide the following information:
  1. Total spending on these services
  2. An itemised cost breakdown of these services
  3. The number of employees offered these services and their employment classification
  4. The number of employees who have utilised these services and their employment classification
  5. The names of all service providers engaged
  6. The location that this training was provided
2. For each service purchased from a provider listed under (1), please provide:
  1. The name and nature of the service purchased
  2. Whether the service is one-on-one or group based
  3. The number of employees who received the service and their employment classification (provide a breakdown for each employment classification)
  4. The total number of hours involved for all employees (provide a breakdown for each employment classification)
  5. The total amount spent on the service
  6. A description of the fees charged (i.e. per hour, complete package)
3. Where a service was provided at any location other than the department or agency's own premises, please provide:
  4. The location used
  5. The number of employees who took part on each occasion
  6. The total number of hours involved for all employees who took part (provide a breakdown for each employment classification)

7. Any costs the department or agency's incurred to use the location

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. DHA did not purchase media training services during the period.



**SENATE**

**QUESTION**

**QUESTION NUMBER:** 27  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. How many consultancies have been undertaken? Identify the name of the consultant, the subject matter of the consultancy, the duration and cost of the arrangement, and the method of procurement (i.e. open tender, direct source, etc.). Also include total value for all consultancies.
2. How many consultancies are planned for this calendar year? Have these been published in your Annual Procurement Plan (APP) on the AusTender website and if not why not? In each case please identify the subject matter, duration, cost and method of procurement as above, and the name of the consultant if known.
3. Have any consultancies not gone out for tender?
  1. List each, including name, cost and purpose
  2. If so, why?

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

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1. DHA undertook the following consultancies:

<b>Name of the Consultant</b>	<b>Subject Matter of the Consultancy</b>	<b>Period of Engagement (duration)</b>	<b>Status</b>	<b>Cost</b>	<b>Method of Procurement (i.e. open tender, direct source, etc.).</b>
DHA 1231 - Risk and Continuity Management Pty Ltd	Security Review	6 months	Ceased during reporting period	\$8,250.00	Limited tender
Synergy Group	Capital Planning Review	4 months, 24 days	Ceased during reporting period	\$58,658.00	Limited tender
David Property Consulting	Research and reporting services	6 months	Ceased during reporting period	\$14,355.00	Limited tender
DHA 1117 - Cornhill Enterprises t/a Escensio	Organisational development consulting	2 years, 6 months, 17 days	Ceased during reporting period	\$178,000.00	Limited tender
Newgate Communications Pty Ltd	Review of DHA marketing, communication and media	6 months	Current	\$42,350.00	Limited tender
Unlimited Horizons t/a Pasco Hall & Associates	Provision of quality management consulting services	12 months	Current	\$52,272.00	Limited tender
DHA 1218 - Insight SRC Pty Ltd	Organisational development strategy	12 months	Current	\$112,160.00	Limited tender

Name of the Consultant	Subject Matter of the Consultancy	Period of Engagement (duration)	Status	Cost	Method of Procurement (i.e. open tender, direct source, etc.).
PwC – DHA Market Sounding	Conduct a market sounding of institutional investor interest in a bulk sale of DHA residential property	4 weeks	Current	\$30,000.00	Direct Approach Expression of Interest
PwC – Review and Assessment of DHA’s current sales methods	Review current ballot sales process and fixed price model. Review of alternative sales methods	2-3 weeks	Completed	\$23,000.00	Direct approach Expression of Interest

2. DHA has no additional consultancies approved as at 29 February 2016.
3. Expressions of Interest and quotations were sought from seven suppliers before PwC was engaged to conduct a market sounding of institutional investor interest in a bulk sale of DHA residential property.

Prior to engaging PwC, a quotation was requested for the review of alternative sales methods.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 28  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. For departments/agencies that provide mobile phones to Ministers and/or Parliamentary Secretaries and/or their offices, what type of mobile phone has been provided and the costs?
  1. Itemise equipment and cost broken down by staff or minister classification
2. Has electronic equipment (such as ipad, laptop, wireless card, vasco token, blackberry, mobile phone (list type if relevant), thumb drive, video cameras) been provided by the department/agency? If yes provide a list of:
3. What is provided?
4. The purchase cost.
5. The ongoing cost.
6. A list of any accessories provided for the equipment and the cost of those accessories. (E.g. iPad keyboards, laptop carry bags, additional chargers etc.).
7. A breakdown of what staff and staff classification receives each item.

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. DHA does not provide mobile phones to the Minister's Office.
2. DHA has not provided any electronic equipment to the Minister's Office.

## SENATE

## QUESTION

**QUESTION NUMBER:** 29  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. Has electronic equipment (such as ipad, laptop, wireless card, vasco token, blackberry, mobile phone (list type if relevant), thumb drive, video cameras) been provided by the department/agency to departmental staff? If yes provide a list of:
2. What has been provided?
3. The purchase cost.
4. The ongoing cost.
5. A list of any accessories provided for the equipment and the cost of those accessories. (E.g. iPad keyboards, laptop carry bags, additional chargers etc.).
6. A breakdown of what staff and staff classification receives each item.

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

Asset	Qty	Accessories	Device Cost	Ongoing Cost Per Year (exc GST)	Ongoing Cost breakdown	Device cost breakdown	Level
iPad	8	Data Sim	\$5,419.98	\$1,170.96	MDM - \$6.70 per device/mth Data Service - \$11.36 Per service/mth	iPad - \$662.73 (+1 x iPad Cover for Director)	APS3 - 5 APS6 - 2 ELE1 - 1 Board - 1

UNCLASSIFIED

Asset	Qty	Accessories	Device Cost	Ongoing Cost Per Year (exc GST)	Ongoing Cost breakdown	Device cost breakdown	Level
<b>Headset</b>	21		\$1,555.32	\$-		\$59.82 per device	APS3 - 6 APS4 - 6 APS5 - 5 APS6 - 2 ELE1 - 2 ELE2 - 2
<b>Surface Pro</b>	10	Keyboard and Docking Station	\$3,054.87	\$962.52	Office- \$178.92 per User Microsoft - \$78.36 per user	\$1,345.87 (inc. Keyboard) per device \$170.90 per docking Station	APS3 - 3 APS4 - 3 APS6 - 3 ELE1 - 1
<b>Keyboard /Mice Combo</b>	7		\$286.30	\$-			APS3 - 5 APS4 - 1 ELE1 - 1
<b>Wyse Unit</b>	4	Old Stock	\$-	\$492.36	Office- \$178.92 per User Microsoft - \$78.36 per user		APS3 - 4
<b>Monitors</b>	6	Old Stock	\$-	\$-			APS3 - 6
<b>Cisco Desk Phones</b>	6		\$1,697.10	\$80.82	Maint - \$8.98 per device/yr		APS3 - 2 APS4 - 2 APS6 - 2
<b>Digital Camera</b>	5	Camera Bag & SD Card	\$619.92	\$-		\$172.73 - Camera \$10.91 - Case \$23.00 - SD Card	APS3 - 5
<b>Laptop</b>	2		\$2,361.67	\$257.28	Office- \$178.92 per User Microsoft - \$78.36 per user		APS3 - 2

UNCLASSIFIED

Asset	Qty	Accessories	Device Cost	Ongoing Cost Per Year (exc GST)	Ongoing Cost breakdown	Device cost breakdown	Level
PC	1	Old Stock	\$-	\$257.28	Office- \$178.92 per User Microsoft - \$78.36 per user		APS6 - 1

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 30  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

1. List the current inventory of computers owned, leased, stored, or able to be accessed by the Ministers office as provided by the department, listing the equipment cost and location and employment classification of the staff member that is allocated the equipment, or if the equipment is currently not being used
2. List the current inventory of computers owned, leased, stored, or able to be accessed by the department, listing the equipment cost and location
3. Please detail the operating systems used by the departments computers, the contractual arrangements for operating software and the on-going costs

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. DHA does not provide any computers to the Minister's office.



## UNCLASSIFIED

2. DHA's current inventory of computers (owned, leased, stored or able to be accessed by the organisation) as at 29 February 2016 is:

Site	Wyse	Laptop	Surface Pro3	PC	iPad Mini	iPad
Adelaide	58	2	1		7	4
Brisbane	44		6		17	8
Spring Hill, Brisbane	22		0		0	0
Cairns	1		0		1	0
Canberra	32		13		15	4
Canungra	1		0		0	0
Cerberus, Victoria	1		0		0	0
Chifley Towers, Sydney	11		0		0	1
Darwin	30		4		19	7
Elizabeth St, Sydney	23		17			10
Head Office, Canberra	93	22	122	16	3	34
Hunter	51		0		6	3
Ipswich	13		0		10	0
Katherine	5		0			0
Melbourne	24		2		8	7
Nowra	10		0		2	1
Perth	8		2		8	4
Puckapunyal	2		0		0	0
Sydney	44		0		23	3
Toowoomba	1		0		1	0
Townsville	67		0		14	7
Wagga	8		0		4	0
Wodonga	5		0		3	0

<b>554</b>	<b>24</b>	<b>167</b>	<b>16</b>	<b>141</b>	<b>93</b>
\$ 317.77	\$ 2,361.82	\$ 1,345.87	\$ 933.00	\$ 441.81	\$ 522.72
<b>\$176,044.58</b>	<b>\$56,683.68</b>	<b>\$224,760.29</b>	<b>\$14,928.00</b>	<b>\$62,295.21</b>	<b>\$48,612.96</b>

**Total Cost** **\$583,324.72**

3. DHA uses IOS, Windows7 and Windows 8. The costs are incorporated in the table above.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 31  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. Is the minister or their office or their delegate required to approve all departmental and agency international travel?
2. If so, under what policy?
3. Provide a copy of that policy.
4. When was this policy implemented?
5. When is the minister notified, when is approved provided?
6. Detail all travel (domestic and international) for Departmental officers that accompanied the Minister and/or Parliamentary Secretary on their travel. Please include a total cost plus a breakdown that include airfares (and type of airfare), accommodation, meals and other travel expenses (such as incidentals).
7. Detail all travel for Departmental officers. Please include a total cost plus a breakdown that include airfares (and type of airfare), accommodation, meals and other travel expenses (such as incidentals). Also provide a reason and brief explanation for the travel.
8. What date was the minister or their office notified of the travel?
9. What date did the minister or their office approve the travel?
10. What travel is planned for the rest of this calendar year? Also provide a reason and brief explanation for the travel.

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is:

1. No.  
DHA is a Corporate Commonwealth Entity and is not subject to the Department of Finance's official international policy (*Resource Management Guide No. 405, Official International Travel*). However, DHA acts within the spirit and intent of this policy.
2. The Department of Finance's *Resource Management Guide No. 405, Official International Travel*.
3. See Attachment 1.
4. February 2015.
5. Not applicable.
6. No DHA officer undertook international travel to accompany the Minister or Parliamentary Secretary between 14 September 2015 and 29 February 2016.
7. No DHA officer international travel between 14 September 2015 and 29 February 2016.
8. Not applicable.
9. Not applicable.
10. DHA has no international travel plans.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 32  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. Please detail all travel conducted by the Minister/parliamentary secretary
2. List each location, method of travel, itinerary and purpose of trip;
3. List the total cost plus a breakdown that include airfares (and type of airfare), accommodation, meals and other travel expenses (such as incidentals), and;
4. List the number of staff that accompanied the Minister/parliamentary secretary, listing the total costs per staff member, the class of airplane travelled, the classification of staff accompanying the Minister/parliamentary secretary.
5. What travel is planned for the rest of this calendar year? Also provide a reason and brief explanation for the travel.

**Answer**

DHA has been advised that the Department of Finance will respond on behalf of all portfolios.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 33

**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. What guidelines are in place to administer grants?
2. How are grants applied for?
3. Are there any restrictions on who can apply for a grant? If yes, please detail.
  1. Can these restrictions be waved? If yes, please detail the process for waving them and list any grants where the restrictions were waved.
4. What is the procedure for selecting who will be awarded a grant?
5. Who is involved in this selection process?
6. Does the minister or the minister's office play any role in awarding grants? If yes, please detail.
  1. Has the minister or the minister's office exercised or attempted to exercise any influence over the awarding of any grants? If yes, please detail.
7. Provide a list of all grants, including ad hoc, one-off discretionary grants awarded to date. Provide the recipients, amount, intended use of the grants, what locations have benefited from the grants and the electorate and state of those locations.
8. Update the status of each grant that was approved prior to the specified period, but did not have financial contracts in place at that time. Provide details of the recipients, the amount, the intended use of the grants, what locations have benefited from the grants and the electorate and state of those grants.

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. DHA does not administer any grants.
2. Not applicable.
3. Not applicable.
  1. Not applicable.
4. Not applicable.
5. Not applicable.
6. Not applicable.
  1. Not applicable.
7. Not applicable.
8. Not applicable.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 34

**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. Has the department/Agency undergone a name change or any other form of rebranding? If so:
  - a. Please detail why this name change / rebrand were considered necessary and a justified use of departmental funds?
    - i. Please provide a copy of any reports that were commissioned to study the benefits and costs associated with the rebranding.
  - b. Please provide the total cost associated with this rebrand and then break down by amount spent replacing:
    - i. Signage.
    - ii. Stationery (please include details of existing stationery and how it was disposed of).
    - iii. Logos
    - iv. Consultancy
    - v. Any relevant IT changes.
    - vi. Office reconfiguration.
  - c. How was the decision reached to rename and/or rebrand the department?
    - i. Who was involved in reaching this decision? ii. Please provide a copy of any communication (including but not limited to emails, letters, memos, notes etc.) from within the department, or between the department and the government regarding the rename/rebranding.

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. No.
  - a. Not applicable.
    - i. Not applicable.
  
  - b. Not applicable.
    - i. Not applicable.
    - ii. Not applicable.
    - iii. Not applicable.
    - iv. Not applicable.
    - v. Not applicable.
    - vi. Not applicable.
  
  - c. Not applicable.
    - i. Not applicable.



**SENATE**

**QUESTION**

**QUESTION NUMBER:** 35  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. What was the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the Minister's office during the specified period?
  1. Which agency or agencies provided these services?
  2. What has been spent providing these services during the specified period?
  3. Itemise these expenses.
2. What was the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the department/agency during the specified period?
  1. Which agency or agencies provided these services?
  2. What has been spent providing these services during the specified period?
  3. Itemise these expenses

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. DHA did not provide media monitoring services to the Minister's office.
  1. Not applicable.
  2. Not applicable.
  3. Not applicable.

2. DHA spent \$13,500 on media monitoring during the period specified.
  1. iSentia.
  2. \$13,500.
  3. As there is large volumes of information, DHA considers it would be an unreasonable diversion of resources to answer this question to the specified level of detail.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 36  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

1. Does the minister's office have a procedure manual for communication between the minister's office and the department? If yes, please provide a copy and:
2. When was the manual last updated?
3. Who is responsible for updating the manual?
4. Who is the manual distributed to?
5. Is anyone responsible for clearing communications before they are sent to the department?

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. DHA is not aware of any such manual.
2. Not applicable.
3. Not applicable.
4. Not applicable.
5. Not applicable.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 37  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. Have there been any identified breaches of the Ministerial Staff Code of Conduct by the Minister, their office or the department?
  1. If so, list the breaches identified, broken by staffing classification level
  2. If so, what remedy was put in place to manage the breach? If no remedy has been put in place, why not?
  3. If so, when was the breach identified? By whom? When was the Minister made aware?
2. Can the Minister confirm that all ministerial and electorate officers in their office comply fully with the ministerial staff code of conduct?
  1. If not, how many staff don't comply, broken down by classification level?
  2. How long have they worked for the Minister?
3. Can you confirm they all complied with the code on the date of their employment?
  1. If not, on what date did they comply?
4. Can you confirm that all disclosures as required by the code were made to the government staffing committee?
  1. If so, on what date were those disclosure made?
5. By position title list the date each staff member was approved by government staff committee
6. Can you confirm all staff have divested themselves of any and all relevant shares as of the date of their appointment
7. Can you list by number if any staff have been granted exception by the SMOS to remain a director of a company as allowed by the Ministerial Staff Code of Conduct, break down by position level

**Answer**

DHA has been advised that the Department of Finance will respond on behalf of all portfolios.

**SENATE  
QUESTION**

**QUESTION NUMBER:** 38  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

1. Please list all related EBAs with coverage of the department.
2. Please list their starting and expiration dates.
3. What is the current status of negotiations for the next agreement/s? Please detail.

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is as follows:

1. DHA staff are covered by the *Defence Housing Australia Enterprise Agreement 2015*.
2. The Agreement commenced on 18 January 2016. The nominal expiry date is 17 January 2019.
3. DHA has not yet commenced preparations for the negotiation of a replacement agreement.

**SENATE  
QUESTION**

**QUESTION NUMBER:** 39  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. How many projects, work, programs or other tasks has the department started as a consequence of government policies or priorities that are required to be funded 'within existing resources'?
2. List each
3. List the staffing assigned to each task
4. What is the nominal total salary cost of the officers assigned to the project?
5. What resources or equipment has been assigned to the project?

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that for the period between 14 September 2015 and 29 February 2016:

1. None of which DHA is aware.
2. Not applicable.
3. Not applicable.
4. Not applicable.
5. Not applicable.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 40  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

1. Do any contracts managed by the Department/Agency contain any limitations or restrictions on advocacy or criticising Government policy? If so, please name each contact. When was it formed or created?
2. What are the specific clauses and/or sections which state this, or in effect, create a limitation or restriction?
3. Do any agreements managed by the Department/Agency contain any limitations or restrictions on advocacy or criticisms of Government policy? If so, please name each agreement. When was it formed or created?
4. What are the specific clauses and/or sections which state this, or in effect, create a limitation or restriction?
5. For each of the contracts and agreements, are there any particular reason, such as genuine commercial in confidence information, for this restriction?
6. Have any changes to financial or resource support to services which advocate on behalf of groups or individuals in Australian society been made? If so, which groups? What was the change?
7. Has any consultation occurred between the Department/Agency and any individuals and/or community groups about these changes? If so, what consultation process was used? Was it public? If not, why not? Are public submissions available on a website?
8. If no consultation has occurred, why not?
9. Did the Minister/Parliamentary Secretary meet with any stakeholders about changes to advocacy in their contracts and/or agreements? If so, when? Who did he/she meet with?



**Answer**

Defence Housing Australia - The answer to the honourable senator's question is as follows:

1. No DHA contracts contain any limitations or restrictions on advocacy or criticising Government policy.
2. Not applicable.
3. No DHA agreements contain any limitations or restrictions on advocacy or criticising Government policy.
4. Not applicable.
5. Not applicable.
6. Not applicable.
7. Not applicable.
8. Not applicable.
9. Not applicable.
10. Not applicable.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 41  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Please list all current legislation, covered by the department's portfolio, which contain a statutory review provision/s. For each, please provide:

1. What work has been done towards preparing for the review? If none, why not?
2. Please provide a schedule or a workplan for the review
3. When did/will this work begin?
4. When is/was the review due to commence.
5. What is the expected report date?
6. Who is the minister responsible for the review
7. What department is responsible for the review
8. List the specific clauses or legislation under review caused by the statutory provision.
9. List the terms of reference.
10. What is the scope of the review?
11. Who is conducting the review? How were they selected? What are the legislated obligation for the selection of the person to conduct the review?
12. What is the budgeted, projected or expected costs of the review?
13. When was the Minister briefed on this matter?
14. What decision points are upcoming for the minister on this matter?
15. List the number of officers, and their classification level, involved in conducting the review
16. Will the the report will be tabled in parliament or made public. If so, when?

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is as follows:

1. None of which DHA is aware.
2. Not applicable.
3. Not applicable.
4. Not applicable.
5. Not applicable.
6. Not applicable.
7. Not applicable.
8. Not applicable.
9. Not applicable.
10. Not applicable.
11. Not applicable.
12. Not applicable.
13. Not applicable.
14. Not applicable.
15. Not applicable.
16. Not applicable.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 42  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

1. Please list all current legislation, covered by the department's portfolio, which contain a sunset provision/s. For each, please provide:
  1. What work has been done towards preparing for the activation of sunset provisions? If no work has commenced, why not?
  2. Has any consideration been given to delaying or alerting the sunset provisions?
  3. Please provide a schedule or a workplan for the sunset provisions becoming active
  4. When did/will this work begin?
2. Will there be any reviews of or relating to the legislation before or after the sunset provision is enacted? If yes:
  1. When is/was the review due to commence.
  2. What is the expected report date?
  3. Who is the minister responsible for the review
  4. What department is responsible for the review
  5. List the specific clauses or legislation under review caused by the statutory provision.
  6. List the terms of reference.
  7. What is the scope of the review?
  8. Who is conducting the review? How were they selected? What are the legislated obligation for the selection of the person to conduct the review?
  9. What is the budgeted, projected or expected costs of the review?
  10. When was the Minister briefed on this matter?
  11. What decision points are upcoming for the minister on this matter?
  12. List the number of officers, and their classification level, involved in conducting the review

13. Will the report will be tabled in parliament or made public. If so, when?

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is as follows:

1. None of which DHA is aware.
  1. Not applicable.
  2. Not applicable.
  3. Not applicable.
  4. Not applicable.
  
2. None of which DHA is aware.
  1. Not applicable.
  2. Not applicable.
  3. Not applicable.
  4. Not applicable.
  5. Not applicable.
  6. Not applicable.
  7. Not applicable.
  8. Not applicable.
  9. Not applicable.
  10. Not applicable.
  11. Not applicable.
  12. Not applicable.
  13. Not applicable.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 43  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. List all legal costs incurred by the department or agency
2. List the total cost for these items, broken down by source of legal advice, hours retained or taken to prepare the advice and the level of counsel used in preparing the advice, whether the advice was internal or external
3. List cost spend briefing Counsel, broken down by hours spent briefing, whether it was direct or indirect briefing, the gender ratio of Counsel, how each Counsel was engaged (departmental, ministerial)
4. How was each piece of advice procured? Detail the method of identifying legal advice

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. DHA incurred \$357,534.58 in legal costs during the period. This does not include legal costs associated with purchasing and selling properties (e.g. conveyancing) as these are considered business-as-usual expenses.
2. To attempt to provide this level of detail would involve an unreasonable diversion of organisational resources.
3. To attempt to provide this level of detail would involve an unreasonable diversion of organisational resources.

4. To attempt to provide this level of detail would involve an unreasonable diversion of organisational resources.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 44

**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

1. Does the department have a procedure manual for communication between the department and the minister? If yes, please provide a copy and:
2. When was the manual last updated?
3. Who is responsible for updating the manual?
4. Has the minister's office had any input into the content of the manual? If so, please detail.
5. Who is the manual distributed to?
6. Is anyone responsible for clearing communications before they are sent to the minister or the minister's office?

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is as follows:

1. DHA does not have a procedure manual for communication between our Minister's offices.
2. Not applicable.
3. Not applicable.
4. Not applicable
5. Not applicable.



6. Generally, the Acting Managing Director is responsible for sign off. This may be delegated to a member of the Senior Executive Group if she is not available and/or depending on the nature of the enquiry.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 45  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. Has the department/agency purchased or leased or taken under contract any vending machine facilities?
  1. If so, list these
  2. If so, list the total cost for these items
  3. If so, list the itemised cost for each item of expenditure
  4. If so, where were these purchased
  5. If so, list the process for identifying how they would be purchased
  6. If so, what is the current location for these items?
  7. If so, what is the current usage for each of these items?

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. DHA has not purchased, leased or taken any vending machine facility under contract.
  1. Not applicable.
  2. Not applicable.
  3. Not applicable.
  4. Not applicable.
  5. Not applicable.
  6. Not applicable.
  7. Not applicable.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 46  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

1. Does the department have a program for staff to engage in self-initiated work (projects, plans, etc. that are devised by staff without being directed by the minister's office or department management)?
2. Please list all ongoing projects. For each, please detail:
3. When did the project commence?
4. When is it expected to conclude?
5. What will the total cost of the project be?
6. Where did the money for the project come from?
7. Where is the project based?

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is as follows:

1. DHA does not have an employee self-initiated work program.
2. Not applicable.
3. Not applicable.
4. Not applicable.
5. Not applicable.
6. Not applicable.
7. Not applicable.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 47  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. Has the Department / Agency given out awards to staff for any reason? If yes:
  1. What was the reason for the awards?
  2. What was the criteria for the awards?
  3. What form did the award take? (E.g. Certificate, gift vouchers etc.)
  4. How much was spent on the award?
2. How were the awards presented?
3. Who presented the awards?
4. Was there a ceremony or party for the awards? If yes:
  1. Where was it held?
  2. Was there a fee for the venue? If yes, how much?
  3. How much was spent on catering?
  4. How many people attended?
  5. Did the minister attend?
  6. Did the minister's staff attend? If yes, how many?

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. DHA has given out awards to staff during the specified period.
  1. Annual awards for excellence, service awards (for 5, 10 and 15 years of service), as well as monthly rewards and recognition.

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2. Varies depending on the nature of the award, but generally exceptional service (various categories) and/or years of continual service to DHA.
  3. Varies depending on the nature of the award, but includes gift cards, certificates, trophies and additional uniform allowance. Award recipients located outside of Canberra were also flown in for an annual awards night as applicable.
  4. DHA spend \$79,195.65 (excluding GST) on awards.
2. DHA held an annual dinner for its excellence awards, otherwise they were presented at the local office.
  3. DHA's Acting Managing Director or the employee's manager.
  4. DHA held a dinner for its annual excellence awards.
    1. Ottoman Cuisine, Canberra.
    2. There was no fee for the venue.
    3. \$3,431.59 (excluding GST) was spend on catering.
    4. 37 people attended.
    5. The Minister did not attend.
    6. No ministerial staff attended.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 48

**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. Has the Department/Agency engaged in a policy of Change Management? If yes:
  1. Please detail the policy.
  2. When was the policy introduced?
  3. What are the goals of the policy?
  4. How much was spent on consulting for the policy and who was contracted for this consultation?
  5. How much was spent implementing this policy?

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

DHA does not currently have a formal Change Management Policy. A program is being developed in preparation for the outcomes of the Forensic Review undertaken by KordaMentha being delivered.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 49  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. Please provide a copy of the departmental staff code of conduct.
2. Have there been any identified breaches of this code of conduct by departmental staff?
  1. If yes, list the breaches identified, broken by staffing classification level.
  2. If yes, what remedy was put in place to manage the breach? If no remedy has been put in place, why not?
  3. If yes, when was the breach identified? By whom? When was the Minister made aware?
  4. If yes, were there any legal ramifications for the department or staff member? Please detail.

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. DHA employees are bound by the Australian Public Service Code of Conduct (Section 13 of the *Public Service Act 1999*).
2. DHA has not identified any breaches by its staff.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 50  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. Have any existing services provided by the department / agency moved from being free to a user-pay service? Have any additional fees been placed on existing services? If yes please provide a list and include:
  2. Name of the fee and a short description of what it covers.
  3. How much is the fee (and is it a flat fee or a percentage of the service).
  4. The date the fee came into place.
  5. Were any reviews requested, commenced or complemented into the benefits and drawbacks of attaching the fee to the service? If yes, please detail and provide a copy of the review.
  6. What consultation was carried out before the fee was put into place?
  7. How was the fee put into place (e.g. through legislation, regulation changes etc.)?
  8. What justification is there for the fee?

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. None of which DHA is aware.
  1. Not applicable.
  2. Not applicable.
  3. Not applicable.
  4. Not applicable.
  5. Not applicable.



6. Not applicable.
7. Not applicable.
8. Not applicable.
9. Not applicable.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 51  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

1. Excluding policy or correspondence briefs, how many documents are provided to the Minister's office on a regular and scheduled basis? Including documents that are not briefs to the minister and do not require ministerial signature.
2. List those documents, their schedule and their purpose (broken down by ministerial signature and office for noting documents)
3. How are they transmitted to the office?
4. What mode of delivery is used (hardcopy, email) for those documents?
5. What level officer are they provided to in the minister's office?

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is as follows:

1. DHA does not provide other documents to the Minister's office on a regular and scheduled basis.
2. Not applicable.
3. Not applicable.
4. Not applicable.
5. Not applicable.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 52  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. Has the department purchased any merchandise or promotional material?
2. List by item, and purpose for each item, including if the material is for a specific policy or program or for a generic purpose (note that purpose)
3. List the cost for each item
4. List the quantity of each item
5. Who suggested these material be created?
6. Who approved its creation?
7. Provide copies of authorisation
8. When was the Minister informed of the material being created?
9. Who created the material?
11. How was that person selected?
12. How many individuals or groups were considered in selecting who to create the material?

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. DHA has purchased various promotional merchandise during the period specified.

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2. DHA-branded merchandise was purchased as follows:
  - Lip balms: community and Defence family day events.
  - Drink bottles: community and Defence family day events.
  - Balloons: community and Defence family day events.
  - Lollipops: community and Defence family day events.
  - USB cards: support DHA's property investment program and engage with delegates at investment-related industry tradeshows.
  - Screen cleaners: support DHA's property investment program and engagement with delegates at property investment-related industry tradeshows.
  
3. The cost of each item is as follows:
  - Lip balm = \$1,400.
  - Drink bottles = \$4,360.
  - Balloons = \$578.
  - Lollipops = \$4,735.
  - USB cards = \$13,500.
  - Screen cleaners = \$1,725.
  
4. The following quantities were ordered:
  - Lip balm = 1,000.
  - Drink bottles = 1,000.
  - Balloons = 1,000.
  - Lollipops = 4,000.
  - USB cards = 2,500.
  - Screen cleaners = 2,500.
  
5. These items were identified as relevant communication/marketing strategies for distribution at Defence family events and property investment events.
  
6. Relevant EL2 National Marketing or Communication Managers.
  
7. Authorisation is completed using an internal finance system.
  
8. The Minister was not advised as these were business-as-usual activities for DHA programs.
  
9. Various promotional companies.
  
10. Via select three quotation processes.
  
11. Three.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 53  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. Please provide a breakdown of the domain usage for the 50 most utilised (by data sent and received), unique (internet) domains accessed by the minister's office. Please provide:
  1. Domain name of the website being accessed (or IP address if the Domain is unavailable in the tracking system).
  2. Amount of data downloaded and uploaded to the site.
  3. Number of times the site was accessed.

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. DHA is unable to answer this question as it does not provide information technology support to any Minister.
  1. Not applicable.
  2. Not applicable.
  3. Not applicable.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 54

**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. How much has been spent on the Minister's website?
  1. List each item of expenditure and cost
2. Who is responsible for uploading information to the Minister's website?
3. Have any departmental staff been required to work outside regular hours to maintain the Minister's website? Please detail.

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. DHA is unable to answer this question as it does not provide information technology support to any Minister.
  1. Not applicable.
2. Not applicable.
3. Not applicable.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 55  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. Have any reports, budget papers, statements, white papers or report-like documents printed for or by the department been pulped, put in storage, shredded or disposed of?
2. If so please give details; name of report, number of copies, cost of printing, who order the disposal, reason for disposal

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. DHA is not aware of any pulping, shredding or disposing of any records that may have had reports, budget papers, statements, white papers or report-like documents.
2. Not applicable.

**SENATE  
QUESTION**

**QUESTION NUMBER:** 56  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. How many requests for documents under the FOI Act have been received?
2. Of these, how many documents have been determined to be deliberative documents?
3. Of those assessed as deliberative documents:
  1. For how many has access to the document been refused on the basis that it would be contrary to the public interest?
  2. For how many has a redacted document been provided?

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. DHA received seven requests for documents under the FOI Act.
2. Nil have been determined to be deliberative document.
3. Not applicable.



**SENATE**

**QUESTION**

**QUESTION NUMBER:** 57  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. Has the minister been provided with or had access to a motor vehicle? If so:
  1. What is the make and model?
  2. How much did it cost?
  3. When was it provided?
  4. Was the entire cost met by the department? If not, how was the cost met?
  5. What, if any, have been the ongoing costs associated with this motor vehicle? Please include costs such as maintenance and fuel.
  6. Are these costs met by the department? If not, how are these costs met?
  7. Please provide a copy of the guidelines that determine if a minister is entitled to a motor vehicle.
  8. Have these guidelines changed during the specified period of time? If so, please detail.
  9. Please provide a copy of the guidelines that determine how a minister is to use a motor vehicle they have been provided with. Please include details such as whether the motor vehicle can be used for personal uses.
  10. Have these guidelines changed during the specified period of time? If so, please detail.

**Answer**

DHA has been advised that the Department of Finance will respond on behalf of all portfolios.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 58

**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. Outside of MoPS Act entitlements, have any of the Minister's staff been provided with a motor vehicle? If so:
  1. What is the make and model?
  2. How much did it cost?
  3. When was it provided?
  4. Was the entire cost met by the department? If not, how was the cost met?
  5. What, if any, have been the ongoing costs associated with this motor vehicle? Please include costs such as maintenance and fuel.
  6. Are these costs met by the department? If not, how are these costs met?
  7. Please provide a copy of the guidelines that determine this entitlement to a motor vehicle.
  8. Have these guidelines changed during the specified period? If so, please detail.
  9. Please provide a copy of the guidelines that determine how a motor vehicle is to be used that they have been provided with. Please include details such as whether the motor vehicle can be used for personal uses.
  10. Have these guidelines changed during the specified period? If so, please detail.

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. DHA has not provided any vehicles.
  1. Not applicable.
  2. Not applicable.
  3. Not applicable.
  4. Not applicable.
  5. Not applicable.
  6. Not applicable.
  7. Not applicable.
  8. Not applicable.
  9. Not applicable.
  10. Not applicable.

**SENATE  
QUESTION**

**QUESTION NUMBER:** 59  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. Have any of the Minister's staff been provided with a motor vehicle under the MoPS Act entitlements? If so:
  1. What is the make and model?
  2. How much did it cost?
  3. When was it provided?
  4. Was the entire cost met by the department? If not, how was the cost met?
  5. What, if any, have been the ongoing costs associated with this motor vehicle? Please include costs such as maintenance and fuel.
  6. Are these costs met by the department? If not, how are these costs met?
  7. Please provide a copy of the guidelines that determine this entitlement to a motor vehicle.
  8. Have these guidelines changed during the specified period? If so, please detail.
  9. Please provide a copy of the guidelines that determine how a motor vehicle is to be used that they have been provided with. Please include details such as whether the motor vehicle can be used for personal uses.
  10. Have these guidelines changed during the specified period? If so, please detail.

**Answer**

DHA has been advised that the Department of Finance will respond on behalf of all portfolios.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 60  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. List all interactions between the department/agency with any representative listed on the lobbyist register
2. List the participants in the meeting, the topic of the discussion, who arranged or requested the meeting, the location of the meeting
3. List all interactions between the Minister/parliamentary Secretary and/or their offices with any representative listed on the lobbyist register during the specified period. List the participants in the meeting, the topic of the discussion, who arranged or requested the meeting, the location of the meeting

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. None of which DHA is aware.
2. Not applicable.
3. None of which DHA is aware.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 61  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. How much has been spent on workplace ergonomic assessments?
  1. List each item of expenditure and cost
  2. Have any assessments, not related to an existing disability, resulted in changes to workplace equipment or set up?
  3. If so, list each item of expenditure and cost related to those changes

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. DHA spent \$4,582.80 on workplace ergonomic assessments:
  1. 30/10/15—DHAL3 (Adelaide) = \$940.63  
26/11/15—DHAL4 (Canberra) = \$1653.79  
27/11/15—ELE1 (Canberra) = \$416.55  
15/12/15—DHAL3 (Townsville) = \$439.59  
11/01/16—DHA5 (Canberra) = \$305.40  
21/01/16—DHAL5 (Hunter Valley) = \$438.20  
22/01/16—DHAL3 (Brisbane) = \$388.64
2. Yes, assessments have resulted in changes to workplace equipment or set up.

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3. DHA spent \$3,396.07 on ergonomic aids as follows:
  - 19/09/15—Ergonomic Chair = \$340.91
  - 23/09/15—Ergonomic Chair = \$340.91
  - 14/09/15—Slim Keyboard = \$22.73
  - 30/10/15—Ergonomic Chair = \$340.91
  - 13/10/15—Ergonomic Chair = \$340.91
  - 16/10/15—Touch Pan Mouse = \$22.73
  - 23/10/15—Varidesk = \$503.45
  - 23/10/15—Varidesk = \$71.26
  - 20/1/16—Footrest - \$210.08
  - 20/1/16—Ergonomic Chair = \$347.05
  - 23/10/15—Ergonomic Chair = \$347.05
  - 20/01/16—Ergonomic Chair = \$347.05
  - 10/11/15—Back Compendium = \$161.03

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 62  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. How many FOI requests were received to date?
2. How many of those requests were finalised within the regular timeframes provided under the FOI Act?
3. How many of those requests were granted an extension of time under s 15AA of the FOI Act?
4. How many of those requests were granted an extension of time under s 15AB of the FOI Act?
5. How many of those requests were finalised out of time?

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. DHA received seven FOI requests.
2. Four were finalised within regular timeframes.
3. Nil were granted an extension under s 15AA.
4. Nil were granted an extension under s 15AB.
5. Nil were finalised out of time.



**SENATE**

**QUESTION**

**QUESTION NUMBER:** 63  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

1. List the current staffing allocation for each Minister and Parliamentary Secretary
2. For each Minister or Parliamentary Secretary list the number of staff recruited, broken down by their staffing classification
3. For each Minister or Parliamentary Secretary list the number of staff that have resigned, broken down by their staffing classification
4. For each Minister or Parliamentary Secretary list the number of staff that have been terminated, broken down by their staffing classification
5. For each Ministerial staff position, please provide a table of how many individual people have been engaged against each position since the swearing in of the Abbott Government, broken down by employing member and the dates of their employment

**Answer**

DHA has been advised that the Department of Finance will respond on behalf of all portfolios.

**SENATE  
QUESTION**

**QUESTION NUMBER:** 64  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. List any tenders that were re-issued or issued multiple times:
  1. Why were they re-issued or issued multiple times?
  2. Were any applicants received for the tenders before they were re-issued or repeatedly issued?
  3. Were those applicants asked to resubmit their tender proposal?

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. All DHA tenders are issued via the Australian Government procurement information system (AusTender). A total of 35 tenders were published during the specified period. Nil were re-issued or issued multiple times.
  1. Not applicable.
  2. Not applicable.
  3. Not applicable.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 65  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. List any market research conducted by the department/agency:
  1. List the total cost of this research
  2. List each item of expenditure and cost, broken down by division and program
  3. Who conducted the research?
  4. How were they identified?
  5. Where was the research conducted?
  6. In what way was the research conducted?
  7. Were focus groups, round tables or other forms of research tools used?
  8. How were participants for these focus groups et al selected?
  9. How was the firm or individual that conducted the review selected?
  10. What input did the Minister have?
  11. How was it approved?
  12. Were other firms or individuals considered? If yes, please detail.

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. DHA conducted various market research.
  1. The total cost was \$82,616.81.

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2. Each item, division and cost is as follows:
  - Focus group research—Portfolio Management Marketing and Strategic Projects = \$21,785.20
  - Housing survey data collection—Portfolio Management Marketing and Strategic Projects = \$3,838.27
  - Maintenance survey—Portfolio Management Marketing and Strategic Projects = \$5,777.14
  - Maintenance survey data collection—Portfolio Management Marketing and Strategic Projects = \$16,716.20
  - Brand tracking—Portfolio Management Marketing and Strategic Projects = \$34,500.00
3. The research was conducted by Colmar Brunton (focus group and brand tracking) and Filed Works Market Research (housing and maintenance surveys).
4. They were existing contractors.
5. Colmar Brunton conducted the focus groups in Sydney. The brand tracking work is online and facilitated from their office in Canberra. Field Works Market Research facilitated the research from their office in Melbourne.
6. Colmar Brunton conducted focus groups and an online questionnaire. Field Works Market Research is all conducted via telephone.
7. Yes (as above).
8. All participants were Australian Defence Force members.
9. They were selected via existing contractual arrangements.
10. Nil. DHA did not approach the Minister.
11. Internal process.
12. No, as a contract already existed.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 66  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. Has the department/agency engaged in any new refurbishments, upgrades or changes to their building or facilities?
  1. If so, list these
  2. If so, list the total cost for these changes
  3. If so, list the itemised cost for each item of expenditure
  4. If so, who conducted the works?
  5. If so, list the process for identifying who would conduct these works
  6. If so, when are the works expected to be completed?

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. Yes, DHA has engaged in refurbishment/upgrade of its facilities.
  1. Refurbishment:  
Head Office, Canberra—reception area and level 2  
Elizabeth Street. Sydney—fit out space  
  
Relocation:  
Brisbane Housing Management Centre

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2. DHA spent \$1,195,343.84 during the period on refurbishment/upgrade.

Head Office Level 2 = \$13,998.16

Type Of Work	Amount	Narrative	Contractor
Air Conditioning	\$13,998.16	Air Conditioning	CCS Mechanical

Head Office Reception = \$131,367.16

Type Of Work	Amount	Narrative	Contractor
Electrical	\$24,288.55	Electrical	Modern Electrical
Office Fit Out	\$77,013.74	Office Fitout	Acacia Office
Security	\$2,422.84	Security	Complete Security
Server	\$1,773.97	Server Racks	Server Rack Aust.
Air Conditioning - Reception	\$15,799.36	Mechanical Fitout (Air Conditioning)	BEMS
Signage	\$248.90	Door Signs for Rooms	Benchmark Engraving
Office Fit Out	\$5,020.78	Blinds	Acacia Office
Pictures for Reception	\$383.14	Meeting Room Pictures	The Framing Business
AV	\$2,017.49	Meeting Room AV	Better Music
Security	\$2,398.39	Reception Security and Duress	Complete Security

Elizabeth Street Office Fitout = \$13,898.21

Type Of Work	Amount	Narrative	Contractor
Office Fit Out	\$13,898.21	Alteration works	King & Christie

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Brisbane Office Relocation = \$1,036,080.31

Type Of Work	Amount	Narrative	Contractor
IT - Network	\$5,726.56	Server	Correct Comms
IT - Network	\$19,481.79	Aruba Wireless & Network equipment	Correct Comms
Moving	\$5,201.98	Relocation	Allied Pickfords
Signage	\$549.72	Removal of Signage	Best Signs
Office Fit Out	\$1,005,120.26	Office Fit out	Focus Fitout

3. The itemised costs are listed above.
4. The works undertaken in Canberra used a contractor who completed a previous fitout in the building. Works at Elizabeth Street, Sydney and Brisbane were selected by limited tender (as per procurement guidelines). Details of each are listed above.
5. All works have been completed.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 67  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. Has the department/agency purchased or leased any new wine coolers, or wine fridges or other devices for the purpose of housing alcohol beverages, including Eskies?
  1. If so, list these
  2. If so, list the total cost for these items
  3. If so, list the itemised cost for each item of expenditure
  4. If so, where were these purchased
  5. If so, list the process for identifying how they would be purchased
  6. If so, what is the current location for these items?
  7. If so, what is the current stocking level for each of these items?

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. No, DHA has not purchased or leased any wine coolers or fridges, including eskies.
  1. Not applicable.
  2. Not applicable.
  3. Not applicable.



4. Not applicable.
5. Not applicable.
6. Not applicable.
7. Not applicable.

## SENATE

## QUESTION

**QUESTION NUMBER:** 68  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. Has the department/agency purchased or leased any office plants?
  1. If so, list these
  2. If so, list the total cost for these items
  3. If so, list the itemised cost for each item of expenditure
  4. If so, where were these purchased
  5. If so, list the process for identifying how they would be purchased
  6. If so, what is the current location for these items?

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. Yes, DHA has leased office plants.

1. Details as follows:

Date	Amount (\$)	Description
20/09/2015	61.08	Monthly Plant Hire – September 2015 WAGGA INDOOR PL
23/09/2015	169.50	Dickson September Plant Hire INSTYLE INDOOR
23/09/2015	655.90	Barton September 2015 plant hire INSTYLE INDOOR

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<b>Date</b>	<b>Amount (\$)</b>	<b>Description</b>
23/09/2015	396.05	Plant Hire September 2015 - Parramatta office INSTYLE INDOOR
23/09/2015	231.09	Sydney CBD plant hire September 2015 INSTYLE INDOOR
1/10/2015	174.54	Adelaide - Plantscape Rental October 2015 RENTOKIL INITIA
1/10/2015	370.18	Plant Hire maintenance for September 2015 RED CEDARS INDO
4/10/2015	46.27	Wodonga - Plant hire/ maintenance October 2015 GADDS GREENRY
20/10/2015	61.08	Wagga - Monthly Plant hire fee October 2015 WAGGA INDOOR
22/10/2015	788.16	Barton Office Plant hire October 2015 INSTYLE INDOOR
26/10/2015	169.5	Dickson Office - Plant hire October 2015 INSTYLE INDOOR
27/10/2015	370.18	Townsville Office - Indoor Plant Hire October 2015 RED CEDARS
28/10/2015	396.05	Parramatta- Indoor plant hire - November 2015 INSTYLE
28/10/2015	231.09	Sydney CBD - Indoor Plant Hire October 2015 INSTYLE
30/10/2015	174.54	Mawson Lakes Office - Indoor Plant rent November 2015 RENTOKIL
5/11/2015	46.27	Wodonga- Plant Hire / maintenance November 2015 GADDS
20/11/2015	61.08	Wagga - Plant Hire November 2015 WAGGA INDOOR

## UNCLASSIFIED

<b>Date</b>	<b>Amount (\$)</b>	<b>Description</b>
30/11/2015	169.5	Dickson Office Plant Hire November 2015 INSTYLE
30/11/2015	721.48	Barton Office Plant Hire November 2015 INSTYLE
30/11/2015	396.05	Parramatta - Plant Hire November 2015 INSTYLE
30/11/2015	231.09	Sydney CBD Plant hire November 2015 INSTYLE
1/12/2015	174.54	Adelaide - Plantscape rental December 2015 RENTOKIL
1/12/2015	365.52	Monthly Maintenance Plants TRANS-PLANT
1/12/2015	36.55	GST monthly maintenance TRANS-PLANT
9/12/2015	370.18	Townsville HMC - Indoor Plant Maintenance Fee November 2015 RED CEDARS
12/12/2015	46.27	Wodonga Office - Plant Hire December 2015 GADDS
20/12/2015	61.08	Wagga Office Plant Hire December 2015 WAGGA INDOOR
21/12/2015	396.05	Parramatta - Indoor Plant hire December 2015 INSTYLE
21/12/2015	231.09	Elizabeth St Plants December INSTYLE
22/12/2015	721.48	Barton - Plant Hire December 2015 INSTYLE
22/12/2015	169.5	Dickson Plant Hire - December 2015 INSTYLE
1/01/2016	174.54	Adelaide HMC - Interior Plantscape Rental January 2016 RENTOKIL INITIA
2/01/2016	46.27	INTERIOR PLANTSCAPING JANUARY GADDS
20/01/2016	61.08	Wagga HMC Plant Hire January 2016 WAGGA INDOOR
28/01/2016	169.5	Dickson Plant Hire January 2016 INSTYLE INDOOR
28/01/2016	721.48	Barton Plant Hire January 2016 INSTYLE

UNCLASSIFIED

Date	Amount (\$)	Description
28/01/2016	396.05	Parramatta Office Indoor Plant Hire January 2016 INSTYLE
28/01/2016	231.09	Indoor plant Sydney CBD office January 2016 INSTYLE
28/01/2016	370.18	Townsville HMC Plant Hire January 2016 RED CEDARS

2. The total cost of plan hire during the period was \$10,663.13.
3. The itemised cost is set out in the above table.
4. The following companies provided the goods:  
 Instyle Indoor Plant Hire—Canberra  
 Rentokil—Adelaide  
 Wagga Indoor Plant Hire—Wagga Wagga  
 Red Cedars Indoor Plant Hire—Townsville  
 Trans-Plants Indoor Plant Hire—Brisbane  
 Instyle Indoor Plant Hire—Sydney  
 Gadds Greenery—Wodonga
5. DHA procures these services in line with its procurement guidelines. Where the cost is under \$1,000 one quote is sought; where the cost is greater than \$1,000 but below \$10,000 three quotes are sought.
6. Plants are located in the following locations:  
 Canberra (Head Office and Dickson)  
 Sydney (Parramatta and Elizabeth Street)  
 Adelaide  
 Brisbane  
 Townsville  
 Wagga Wagga  
 Wodonga
7. Not applicable.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 69  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. Has the department/agency purchased or leased or constructed any office recreation facilities, activities or games (including but not limited to pool tables, table tennis tables or others)?
  1. If so, list these
  2. If so, list the total cost for these items
  3. If so, list the itemised cost for each item of expenditure
  4. If so, where were these purchased
  5. If so, list the process for identifying how they would be purchased
  6. If so, what is the current location for these items?
  7. If so, what is the current usage for each of these items?

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. None of which DHA is aware.
  1. Not applicable.
  2. Not applicable.
  3. Not applicable.
  4. Not applicable.
  5. Not applicable.
  6. Not applicable.
  7. Not applicable.

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 70  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. What has been the total cost of building leases for the agency / department?
2. Please provide a detailed list of each building that is currently leased. Please detail by:
  1. Date the lease agreement is active from.
  2. Date the lease agreement ends.
  3. Is the lease expected to be renewed? If not, why not?
  4. Location of the building (City and state).
  5. Cost of the lease.
  6. Why the building is necessary for the operations of the agency / department.
3. Please provide a detailed list of each building that had a lease that was not renewed during the specified period. Please detail by:
  1. Date from which the lease agreement was active.
  2. Date the lease agreement ended.
  3. Why was the lease not renewed?
  4. Location of the building (City and state).
  5. Cost of the lease.
  6. Why the building was necessary for the operations of the agency / department.
4. Please provide a detailed list of each building that is expected to be leased in the next 12 months. Please detail by:
  1. Date the lease agreement is expected to become active.
  2. Date the lease agreement is expected to end.
  3. Expected location of the building (City and state).
  4. Expected cost of the lease.
    1. Has this cost been allocated into the budget?

5. Why the building is necessary for the operations of the agency / department.
5. For each building owned or leased by the department:
  1. What is the current occupancy rate for the building?
  2. If the rate is less than 100%, detail what the remaining being used for.

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. DHA's total cost of building leases for the period was \$2,877,639.43.
2. Detailed information about each building leased is provided in the table over the page.
3. Detailed information about the status of each building lease and DHA's intentions is provided in the table over the page.
4. Detailed information about building(s) DHA is negotiating leases for is provided in the table over the page.
5. DHA does not own any of the buildings. All space is leased. DHA considers it would be an unreasonable diversion of resources to source information about other lessees to answer this question to the specified level of detail.



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State Code	Street Address	No. Offices	NLA SQM	Annual Rent / m2 (GST excl)	Annual Rent (GST excl.)	Other Property Costs - Annual, Estimated (outgoings, car parking where not included in lease provisions)	Rent Cost 14 Sept 15 until 29 Feb 2016 (GST excl.)	Total Property Cost - Annual (Rent + Outgoings) (GST excl.)	Total Property cost 14 Sep 15 until 29 Feb 16 (Rent + Outgoings) (GST excl.)	Initial Term Start Date	Initial Term End Date	Current Term End Date	Optional Further Terms	Terms Exercised	Lease Renewal Y/N	Notes
ACT	Canberra Regional Office Level 5, 470 Northbourne Avenue Dickson	1	1095.0	\$ 351.30	\$ 384,670.58	\$ 20,565.00	\$ 178,107.75	\$ 405,235.58	\$ 187,629.63	01-Sep-2011	31-Aug-2018	31-Aug-2018	1 of 3 years	0/1		
ACT	Head Office 26 Brisbane Avenue Barton	1	2810.0	\$ 422.47	\$1,187,141.56	\$ 204,597.38	\$ 549,662.81	\$ 1,391,738.94	\$ 644,394.20	08-Dec-2010	18-Mar-2022	18-Mar-2022	1 of 2 years	0/1		
NSW	Wagga Regional Office 11-15 Fitzmaurice Street Wagga Wagga	1	296.4	\$ 264.66	\$ 78,445.22	\$ 915.05	\$ 36,321.21	\$ 79,360.27	\$ 36,744.89	19-Aug-2002	18-Aug-2012	29-Feb-2016	2 of 2 years	2/2	No	DHA has negotiated a new lease for the Ground Floor T3, 193-195 Morgan Street, Wagga Wagga. DHA expected to relocate mid April 2016. The reason for vacating is based on 14 m2 per person and a maximum of seven (7) staff working from this office, it is approximately 198.4 m2 above DHA's requirements.
NSW	Wagga Regional Office T3 193-195 Morgan Street Wagga Wagga	1	107.6	\$350.00	\$ 37,660.00	\$5,100	\$ 17,437.10	\$ 42,760.00	\$ 19,798.47	08-Feb-2016	07-Feb-2019	07-Feb-2019	1 of 3 years	0/1		
NSW	Parramatta Regional Office Level 13, 212 Macquarie Street Jessie Street Centre Parramatta	1	1301.3	\$ 397.87	\$ 517,754.62	\$ 212,363.35	\$ 239,727.48	\$ 730,117.97	\$ 338,054.62	01-Sep-2010	31-Aug-2018	31-Aug-2018	1 of 5 years	0/1	No	DHA is negotiating to relocate to 111 Phillip Street. Based on a staffing of approximately 44 staff, this office is approximately 671.3 m2 above DHA's requirement. DHA has negotiated a surrender of lease for this office.

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State Code	Street Address	No. Offices	NLA SQM	Annual Rent / m2 (GST excl)	Annual Rent (GST excl.)	Other Property Costs - Annual, Estimated (outgoings, car parking where not included in lease provisions)	Rent Cost 14 Sept 15 until 29 Feb 2016 (GST excl.)	Total Property Cost - Annual (Rent + Outgoings) (GST excl.)	Total Property cost 14 Sep 15 until 29 Feb 16 (Rent + Outgoings) (GST excl.)	Initial Term Start Date	Initial Term End Date	Current Term End Date	Optional Further Terms	Terms Exercised	Lease Renewal Y/N	Notes
NSW	Parramatta Regional Office (new office) Part Level 5 111 Phillip Street, Parramatta	1	630.0	\$450	\$ 283,500.00	\$99,000	\$ 131,264.38	\$ 382,500.00	\$ 177,102.74	01-May-2016	30-Apr-2021	30-Apr-2021	1 of 5 years	1		DHA is in lease negotiations for this office. The cost of this lease has been included in the budget. This office will be used for the operation of DHA's Parramatta Regional office.
NSW	Sydney CBD Office Suite 2.02, Level 2, 287 Elizabeth Street Sydney	1	409.5	\$ 577.20	\$ 236,363.40	\$ 27,540.00	\$ 109,439.49	\$ 263,903.40	\$ 122,190.89	03-Oct-2014	02-Oct-2019	02-Oct-2019	1 of 5 years	0/1		
NSW	Sydney COO Office Level 19, 2 Chifley Square Sydney	1	147.3	\$ 988.00	\$ 145,532.40	\$ 45,427.53	\$ 67,383.49	\$ 190,959.93	\$ 88,417.06	01-May-2014	30-Apr-2019	30-Apr-2019	None	0/0		
NSW	Hunter Valley Regional Office & Maintenance Contact Centre 8 Cowper St Carrington	1	520.0	\$ 262.61	\$ 136,557.20	\$ 31,996.37	\$ 63,227.85	\$ 168,553.57	\$ 78,042.61	04-Nov-2013	03-Nov-2016	03-Nov-2016	1 of 3 years	0/1	Yes	It is DHA's intention to exercise the optional further term of three (3) years.
NSW	Nowra Regional Office Level 2, 55-57 Berry Street Nowra	1	229.3	\$ 337.04	\$ 77,265.60	\$ 2,996.51	\$ 35,775.03	\$ 80,262.11	\$ 37,162.46	28-Oct-1996	27-Oct-2001	27-Oct-2016	3 of 5 years	3/3	Yes	It is DHA's intention to exercise the optional further term of three (3) years.
NT	Tindal Regional Office Unit 2, 42 Katherine Terrace Katherine	1	205.0	\$ 292.68	\$ 60,000.00	\$ 15,835.96	\$ 27,780.82	\$ 75,835.96	\$ 35,113.09	01-Nov-2009	31-Oct-2014	31-Oct-2016	2 of 1 years	1/1	Yes	Subject to business requirements, DHA may renegotiate to continue to occupy the Tindal office.
NT	Darwin Regional Office 1 Carey Street Darwin	1	615.0	\$ 318.27	\$ 195,736.08	\$ 33,500.84	\$ 90,628.49	\$ 229,236.92	\$ 106,139.83	25-Apr-2002	24-Apr-2012	24-Apr-2017	1 of 5 years	1/1		
QLD	Canungra Outpost Kokoda Barracks Beechmont Rd, Canungra	1	30.0	\$76.86	\$ 2,305.80	\$ -	\$ 1,067.62	\$ 2,305.80	\$ 1,067.62	01-Sep-2012	31-Aug-2015	31-Aug-2017	2 of 2 years	1/2		
QLD	Brisbane Regional Office Part Level 4 76 Skyring Terrace Newstead	1	732.0	\$ 490.00	\$ 358,680.00	\$ 94,349.02	\$ 166,073.75	\$ 453,029.02	\$ 209,758.64	06-Jul-2015	05-Jul-2020	05-Jul-2020	1 of 5 years	0/1		

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State Code	Street Address	No. Offices	NLA SQM	Annual Rent / m2 (GST excl)	Annual Rent (GST excl.)	Other Property Costs - Annual, Estimated (outgoings, car parking where not included in lease provisions)	Rent Cost 14 Sept 15 until 29 Feb 2016 (GST excl.)	Total Property Cost - Annual (Rent + Outgoings) (GST excl.)	Total Property cost 14 Sep 15 until 29 Feb 16 (Rent + Outgoings) (GST excl.)	Initial Term Start Date	Initial Term End Date	Current Term End Date	Optional Further Terms	Terms Exercised	Lease Renewal Y/N	Notes
QLD	Ipswich Regional Office Shop 12, Yamanto Shopping Centre 502-510 Warwick Road Yamanto	1	335.0	\$ 238.17	\$ 79,785.60	\$ 15,582.00	\$ 36,941.83	\$ 95,367.60	\$ 44,156.51	02-Sep-2013	01-Sep-2016	01-Sep-2016	1 of 4 years + 1 of 3 years	0/2	No	DHA has negotiated a new lease for 138 Limestone Street, Ipswich. DHA is relocating as the current premises has a number of building issues and is approximately 153 m2 above the NLA recommended for 13 employees.
QLD	Ipswich Regional Office 138 Limestone Street, Ipswich	1	222.0	\$ 420.00	\$ 93,240.00	\$10,800	\$ 43,171.40	\$ 104,040.00	\$ 48,171.95	01-Dec-2015	01-Dec-2015	30-Nov-2020	1 of 3 years	0/1		DHA has a rent free period up to 31 August 2016. DHA is currently conducting its fitout and will relocate early May 2016 when the fitout is complete.
QLD	Toowoomba Regional Office 138 Margaret Street Toowoomba	1	95.0	\$ 347.24	\$ 32,987.45	\$ 1,408.80	\$ 15,273.64	\$ 34,396.25	\$ 15,925.93	01-May-2012	30-Apr-2016	30-Apr-2016	2 of 3 years	0/2	No	DHA has one (1) staff member, thereby this is not a suitable accommodation solution. DHA is liaising with Defence to relocate to Borneo Barracks.
QLD	Townsville Regional Office & Housing Contact Centre 63-65 Bamford Lane Kirwan	1	1182.0	\$ 252.67	\$ 298,650.76	\$ 72,730.21	\$ 138,279.39	\$ 371,380.97	\$ 171,954.48	23-Jul-2012	22-Jul-2015	22-Jul-2018	3 of 3 years	1/2		
QLD	LIA Contact Centre 121 Wharf Street, Spring Hill Brisbane	1	257.0	\$ 465.09	\$ 119,527.68	\$ 46,477.53	\$ 55,342.95	\$ 166,005.21	\$ 76,862.69	01-Jun-2013	31-May-2017	31-May-2017	2 of 1 year	0/2		
QLD	Cairns Regional Office Grove House 10 Grove Street Cairns	1	187.0	\$318.93	\$ 59,639.91	\$ 3,927.27	\$ 27,614.10	\$ 63,567.18	\$ 29,432.48	15-Nov-2007	14-Nov-2012	14-Nov-2017	1 of 5 years	1/1		
SA	Adelaide Regional Office & Housing Contact Centre Shop 15F, Main Street, Mawson Lakes	1	660.0	\$ 284.64	\$ 187,863.27	\$ 88,843.20	\$ 86,983.27	\$ 276,706.47	\$ 128,118.89	20-Aug-2011	19-Aug-2021	19-Aug-2021	1 of 5 years	0/1		

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State Code	Street Address	No. Offices	NLA SQM	Annual Rent / m2 (GST excl)	Annual Rent (GST excl.)	Other Property Costs - Annual, Estimated (outgoings, car parking where not included in lease provisions)	Rent Cost 14 Sept 15 until 29 Feb 2016 (GST excl.)	Total Property Cost - Annual (Rent + Outgoings) (GST excl.)	Total Property cost 14 Sep 15 until 29 Feb 16 (Rent + Outgoings) (GST excl.)	Initial Term Start Date	Initial Term End Date	Current Term End Date	Optional Further Terms	Terms Exercised	Lease Renewal Y/N	Notes
VIC	Wodonga Regional Office 1/83 Hume Street Wodonga	1	150.0	\$ 255.04	\$38,256.00	\$7,990.04	\$ 17,713.05	\$ 46,246.04	\$ 21,412.55	02-Nov-2010	03-Nov-2013	03-Nov-2016	1 of 3 years	1/1	Yes	Subject to business requirements and suitable accommodation available in the Wodonga region, DHA may either negotiate to continue to occupy this office or relocate to a new office.
VIC	Melbourne Regional Office Suites 15,16,16 and 18, Level 3 120 Bay Street Port Melbourne	1	569.0	\$ 354.79	\$ 201,875.28	\$ 81,888.98	\$ 93,471.02	\$ 283,764.26	\$ 131,386.74	01-May-2012	30-Apr-2019	30-Apr-2019	1 of 3 years	0/1		
VIC	Puckapunyal Outpost	1	170.4	\$ -	\$ 1.00	\$ -	\$ 0.50	\$ 1.00	\$ 0.50	01-Jul-2013	01-Jul-2018	01-Jul-2018	1 of 1 year	0/1		
VIC	Cerberus Outpost	1	9.0	\$ -	\$ 1.00	\$ -	\$ 0.50	\$ 1.00	\$ 0.50	01-Jul-2013	01-Jul-2018	01-Jul-2018	1 of 1 year	0/1		
VIC	Sale Outpost	1	7.8	\$ -	\$ 1.00	\$ -	\$ 0.50	\$ 1.00	\$ 0.50	01-Jul-2013	01-Jul-2018	01-Jul-2018	1 of 1 year	0/1		
WA	Perth Regional Office Unit 43 and Part Unit 42 Fremantle Malls 35 William Street Fremantle	1	675.0	\$ 321.37	\$ 216,923.13	\$ 60,820.25	\$ 100,438.38	\$ 277,743.38	\$ 128,598.99	15-Feb-2013	14-Feb-2020	14-Feb-2020	1 of 3 years	0/1		
<b>TOTALS</b>		<b>27</b>	<b>13647.5</b>	<b>\$ 8,836.88</b>	<b>\$5,030,364.55</b>	<b>\$ 1,184,655.29</b>	<b>\$ 2,329,127.81</b>	<b>\$ 6,215,019.84</b>	<b>\$ 2,877,639.43</b>							

**SENATE**

**QUESTION**

**QUESTION NUMBER:** 71  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

Since the change of Prime Minister on 14 September, 2015:

1. How much has been spent by the department / agency on marketing?
  1. List the total cost
  2. List each item of expenditure and cost
  3. List the approving officer for each item.
  4. Detail the ministerial or ministerial staff involvement in the commissioning process.
  5. Which firm provided the marketing?
2. How much has been spent by the department / agency on government advertising (including job ads)?
  1. List the total cost
  2. List each item of expenditure and cost
  3. Where the advertising appeared
  4. List the approving officer for each item.
  5. Detail the ministerial or ministerial staff involvement in the commissioning process.
  6. Detail the outlets that were paid for the advertising.
3. What government advertising is planned for the rest of the financial year?
  1. List the total expected cost.
  2. List each item of expenditure and cost.
  3. Where the advertising will appear
  4. List the approving officer for each item.
  5. Detail the ministerial or ministerial staff involvement in the commissioning process.
  6. Detail the outlets that have been or will be paid for the advertising.

Provide copies of approvals for advertising, including but not limited to, approvals made by the Prime Minister or his delegate, the Minister or their delegate, or the Department or their delegate.

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that between 14 September 2015 and 29 February 2016:

1. How much has been spent by the department / agency on marketing?
  1. DHA spent \$245,048.94 during the period.
  2. Events for Defence members = \$10,265  
  
Property investment marketing = \$442,942.01
    - Events = \$208,158.07
    - Brochures = \$14,869.91
    - Marketing Strategy = \$209,959.88
    - Photography & videography = \$9,954.15
    - Raiders Marketing Agreement = Non-disclosure agreement in place
  3. Defence members = National Manager, Communication  
Property investment program = Head of Marketing and Brand and/or General Manager Portfolio, Management and Special projects (in line with DHA's financial delegations).
  4. The Minister was not advised as these were business-as-usual activities for DHA programs.
  5. Defence members = various local providers sourced via a three quote process.  
Property investment program = various providers
2.
  1. DHA spent \$3,337,070.18 on advertising.
  2. Advertising to Defence members = \$22,598.00  
Advertising of the property investment program = \$3,348,109.18

3. Advertising to Defence members via Army, Navy and Air Force newspapers and Facebook.

Advertising to prospective property investors via:

- Pay TV
  - Multi-Channel Network/Foxtel
- Free to air TV
  - Channel 9
- Online
  - Audience Precision Programmatic - various display and mobile sites
  - Google and Bing Search
  - Realestate.com.au
  - Domain.com.au
  - You Tube
  - Money Manager
  - Super Review
  - SMSF Advisor
  - Mamamia
  - Fairfax Network
- Social Media
  - Facebook
- Radio
  - Macquarie Radio network
  - Austereo network
  - Australian Radio network
- Outdoor signage
  - Static and digital signs in Sydney, Melbourne, Brisbane
- Print
  - Australian Financial Review
  - Various theatre programs
  - The Australian
  - Sydney Morning Herald Money magazine
  - The Age Money magazine
  - Super Review

4. Defence members = National Manager, Communication  
Investor Advertising = Head of Marketing and Brand or General  
Manager Portfolio Management Marketing and Strategic Projects.

5. Nil, considered DHA business-as-usual activity so ministerial involvement not required.

6. Advertising to Defence members: Army, Navy and Air Force newspapers.

Advertising to prospective property investors:

- Pay TV
  - Multi-Channel Network/Foxtel
- Free to air TV
  - Channel 9
- Online
  - Audience Precision Programmatic - various display and mobile sites
  - Google and Bing Search
  - Realestate.com.au
  - Domain.com.au
  - You Tube
  - Money Manager
  - Super Review
  - SMSF Advisor
  - Mamamia
  - Fairfax Network
- Social Media
  - Facebook
- Radio
  - Macquarie Radio network
  - Austereo network
  - Australian Radio network
- Outdoor signage
  - Static and digital signs in Sydney, Melbourne, Brisbane
- Print
  - Australian Financial Review
  - Various theatre programs
  - The Australian
  - Sydney Morning Herald Money magazine
  - The Age Money magazine
  - Super Review

3. The following advertising is planned for the rest of the financial year:

1. Total = approximately \$2,009,000.00



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2. Defence members = approximately \$9,000.00  
Property investment program = approximately \$2,000,000.00
3. Defence members = Army, Navy and Air Force newspapers  
DHA Property Investment program = various online display and mobile digital, pay television, various property investing and industry print publications.
4. Defence members = National Manager, Communication  
Investor Advertising = Head of Marketing and Brand or General Manager Portfolio Management Marketing and Strategic Projects.
5. Nil, considered DHA business-as-usual activity so ministerial involvement not required.
6. Defence members = Army, Navy and Air Force newspapers  
Investors = Various media plans are to be finalised. Advertising planned and booked through McCann worldwide

Approvals captured within internal approval systems. The Minister is not required to provide approval.

**SENATE  
QUESTION**

**QUESTION NUMBER:** 72  
**DATE ASKED:** 23 February 2016

**Question**

Senator Ludwig asked Defence Housing Australia, in writing, on 23 February 2016:

With regard to the following at Additional Estimates on 10 February 2016:

Senator GALLACHER: Thank you. If we go to DHA governance and reform, Minister, in the Senate on 10 November you said Ms Mason's appointment 'is only for three months'. As the appointment was announced on 2 November, does that mean that Ms Mason has ceased to be acting managing director?

Senator Payne: No, it does not.

Senator GALLACHER: Has it been rolled over or been made permanent?

Senator Payne: There has been some extension as I recall. I am not sure where the finance minister and I are up to in that process. As you will know, there is also a forensic review of a number of processes within DHA underway as well. That has not yet been finalised, and I think we are running on similar time frames there.

Senator GALLACHER: Are we at the short-term appointment stage? Is that what has happened? Has there been another short-term appointment?

Ms Mason: Perhaps I can help. I am continuing to act. The board has initiated a recruitment process to fill the position on an ongoing basis. I understand that the position has been advertised in the APS Gazette and will be advertised in national media this coming weekend—I think in The Australian newspaper and The Australian Financial Review.

1. What is the period for which Ms Mason has been appointed to act?
2. What was the process by which the extension was made?

3. When does DHA expect to make a permanent appointment?
4. What are the roles of the Minister for Defence and the Minister for Finance in the process for permanent appointment of a Managing Director?

**Answer**

Defence Housing Australia - The answer to the honourable senator's question is that:

1. Ms Mason has been appointed as DHA Acting Managing Director until 1 November 2016.
2. In accordance with the *Defence Housing Act 1987*, DHA's Board appointed Ms Mason as Acting Managing Director.
3. The position was advertised on the APS Jobs website and in the national media in February 2016; *The Australian and The Australian Financial Review*. Applications closed on 7 March 2016 and the selection process is progressing.
4. The selection process for a permanent Managing Director continues but the DHA Board is seeking to complete it by 1 November 2016.
5. As above at question 2, the DHA Board appoints the Managing Director under section 47 of the *DHA Act*. However, DHA is required to also take account of guidance in the *Cabinet Hand Book* and the *Resource Management Guide No. 126 'Commonwealth Government Business Enterprise Governance and Oversight Guidelines'*.

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Australian Government  
Department of Finance

**GUIDE**

## Resource Management Guide No. 405

Official International Travel - Use of the Best Fare of the Day

FEBRUARY 2015

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#### **Contact us**

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This guide contains material that has been prepared to assist Commonwealth entities and companies to apply the principles and requirements of the *Public Governance, Performance and Accountability Act 2013* and associated rules, and any applicable policies. In this guide the: mandatory principles or requirements are set out as things entities and officials 'must' do; and actions, or practices, that entities and officials are expected to take into account to give effect to those and principles and/or requirements are set out as things entities and officials 'should consider' doing.

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## Audience

This Guide applies to: all Non-Corporate Commonwealth Entities. Corporate Commonwealth Entities are encouraged to comply with this Guide.

## Key points

This Guide:

- Sets out requirements for achieving value for money when booking and approving official international travel.
- Takes effect from 27 February 2015.
- Replaces Resource Management Guide 405 – 1 July 2014: Official International Travel - Approval and Use of the Best of the Day

## Resources

This guide is available on the Department of Finance website at [www.finance.gov.au](http://www.finance.gov.au).

Frequently Asked Questions that support this Guide are available at:

[www.finance.gov.au/procurement/travel-and-related-services/faqs-international-travel-policy.html](http://www.finance.gov.au/procurement/travel-and-related-services/faqs-international-travel-policy.html)

For any queries regarding this Guide, please contact the Travel Contract Management Section at [TCMS@finance.gov.au](mailto:TCMS@finance.gov.au)

## Policy

1. When undertaking official international travel, officials should select the International Best Fare (IBF), which is the lowest fare available on the day the travel is booked on a regular scheduled service (that is, not a charter flight) that suits the practical business needs of the traveller and maximises overall value for money for the total cost of the trip.

## Guidance

### Key Considerations

2. **Value for Money:** Value for money is the overarching consideration when booking flights for international travel. Value for money requires the use of Commonwealth resources in an efficient, effective, economical and ethical manner that is not inconsistent with policies of the Commonwealth, and is enhanced through competition.

Accordingly, when booking travel, officials must make decisions based on an impartial consideration of the fares available and not on a personal preference for a particular airline or aircraft type; access to airline lounges or accumulating airline reward and loyalty points (including status credits).

3. **Necessity of Travel:** International travel should only be undertaken where other communication tools, such as teleconferencing and videoconferencing, are an ineffective option. In approving travel, the delegate (the official approving international air travel) should be satisfied that there is a demonstrated business need for travel.



4. **Safety:** Under no circumstances should this Guide be read as requiring officials to use airlines with a poor industry reputation for safety. Information on aviation safety and security is available from the Department of Foreign Affairs and Trade (DFAT) at their website: [www.smarttraveller.gov.au](http://www.smarttraveller.gov.au).
5. **Approval of the need to travel:** Officials should refer to their entity Accountable Authority Instructions for the approval requirements that apply to international travel.
6. **Class of travel:** In booking flights for inbound and outbound international travel and travel within an international country, officials should select a business class or equivalent class or lower class airfare. Officials should not accept offers of complimentary upgrades to first class from airlines.

#### Applying the International Best Fare

7. To maximise value for money for the cost of international air travel, officials should consider:
  - for outbound flights, the cost of flights that would depart within a 24 hour window before the latest possible departure flight (that is, the latest flight that will enable the traveller to meet their overseas commitments);
  - for inbound flights, the cost of flights that leave within a 24 hour window after the earliest practical return flight;
  - any additional accommodation, meals, ground transport, incidental and baggage costs associated with the 24 hour window and include these in the calculation of the IBF. Officials may also take the employee cost of lost wages associated with lost work time into account where appropriate.
8. The 24 hour window is not intended to restrict or limit the use of fares outside this timeframe that may maximise value for money.
9. Where entities allow for rest periods, these should be incorporated within the 24 hour window to the extent possible.
10. Unless a limited number of airlines (i.e. one or two) service a particular route, officials should obtain three quotes from at least two different airlines for the same or equivalent fare class.
11. The 24 hour window applies to the international legs and not the domestic legs of the trip. Accordingly, once the appropriate international flights have been booked on the basis of the IBF, then having regard to connectivity, the most appropriate domestic leg should be added to the trip. The domestic leg may also be subject to the entity's policy on fare class and fare type for domestic travel.
12. To assist entities in reporting against use of the IBF internally, the Travel Management Company (TMC) contracted under the Whole of Australian Government (WOAG) Travel Arrangements (the Arrangements) apply the 24 hour window to the booked flight time to monitor whether the international best fare has been selected. This reporting is available to entities through their TMC.
13. **TMC transaction fees:** TMC transaction fees and WOAG administration fees are not to be included in the estimated cost of travel submitted for approval or the IBF calculation.

### Booking considerations

14. **Airlines:** Highly competitive airfares have been negotiated with a range of international airlines under the Arrangements that commenced on 1 July 2010. Officials are, however, not restricted to using the panel airlines in maximising value for money.
15. **Airfares:** Strategies that can be considered to maximise value for money in booking airfares include booking as far in advance as possible, being flexible with times, using less flexible tickets, and looking at different routes to the final destination. Officials should advise their TMC of key business needs, for example direct routing or excess baggage requirements.
16. **Lounge memberships:** Airline lounge membership is not to be considered in applying the IBF.
17. **Accommodation:** Officials should book, where possible, any accommodation associated with international travel through their TMC using the Diners Club payment facility, (the virtual account and/or the in-hand Diners card or MasterCard). The most cost effective accommodation should be selected i.e. a room rather than a suite.
18. **Unused credits:** Where travel is not taken and unused credits exist, officials should always select the IBF for any subsequent bookings and then apply any unused credits to reduce the fare price.
19. **Reward and loyalty points (including status credits):** The implementation of the Arrangements on 1 July 2010 ceased the accrual of reward and loyalty points (such as frequent flyer points). However, status credits may still be accrued. Where officials have retained previously accrued reward and loyalty points, these should be used to reduce the cost of future flights required for official travel. It is Government policy that such points, where awarded for official travel, are not to be used for private purposes or to upgrade the class of official air travel.

### International travel considerations

20. **Health and safety:** Where considered necessary, officials should seek personal medical advice before undertaking international travel. Vaccinations may be necessary for some destinations. Officials should also familiarise themselves with any internal entity policies regarding health and safety while on official business. Further advice on health and safety, including country specific advice, is available from DFAT at their website: [www.smarttraveller.gov.au](http://www.smarttraveller.gov.au). Officials should also refer to the travel cover policy in the Comcover Statement of Cover available at [www.finance.gov.au/comcover/](http://www.finance.gov.au/comcover/).
21. **Register the trip:** Prior to leaving Australia, officials should register the details of their official international travel with DFAT at [www.smarttraveller.gov.au](http://www.smarttraveller.gov.au)

### Booking Codes

22. When booking official international air travel, officials must identify the reason a fare is selected using the IBF Booking Codes at Table 1 – The IBF Booking Codes, and the purpose of travel using the Purpose of Travel Codes at Table 2 - Purpose of Travel Codes, below.

**Monitoring compliance**

- 23. Entities are responsible for managing compliance with this policy in accordance with the entities' internal processes.
- 24. Please see [Attachment A](#) for examples of using the IBF.

**Queries**

- 25. For queries regarding this Guide, please contact the Travel Contract Management Section at [TCMS@finance.gov.au](mailto:TCMS@finance.gov.au).

**Table 1 – The IBF Booking Codes**

No	Booking Code	Map to IBF Guidance
1	Lowest fare	This is the cheapest available fare taking into account the 24 Hour booking window (refer to paragraph 7).
2	Timing, routing, connection or baggage charges	Where the fare selected is not the lowest fare because it: <ul style="list-style-type: none"> <li>• is the most direct route;</li> <li>• ensures connections for further flights are met; or</li> <li>• takes into account excess baggage fees.</li> </ul>
3	Approval / Entitlement to travel at higher fare class	All air travel should be at the international best fare in the appropriate class (having regard to internal travel policy) unless there is a business case or entitlement to travel outside these guidelines. In these circumstances, officials are still required to obtain the international best fare within the entitlement.
4	Health issues	Health issues for officials requiring certain facilities. A medical certificate should support use of this code.
5	Personal responsibilities	Impact on personal responsibilities such as family.
6	Require flexibility to change booking	Where flexibility is required for air travel, travel bookers should consider selecting a semi-flexible fare type instead of a fully flexible fare.
7	Outside of IBF policy	Preference for particular aircraft or airlines, availability of access to airline lounges, accumulation of airline benefits such as reward or loyalty points (including status credits).

Table 2 – Purpose of Travel Codes

Code	Purpose
A	Domestic Travel - <i>for TMC use and online bookings only</i>
B	National security operations and investigations
C	Immigration and border protection activities
D	Emergency and humanitarian responses
E	Defence, peace keeping and law enforcement deployments and operations
F	Posting, missions and deployments
G	Trade negotiations
H	Accompanying ministerial or parliamentary travel
I	Conference, convention, summit or meeting
J	Training or educational activity
K	Industrial, scientific or regulatory inspection, examination or assessment activity

## Attachment A

**Choosing the International Best Fare:**

Below are three examples of how to choose the International Best Fare (IBF).

It is mandatory that an IBF Booking Code (refer to paragraph 22) be provided at the time of booking official international air travel.

Please note: Booking Codes 1 to 6 are for fares compliant with the IBF. Booking Code 7 is for fares outside the IBF.

**Example 1 - Lowest fare**

An official is travelling from City A in Australia to City B overseas. Three quotes have been obtained from the TMC with different airlines for the same or equivalent fare class and fare type and similar total travel time.

Airline A is selected because the fare is the lowest fare. The official therefore uses Booking Code 1.

Quote	Airline	City Pairing	Total Travel Time	Price	Fare Selected	Booking Code
1)	Airline A	City A – City B	20 hours	\$8,000	✓	1
2)	Airline B	City A – City B	19 hours	\$9,500		
3)	Airline C	City A – City B	21 hours	\$9,000		

**Example 2 - Timing**

An official is travelling from City C in Australia to City F overseas. Three quotes have been obtained from the TMC with different airlines for the same or equivalent fare class and fare type and similar total travel time.

Airline B is selected because the fare is the most direct route to City F and the lowest fare that meets the practical business needs of the official. The official therefore uses Booking Code 2.

**Note:** In this example, potential missed savings of \$500 would be reported by the TMC to reflect the difference between the lowest fare available and the fare selected.

Quote	Airline	City Pairing	Total Travel Time	Price	Fare Selected	Booking Code
1)	Airline A	City C – City D - City F	30 hours	\$9,500		
2)	Airline B	City C – City F	25 hours	\$10,000	✓	2
3)	Airline C	City C – City E - City F	29 hours	\$11,000		

**Example 3 – Fare Outside the IBF**

An official is travelling from City K in Australia to City L overseas. Three quotes have been obtained from the TMC with different airlines for the same or equivalent fare class and fare type and similar total travel time.

Airline C is selected because the official has a preference for Airline C regardless of whether the fare meets the official's practical business needs. The fare selected is not compliant with the IBF. The official therefore uses Booking Code 7.

Quote	Airline	City Pairing	Total Travel Time	Price	Fare Selected	Booking Code
1)	Airline A	City K – City L	25 hours	\$9,500		
2)	Airline B	City K – City L	24 hours	\$10,500		
3)	Airline C	City K – City L	27 hours	\$11,000	✓	7

**Note:** In this example, potential missed savings of \$1,500 would be reported by the TMC to reflect the difference between the lowest fare available and the fare selected.