

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 1**

**Outcome: 1 Program:**

**Topic:** Counselling session and clients treated by the Veterans and Veterans Families Counselling Service (VVCS)

Proof Hansard 10 February 2016 p.137

**Senator LAMBIE asked:**

**CHAIR:** Senator Lambie, the Minister has the call, then I will give it to Mr Lewis and back to you.

**Mr Lewis:** Just three quick points in the interests of time. One, the number of clients we have is increasingly rapidly, so some of them may be coming into our system, and we can give you statistics on that. The number of counselling sessions and clients being treated by VVCS is escalating again. So again the numbers may well be due to the same reason. Three, I indicated before that one of the recommendations of the Senate committee that looked into that issue of the Defence Abuse Response Taskforce was a recommendation in relation to removing the three-year minimum requirements for eligibility for non-liability health care, as you would recall, and that matter is under consideration by government.

**CHAIR:** It would assist the committee if you would actually provide that information about the number of clients and the counselling sessions please.

**Answer**

Veterans and Veterans Families Counselling Service (VVCS) provides free and confidential, nation-wide counselling and support for war and service-related mental health conditions, such as posttraumatic stress disorder (PTSD), anxiety, depression, sleep disturbance and anger. Support is also available for relationship and family matters that can arise due to the unique nature of military service.

Table A below details VVCS clients, counselling sessions delivered and other key client data for the period 2009-10 to 2014-15. This data shows a steady increase in counselling clients and sessions (eg a 61.4% increase in sessions over the five years, which averages a 12.3% annual increase).

VVCS is unable to identify if any DART clients are being supported by VVCS. DART clients, if they also have eligibility for VVCS, may be accessing VVCS support but would be categorised by their primary VVCS eligibility.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Table A - VVCS services by support stream 2009-10 to 2014-15**

	<b>2009-10</b>	<b>2010-11</b>	<b>2011-12</b>	<b>2012-13</b>	<b>2013-14</b>	<b>2014-15</b>
<b>Counselling clients (Centre/Outreach)</b>	<b>9,063</b>	<b>9,456</b>	<b>10,314</b>	<b>11,687</b>	<b>14,136</b>	<b>14,627</b>
<b>Counselling sessions delivered</b>	<b>53,164</b>	<b>57,405</b>	<b>63,651</b>	<b>73,063</b>	<b>89,513</b>	<b>92,861</b>
<b>Intake assessment not leading to counselling (including referral to alternative service)</b>	<b>2,348</b>	<b>2,972</b>	<b>3,354</b>	<b>4,232</b>	<b>5,526</b>	<b>5,350</b>
<b>Group programs</b>	<b>3,181</b>	<b>3,395</b>	<b>2,897</b>	<b>2,488</b>	<b>2,074</b>	<b>1,610</b>
<b>Veterans Line</b>	<b>4,610</b>	<b>5,332</b>	<b>5,497</b>	<b>5,306</b>	<b>7,050</b>	<b>6,571</b>

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 2**

**Outcome: 1 Program:**

**Topic: Non Liability Health Care**

FADT Hansard Proof 10 February 2016, p 138

**Senator LAMBIE asked:**

**Senator LAMBIE:** Okay, we go back to the same thing: after 30 June these people cannot be cared for. So I want to know whether consideration has been taken into account that something is done by 30 June to remove that three-year limitation. Surely, it can be done like that, with the signing of a pen. We know that, Mr Lewis.

**Mr Lewis:** It can be done through a decision of government and an allocation of funds.

**Senator LAMBIE:** Who do I ask to find out when that is going to be?

**Mr Lewis:** I would suggest you put it on notice and we will answer—

**Senator LAMBIE:** Okay, I will put that on notice then. How many claims have come from DART victims into Veterans' Affairs that are sitting in a pile that have not yet been dealt with?

**Answer**

Removal of the three-year service requirement for non-liability healthcare will be considered as part of the Government's response to recommendation five of the Senate Foreign Affairs, Defence and Trade References Committee report *Processes to support victims of abuse in Defence*.

The second questions relating to the number of claims was answered on the night by Ms Lisa Foreman, First Assistant Secretary, Rehabilitation and Support Division. The relevant extract from Hansard follows:

*In the period of 1 January 2011 to 30 November 2015 we have had 575 claims wholly or partly related to sexual or physical abuse that we have determined.*

*Of those claims, there are 1,096 separate conditions. We accepted 513 of those conditions, and 493 were not accepted. With the claims for the remaining, there was no diagnosable condition or they were withdrawn.*

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 3**

**Outcome: 1 Program:**

**Topic: Non Liability Health Care**

FADT Hansard Proof 10 February 2016, p 138

**Senator Lambie asked:**

**Senator LAMBIE:** The people you have knocked back, how many of them have already been having psychological treatment?

**Ms Foreman:** We have something called 'non-liability health care' which means that people can access counselling or services, including mental health conditions, where they have three years of continuous service or are medically discharged.

**Senator LAMBIE:** Who knocked them back? Which delegates did that? Who had the power to knock back those claims?

**Mr Lewis:** Delegates are making decisions every day of the week in accordance with the legislation that has been passed by the parliament. We do not just automatically accept everything that is put to us. We are required by law to administer the department in accordance with the legislation that has been enacted. As a consequence of that, every day of the week some will be accepted and some will not because we are giving effect to the law. If we do anything other than that then we will be in breach, and the Auditor-General will find us guilty because we are not acquitting the duty we have as public servants.

**Senator LAMBIE:** How many delegates within the Department of Veterans' Affairs make final decisions on this?

**Mr Lewis:** Hundreds.

**Senator LAMBIE:** How many delegates do you have operating?

**Mr Lewis:** We can take that on notice.

**Senator LAMBIE:** I would like their names taken on notice, too, please and I would like to know how long—

**Mr Lewis:** I will not be supplying their names, and I—

**Senator LAMBIE:** Mr Lewis, I am actually asking the questions here—

**Mr Lewis:** Chair, I would like to go to the point about naming individuals who are doing their job. It is completely inappropriate.

**Senator LAMBIE:** Right, well you can give me their length of service and you can just blank out their names. That would be great. While you are doing that I would also like to know which of those people have had previous medical qualifications and whether they have worked in medical services.

**Answer**

During 2014-15 there was an average of 58 full time equivalent staff determining liability compensation claims under the *Veterans' Entitlements Act 1986*, the *Safety, Rehabilitation and Compensation Act 1988* and the *Military Rehabilitation and Compensation Act 2004*.

The Department of Veterans' Affairs (DVA) does not record the medical qualifications of staff and nor are they a prerequisite to assess claims for compensation. Compensation claims assessors are provided with reference materials and training in basic medical terminology and concepts. They are also supported with documented policy and procedures and in-house medical advice in



**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

the form of Contracted Medical Advisers. These are qualified doctors contracted by the DVA to support the claims assessors in the interpretation of medical evidence.

For a claim to be accepted, the delegate must be satisfied that there is both a diagnosed medical condition and a link between that condition and military service.

Before the claims assessors make decisions on behalf of the Repatriation Commission and the Military Rehabilitation and Compensation Commission, they undergo an extensive training programme which ensures that they are able to understand and apply the legislation correctly. The Department is introducing an accreditation programme for claims assessors.

The length of service for claims assessors is as follows: six staff with over 30 years service; 22 staff with between 20 years and 30 years service; 11 staff with between 10 years and 20 years service and 19 staff with less than 10 years service.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 4**

**Outcome: 1 Program:**

**Topic: Vocational and Employment Systems**

FADT Hansard Proof 10 February 2016, p 139-140

**Senator Lambie asked:**

**Ms Foreman:.....** They are all skills that can be used in a wide array of employment types. In fact, we found from the first stage of our pilot—that was in Queensland—that over 50 of the 100 per cent participants actually got jobs in areas from skilled labouring, office administration, sales, education, law enforcement and security, trades and government through to the health sector. So there is a very broad array of work that they were able to undertake.....

**Senator LAMBIE:** How many of those 50 are still in the system? How many of those 50, who you just said were successful, are still there. You are following them through; are the whole 50 still there?

**Ms Foreman:** Whether they are still in those same jobs, I cannot answer that.

**Senator LAMBIE:** Didn't you just tell me you are following this through?

**Mr Harrigan:** We cannot provide the answer tonight, but we do maintain contact with the individuals that participated in the pilot so we would be able to ascertain the number still in jobs.

**Senator FAWCETT:** If you could take that on notice, that would be great.

**Answer**

At the conclusion of the pilot Veterans' Employment Assistance Initiative in Queensland during early 2015, DVA had assisted over half of the 100 participants into meaningful employment.

At 23 February 2016, at least 58 of the 100 pilot participants are known to be participating in the workforce, either in paid employment or on a return to work program as part of their rehabilitation plan.

A further 17 of the 100 clients are also believed to be participating in the workforce given these clients have formally completed their rehabilitation plan and have no ongoing need for support from DVA at this point in time. DVA advises clients that there are mechanisms and processes in place to assist a client should they require additional support at a future time.

The remaining pilot participants are receiving assistance from DVA through medical management rehabilitation plans or not working for various reasons based on their individual circumstances.

Vocational rehabilitation is provided to eligible clients who require assistance in participating in the workforce. As this is part of the Department's whole-of-person approach to rehabilitation, a client's ability to work may be affected by other factors, which may result in an expansion and/or contraction of the time spent in the workforce. Remaining responsive to a client's abilities and needs throughout their return to work process also maintains focus on attainment of their rehabilitation goals.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 5**

**Outcome: 1 Program:**

**Topic: Times Taken to Process**

FADT Hansard Proof 10 February 2016, p 140

**Senator FAWCETT asked:**

**Senator FAWCETT:** That is a good segue: time to process claims has been a bugbear for people for a long time. Where are we up to and how does it compare to last year?

**Mr Lewis:** We are continuing modest improvements, but we still have more to go.

**Ms Foreman:** We improved our times taken to process under all three pieces of our legislation for compensation claims. Under the Veterans' Entitlements Act, we improved by three days. The average time is now 72 days, which is under our target of 75 days.

**Senator FAWCETT:** That includes not only your processing time but also time that the veteran takes to return documents?

**Ms Foreman:** That is right.

**Mr Lewis:** Most of the time is not the department, as we have discussed before.

**Senator FAWCETT:** Do you have any plans to, essentially, rebaseline that so that you start and stop the clock so that we get a measure of your performance as opposed to the 'yours and the veterans'?

**Mr Lewis:** We are working on some other measures. Of course there are those who will see those measures as a way for the department to try to hide information, so I think that at this stage we will just have the gross measures. We are trying to provide more analytics around where the ball is, because most of the time the ball is not in the department's court. If we can get better than that over time—it will be incremental. As we have discussed before, the key thing we need is a fundamental rebuild of the underlying IT, because our IT is getting very antiquated. Processing clerks often need to keep a dozen or more systems open concurrently in order to process a claim.

**CHAIR:** Thank you, Mr Lewis, can you stop there.

**Senator LAMBIE:** I was wondering whether you could table those measures you just talked about, please.

**CHAIR:** The ones you were about to give us, Ms Foreman—can you table or give us on notice each of those three that you mentioned, please.

**Ms Foreman:** That is fine.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Answer**

DVA continues to make improvements in the average Time Taken To Process (TTTP) compensation claims under the *Veterans' Entitlements Act 1986* (VEA) and initial liability claims under the *Military Rehabilitation and Compensation Act 2004* (MRCA) and the *Safety, Rehabilitation and Compensation Act 1988* (SRCA).

In the 2014-15 financial year, when compared to the previous financial year (2013-14), the TTTP had reduced as follows;

- Under the VEA it reduced by three days from 75 days to 72 days, against a target of 75 days;
- Under the MRCA it reduced by 35 days from 144 days to 109 days, against a target of 120 days; and
- Under the SRCA it reduced by 20 days, from 160 days to 140 days, against a target of 120 days.

These improvements have been achieved through the following actions:

- Reducing claims on hand through the introduction of new workload management and forecasting tools that allow for better monitoring, reporting and distribution of work on a national basis;
- Working with claimants to resolve case-specific issues to avoid processing delays;
- Continuing to promote the On Base Advisory Service and My Account and supporting the Training and Information Program;
- Implementation of a new Rehabilitation and Compensation Operating Model; and
- A significant learning and development programme as well as the introduction of an accreditation framework for staff.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 6**

**Outcome: 3 Program: 3.1**

**Topic: Sir John Monash Centre**

(FADT Hansard Proof 10 February 2016, p 141)

**Senator GALLACHER:** I want to go to the budget papers in relation to the Sir John Monash Centre at Villers-Bretonneux. You picked up the operational costs. The capital costs will be met by the existing resources of the Department of Defence and the operational costs will be met by Veterans' Affairs. In 2015-16 you have \$1.4 million rising to \$2.1 million in 2016-17, \$4.7 million in 2017-18 and \$2.6 million in 2018-19. Can you give us a run down on the 2015-16 expenditure. What are you spending that money on?

**Major Gen. Chalmers:** The money that is being spent in the 2015-16 financial year is for the management of the project, management of the construction phase, which is occurring at the moment.

**Senator GALLACHER:** I do not want to be facetious or whatever, what does that mean? You have a contractor in France. How do you manage that from Australia? Do you fly out there and see that he is doing what you told him? It has been spent on airfares and travel, has it?

**Major Gen. Chalmers:** In part.

**Senator GALLACHER:** How much is in air fares and accommodation?

**Mr Lewis:** Given time, we can give you a breakdown of the spend by contractor for the year to date. That is not a problem.

**Senator GALLACHER:** The concern when we originally discussed this was that you were not going to spend \$1½ million flying people up and down to look at things.

**Mr Lewis:** I will give you a breakdown, which will include travel but it will also be of the full project. You are entitled to a full breakdown. We will give it to you.

**Senator GALLACHER:** Fair enough. If we could have that it would be very helpful.

**Major Gen. Chalmers:** We have established a site office in Villers Bretonneux and we have an officer who is engaged to be in France permanently, so we do not fly backwards and forwards to manage the contract.

**Senator GALLACHER:** I understand the sensitivity. We had a very long debate about the project on the Public Works Committee. I understand all of the good things that are happening. I just want to see the breakdown of your expenditure, which is coming out of your existing budget. I would like to know that that is not just going to air fares and people travelling up and down to have a look at how we are going. ....I really want to get onto the problems that you have your ICT. I have only a short amount of time, so I am happy if you take this on notice

**Answer**

In 2015/16, Project staffing and administration budgeted costs are \$1.165 million. Project travel budgeted costs \$0.142 million. Visitation Profiling budgeted costs \$0.080 million.

In 2016/17, Project staffing and administration costs \$1.149 million. Project travel costs \$0.142 million. SJMC Centre operating costs (Marketing and publications) \$0.843 million.

In 2017/18, Project staffing and administration costs \$1.145 million. Project travel costs \$0.270 million. SJMC Centre operating costs (recruitment and staffing, marketing, opening ceremony and operational costs) \$3.283 million.

In 2018/19, Project staffing and administration costs \$0.578 million. Project travel costs \$0.077 million. SJMC Centre total operating costs \$1.938 million.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 7**

**Outcome: all Program: all**

**Topic: ICT Systems and Capabilities**

(FADT Hansard Proof 10 February 2016, p 141).

**Senator (GALLACHER) asked:**

Can you give us an update on the department's ICT improvements.

**Answer**

DHS provide DVA's ICT Infrastructure Services such as mainframe, midrange and Desktop.

A range of upgrades undertaken, or underway, include:

- work to comply with the "Australian Signals Directorate (ASD) – Top 4 Strategies for Mitigate Targeted Cyber Intrusions":
- upgrades to desktop computers;
- further work is planned for upgrades to the MS Office products on desktops; and
- work has commenced on a major Infrastructure Alignment Program (IAP) to integrate DVA computer systems to DHS environment.

The Choice and Maintainability in Veterans' Services (CMVS) Program was a five year project initiated in 2010 to provide services online, predominantly through the MyGov authentication interface.

- The Program was completed in 2015 and over the five years it progressively delivered a range of online and digital services to clients, staff and external providers such as the ability to:
  - Update income and assets online
  - Lodge a claim
  - Check entitlements
  - Check qualifying service
  - Check payments etc.
- MyAccount, the client facing system, currently has approximately 45,000 registered clients and 660 nominated representatives.
- 351 Veterans' Home Care Organisations now engage online with DVA.
- 63 Ex-service Organisations engage online with DVA.
- 460 Medical Providers engage with DVA online.
- The CMVS Program also implemented a real time system to system data sharing capabilities with the Department of Defence.

DVA continues to seek opportunities to modernise or upgrade the current aged ICT environment.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 8**

**Outcome: all Program: all**

**Topic: ICT Systems and Capabilities**

(FADT Hansard Proof 10 February 2016, p 141).

**Senator (GALLACHER) asked:**

Can you tell us what projects are upgrades are due to begin in 2016, what are due to be completed in 2016 and what are ongoing? Can you give us, not right now. a snapshot of that?

**Answer**

DVA has a modest ICT investment program, some ICT initiatives are linked to legislation or other agency initiatives which involve business change and ICT systems work. DVA funded ICT improvements are typically phased with one or two releases per year, each subject to affordability and priorities. The key initiatives underway in 2016 include:

**Due to begin in 2016**

<b>Title</b>	<b>Objective</b>	<b>Date due to begin</b>
Increasing Consumer Choice	Delivering a 2015/16 Government commitment to analyse and understand the policy and design of existing DVA processes with the aim of potentially aligning these with Department of Health's reforms.	February 2016
GovCMS transition	To transition DVA's Internet presence to the Whole-Of-Government cloud based solution delivered by Department of Finance.	February 2016
Defence Data Exchange	To capture data of ADF members upon enlistment and utilise the data to commence proactive service delivery. This will enable early establishment of a relationship with members as early as possible including targeted event based communication.	February 2016
B2B Gateway	To implement a secure channel for transaction processes between third party providers and the Department.	March 2016

**Due to be complete in 2016**

<b>Title</b>	<b>Objective</b>	<b>Date due to complete</b>
Alignment of Means Test Assessments	Delivering a 2015/16 Government commitment to remove the current exemption from the aged care income test which relates to rental income earned from a resident's former principal residence, where that person is paying a portion of their accommodation costs through periodic payments from 1 January 2016.	February 2016

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

<b>Title</b>	<b>Objective</b>	<b>Date due to complete</b>
Nominal Rolls Upgrade	To implement an upgrade of the DVA Nominal Rolls website to a more modern technology foundation and presentation layer.	May 2016
MRCA Single Appeal Path <sup>(1)</sup>	Subject to the passage of the Bill for MRCA Single Appeal Path - delivering a 2015/16 Government commitment to refine the appeals process to a single path through the Veterans' Review Board, replicating the existing Veterans' Entitlement Act 1986 (VEA) model.	May 2016
Veterans Pharmaceuticals Reimbursement Scheme (VPRS)	Delivering a 2015/16 Government commitment to correctly calculate pharmaceutical reimbursements, due to the 6 <sup>th</sup> Community Pharmacy Agreement which discounts patient co-payments.	June 2016
HOTSPUR 2.0 Upgrade	Delivering a 2014/15 Government commitment to deliver a single consistent process to ascertain eligibility for clients to access DVA funded hospital treatments.	June 2016
Desktop Modernisation	Working with DHS to complete the refresh activity of desktop equipment with some 2,760 new desktop computers deployed, and the standard software suite upgraded to MS Office 2013 and Internet Explorer 11.	June 2016

<sup>(1)</sup> The Bill for MRCA Single Appeal Path has a proposed Date of Effect (DOE) of 1 May 2016. The MRCA Single Appeal Path project has approved funding and is proceeding to ensure that the department can meet the legislated DOE; we cannot wait until the Bill is passed to commence development work or we will be unable to meet the DOE. The final implementation of ICT changes will be dependent on the passage of the Bill.

**Ongoing throughout 2016**

<b>Title</b>	<b>Objective</b>	<b>Date</b>
Aged Care Reform	Delivering a 2013/14 Government commitment to implement means testing of Aged Care recipients in partnership with DHS and Health.	Ongoing
Integrated Support Hub Expansion (ISH)	The Integrated Support Hub (ISH) Expansion project is funded on a release by release basis. In 2016, ISH is planning for two releases to expand ICT systems support for rehabilitation and compensation claim processing. This will progressively improve tools used by staff when processing these claims.	Ongoing
Digitisation	The Digitisation project is funded on an annual basis and in 2016 it is seeking to expand the use of digital records and correspondence. It is also working with the ISH project so that processing is supported digitally wherever possible.	Ongoing
Infrastructure Alignment	Working with DHS to continue to upgrade infrastructure hardware, software and supporting agreements to current versions, to retain Australian Signals Directorate (ASD) Top 4 Compliance eg. <ul style="list-style-type: none"> <li>• Upgrade Microsoft Server 2003 to Server 2012</li> <li>• Upgrade SharePoint 2007 to SharePoint 2012.</li> </ul>	Ongoing



**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 9**

**Outcome: all Program: all**

**Topic: ICT Systems and Capabilities**

(FADT Hansard Proof 10 February 2016, p 142).

**Senator (GALLACHER) asked:**

I understand that one of the issues in relation to ICT has been the continued use of old software platforms, some of which are becoming almost unserviceable. Can give us an update on that. If it is extensive, perhaps it needs to be on notice.

**Answer**

DVA's ICT systems underpinning the business processes currently supporting veterans and their families are either at end of life or out-dated, fragmented and increasingly costly to maintain. The DVA ICT systems ability to adapt and meet changing government priorities and client expectations has reached its limit. It is increasingly difficult to introduce new functions and make changes to existing ones within timeframes and costs acceptable to government. Internal risk assessments indicate that approximately 50 percent of DVA systems are at high risk of failure and many of these systems have a poor business fit today. In addition, it is increasingly problematic to align with government policies and strategies such as the Australian Public Service Big Data Strategy and the Australian Government Cyber Security Strategy.

Veteran entitlements are still determined in systems built since the 1980s on products which are out of support. Should one or more critical systems fail, the result would be serious reputational damage to DVA but, more importantly, cause a significant impact on the financial support and well-being of our clients. The current systems also limit the extent to which information can be exchanged real-time, creating barriers to modernisation and transformation.

Since 2008 there have been independent assessments and reviews into DVA's service delivery and ICT Systems that consistently reference the limitations and risks associated with the current state ICT environment.

The, approximately, 200 ICT applications have been bolted together on out-dated platforms, many of which are no longer supported by software vendors. There are more than 1,200 interfaces between these systems and other organisations, most of which are not real time. Making changes to these systems is complex and costly. It is also difficult to attract and recruit technology staff as the environment is unattractive and provides limited opportunity to develop transferable skills using modern software application development tools and methodologies.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 10**

**Outcome: all Program: all**

**Topic: ICT Systems and Capabilities**

(FADT Hansard Proof 10 February 2016, p 142)

**Senator (GALLACHER) asked:**

We are aware that there have been some serious issues in relation to DHS ICT—problems with MyGov, Centrelink, Medicare. Given the partnership between DVA and DHS, have you experienced similar issues to other departments? On notice, can I get a summation of the situation with ICT.

**Answer**

DVA and DHS ICT work very closely together to manage DVA's ICT services and have now co-located ICT teams in Tuggeranong, ACT, in order to strengthen that relationship. A number of governance bodies have been established comprising senior executives of our respective departments to manage the relationship and the delivery of services.

Given the nature of DVA'S legacy environment, DVA has experienced a number of ICT issues over the last year including interruptions to service in its applications, mainframe performance, telephony services for call centres, and data exchange with Defence. There were a range of technical issues resulting in these interruptions. DVA was aided by DHS ICT in identifying and rectifying these issues as quickly as possible.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 11**

**Outcome: All Program: All**

**Topic: Taxi costs**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. Between 1 September 2015 and 29 February 2016 the Department spent \$230,246 on taxis. The figures provided are exclusive of GST and do not include expenditure on taxis for veterans under the repatriation transport program, or for health services for veterans. Note: the department's finance system provides more comprehensive cost information when extracted by monthly reporting period. To report accurate costs from 14 September 2015 would be too resource intensive.

The breakdown by business group was:

<b>Business Group</b>	<b>Amount</b>
Secretary, Commissioner and Deputy President	\$5,541
Chief Operating Officer	\$551
Principal Medical Officer	\$843
Business Reform and Defence Relations	\$6,742
State Deputy Commissioners	\$40,820
Veterans and Veterans Families Counselling Service	\$15,590
Corporate Division	\$37,084
Legal Services	\$3,231
Commemorations and War Graves	\$22,884
Rehabilitation and Support Division	\$36,263
Health and Community Services Division	\$49,515
Repatriation Medical Authority	\$1,619
Veterans Review Board	\$9,563

2. Typically taxis are used by DVA staff in conjunction with official travel. For example, travelling from airport to office. Taxis are also used by staff to travel to external meetings, by staff members accompanying veterans attending commemorative activities and by veterans attending DVA related activities.
3. The Department's financial records indicate \$2,209 excluding GST was spent during the reporting period.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 12**

**Outcome: All Program: All**

**Topic: Hospitality and Entertainment**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. From 1 September 2015 to 29 February 2016, the Department of Veterans' Affairs spent \$4,625 exclusive of GST on hospitality and entertainment. The expenditure was predominantly for small purchases of refreshments for meetings and forums involving external parties, in particular ex-service organisations. Information relating to date, location, purpose and cost for all events is not readily available. The time and effort to accurately provide this information would be too resource intensive.  
Note: the Department's finance system provides more comprehensive cost information when extracted by monthly reporting period. To report accurate costs from 14 September 2015 would be too resource intensive.
2. From 14 September to 29 February 2016, a total amount of \$179.60 exclusive of GST was spent on hospitality for the Minister for Veterans' Affairs. This expenditure was for a lunch meeting between the then Minister for Veterans' Affairs and French officials, including French Mayors, in France on 13 November 2015.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

3. See answer to Q1.
4. Nil.
5. The amount of expenditure the Department of Veterans' Affairs will spend on hospitality and entertainment into the future is expected to be consistent with past expenditure on these items.
6. Nil.
7. See answer to Q5.
8. Nil.
9. No. See answer to Q5.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 13**

**Outcome: All Program: All**

**Topic: Executive Coaching and Leadership Training**

(Written Question on Notice)

**Senator LUDWIG asked:**

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 form 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.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Answer**

The information below is provided in relation to leadership training which is corporately administered. It should be noted that within the Department individual business areas may arrange coaching and leadership training which is specific only to staff in their business area. This training is not centrally recorded and the time and effort to provide this information would be too resource intensive.

1. \$25,147.
2. The Leadership Talent Management Program is offered to high performing APS6-SES officers. DVA has 28 SES officers, 422 Executive level officers and 496 APS6 officers.
3. DVA purchased services for three staff during the reporting period but these staff have not yet commenced the program. Seven staff are currently participating in activities but payment occurred prior to the reporting period. See Table 1 for a breakdown of classification. Staff on training are considered on duty and therefore study leave is not required.
4. See Table 1. As the courses are a mix of classroom, private study and written assessments it is not possible to calculate total hours per course.
5. See Table 1. Note that there is no separate cost for external venues. Costs are covered in the participant's registration fee.
6. The Department does not mandate or suggest any form of agreement relating to continuing employment after training has been completed.
7. The Department's human resource management information system does not record full details of staff in receipt of education benefits (i.e. study assistance) nor a breakdown of the type of study assistance received. As these study activities are not centrally recorded, the time and effort to provide the information requested would be too resource intensive.

**TABLE 1**  
**Services purchased in the reporting period**

<b>Classification</b>	<b>Program</b>	<b>1:1 / Group</b>	<b>Provider</b>	<b>Location</b>	<b>Duration</b>	<b>Cost &amp; Cost Type</b>
EL1	Advanced Leadership Program	Group	Workplace Training & Advisory Australia Pty Ltd	Brisbane	1 year	\$13,627 Complete package
EL1	Cranlana Future Public Sector Leaders Colloquia	Group	The Cranlana Programme	Melbourne	6 days	\$5,760 Complete package
APS6	Cranlana Future Public Sector Leaders Colloquia	Group	The Cranlana Programme	Melbourne	6 days	\$5,760 Complete package



**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 14**

**Outcome: All Program: All**

**Topic: Staffing Profile**

(Written Question on Notice)

**Senator LUDWIG asked:**

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

1. Has there been any change to the staffing profile of the department/agency?
2. Provide a list of changes to staffing numbers, broken down by classification level, division, home base location (including town/city and state)

**Answer**

1. Yes. The Department of Veterans' Affairs has increased staff numbers since 14 September 2015 whilst remaining under its Full Time Equivalent (FTE) cap. The Department's FTE numbers were significantly under the FTE cap during the 2014-15 financial year and this subsequent increase reflects a necessary increase for operational requirements.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

2. Please refer to the tables below for a list of changes to staffing numbers, broken down by classification level, division, home base location (including town/city and state).

**Table 14.1: Total number of employees by classification at 14 September 2015 and 29 February 2016**

	<b>14 September 2015</b>	<b>29 February 2016</b>
APS1	11	9
APS2	52	52
APS3	220	219
APS4	216	242
APS5	467	479
APS6	410	420
VVCS Professional - APS6	67	77
EL1	313	305
EL2	123	119
Graduate APS	16	18
Medical Officer (MO) 3	1	1
MO4	1	1
Senior Executive Service (SES) 1	20	20
SES2	8	8
SES3	1	1
Statutory	5	5
<b>Total</b>	<b>1931</b>	<b>1976</b>

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Table 14.2: Total number of employees by division at 14 September 2015 and 29 February 2016**

	<b>14 September 2015</b>	<b>29 February 2016</b>
Secretary & Repatriation Commission	10	10
Chief Operating Officer Group	3	3
Deputy Commissioner NSW / ACT	112	136
Deputy Commissioner NT	7	8
Deputy Commissioner QLD	194	199
Deputy Commissioner SA	21	19
Deputy Commissioner TAS	23	24
Deputy Commissioner VIC	175	156
Deputy Commissioner WA	31	29
Veterans & Veterans Families Counselling Service (Branch)	111	119
Corporate Division	325	316
Commemorations & War Graves Division	117	128
Business Reform & Defence Relations Branch	37	40
Rehabilitation & Support Division	320	321
Health & Community Services Division	384	398
Legal Services, Assurance & Deregulation Branch	26	34
<b>Total Department of Veterans' Affairs</b>	<b>1896</b>	<b>1940</b>
Repatriation Medical Authority <sup>1</sup>	11	11
Veterans' Review Board <sup>1</sup>	24	25
<b>Grand Total</b>	<b>1931</b>	<b>1976</b>

Note<sup>1</sup>: Staff who work at the Repatriation Medical Authority and the Veterans' Review Board are employed by the Department of Veterans' Affairs.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Table 14.3: Total number of employees by town/city and state at 14 September 2015 to 29 February 2016**

	<b>14 September 2015</b>	<b>29 February 2016</b>
<b>ACT</b>		
Canberra	615	634
<b>NSW</b>		
Sydney	287	292
Lismore	5	6
Newcastle	5	5
Tweed Heads	3	3
<b>QLD</b>		
Brisbane	341	370
Townsville	32	33
Maroochydore	6	7
Southport	6	5
Toowoomba	3	3
<b>VIC</b>		
Melbourne	282	274
Wodonga	4	5
Morwell	1	1
Ballarat	1	1
Geelong	1	1
<b>SA</b>		
Adelaide	154	150
<b>NT</b>		
Darwin	16	16
<b>TAS</b>		
Hobart	62	63
Launceston	4	4
<b>WA</b>		
Perth	103	103
<b>Grand Total</b>	<b>1931</b>	<b>1976</b>

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 15**

**Outcome: All Program: All**

**Topic: Staffing reductions**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. In the period 14 September 2015 to 29 February 2016, there were six voluntary redundancies.

1.1 To meet Business Reform initiatives.

2. Nil.

3. The Department of Veterans' Affairs (DVA) staffing profile is expected to reduce by 39 FTE in the 2015-16 financial year. This is a reduction from a budgeted 1,935 FTE as at 2014-15 Portfolio Budget Statements down to 1,896 FTE as at 2015-16 Portfolio Additional Estimates Statements. The majority of staff reductions are anticipated through natural attrition and with minimal impact on service delivery.

4. DVA needs to reduce staff numbers to operate efficiently within a reduced budget allocation.

5. No.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

6. From 14 September 2015 to 29 February 2016, 96 ongoing staff left the Department. Classifications of these staff are listed in the table below.

**Ceased Employees (Head Count) – 14 September 2015 to 29 February 2016**  
**By Classification and Employment Type**

<b>Classification</b>	<b>Ongoing employees</b>	<b>Non-ongoing employees</b>	<b>Total</b>
APS2	3	1	<b>4</b>
APS3	19	23	<b>42</b>
APS4	8	16	<b>24</b>
APS5	21	1	<b>22</b>
APS6	18	0	<b>18</b>
VVCS Professional - APS6	3	1	<b>4</b>
Executive Level 1	15	2	<b>17</b>
Executive Level 2	6	0	<b>6</b>
SES Band 1	1	0	<b>1</b>
SES Band 2	1	0	<b>1</b>
Statutory Office Holder	1	0	<b>1</b>
<b>TOTAL</b>	<b>96</b>	<b>44</b>	<b>140</b>

7. From 14 September 2015 to 29 February 2016, 44 non-ongoing staff left the Department. Classifications of these staff are listed in the above table.

8. Redundancy packages are offered under the conditions of the DVA Enterprise Agreement 2015-2018, which is available online at:

[http://www.dva.gov.au/sites/default/files/files/publications/corporate/ea2015\\_18.pdf](http://www.dva.gov.au/sites/default/files/files/publications/corporate/ea2015_18.pdf)

9. There is no difference from the default public service package.

10. Redundancy packages are funded from the Department's existing budget.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 16**

**Outcome: All Program: All**

**Topic: Staffing recruitment**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. In the period from 14 September 2015 to 29 February 2016, 76 ongoing staff were recruited.

The table below shows the classification of ongoing staff recruited.

**Ongoing employees recruited – 14 September 2015 to 29 February 2016**  
**By Classification and Type of Recruitment**

<b>Classification</b>	<b>New engagement to APS</b>	<b>Transfer/ Promotion within APS</b>	<b>Temporary Assignment from another APS Agency</b>	<b>Existing non- ongoing employee engaged as ongoing</b>	<b>Total</b>
APS1	3	0	0	0	<b>3</b>
APS2	1	0	0	0	<b>1</b>
APS3	2	1	1	0	<b>4</b>
APS4	10	1	2	3	<b>16</b>
APS5	6	2		1	<b>9</b>
APS6	3	7	1	0	<b>11</b>
VVCS Professional - APS6	7	0	0	0	<b>7</b>
Executive Level 1	3	0	2	0	<b>5</b>
Executive Level 2	1	0	1	0	<b>2</b>
Graduate	11	0	0	6	<b>17</b>
Statutory Office Holder	1	0	0	0	<b>1</b>
<b>Total</b>	<b>48</b>	<b>11</b>	<b>7</b>	<b>10</b>	<b>76</b>



**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

2. As at 14 September 2015, there were 66 employees on non-ongoing employee contracts.

In the period from 14 September 2015 to 29 February 2016, 107 new non-ongoing staff members were recruited.

In the same period, 34 non-ongoing staff ceased and 10 were engaged as ongoing employees.

As at 29 February 2016 there were 129 employees on non-ongoing contracts.

The table below shows the classification of non-ongoing employees in the period from 14 September 2015 to 29 February 2016.

**Non-ongoing employees – 14 September 2015 to 29 February 2016**  
**By Classification**

<b>Classification</b>	<b>Head Count As at 14/9/2015</b>	<b>Commenced during period to 29/2/2016</b>	<b>Ceased (or changed status to ongoing)</b>	<b>Head Count As at 29/2/2016</b>
APS2	6	5	1	<b>10</b>
APS3	38	50	23	<b>63*</b>
APS4	14	21	16	<b>14*</b>
APS5	6	17	1	<b>28*</b>
APS6	0	2	0	<b>3*</b>
VVCS Professional - APS6	0	5	1	<b>4</b>
Executive Level 1	1	5	2	<b>4</b>
Executive Level 2		2	0	<b>2</b>
SES Band 1	1	0	0	<b>1</b>
<b>TOTAL</b>	<b>66</b>	<b>107</b>	<b>44</b>	<b>129</b>

\* For these classifications, the Head Count at 14/9/15 plus Commenced minus Ceased does not add up to Head Count at 29/2/16. The reason is that some non-ongoing staff commenced new contracts at different classifications.

3. For all 169 non-ongoing employees who were employed for some part of the period 14 September 2015 to 29 February 2016, the average length of employment was 9.04 months.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 17**

**Outcome: All Program: All**

**Topic: Kitchen appliances**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

The Department of Veterans' Affairs has not purchased, leased or rented any kitchen appliance over the value of \$1000 since the change of Prime Minister on 14 September 2015.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 18**

**Outcome: General Program: All**

**Topic: Boards (for Departments or agencies with boards)**

(Written Question on Notice)

**Senator LUDWIG asked:**

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 list.

**Answer**

Please refer to the attached spreadsheet for responses to all questions for the period 14 September 2015 to 29 February 2016.

Board	1. How often has the board met since 14 September 2015 to 29 February 2016?	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? Please break down the cost list
-------	---	---	--	--	---	--	--	---	---	---	---

Anzac Centenary Public Fund Board	Nil	Nil. See Remuneration Tribunal Principal Determination 2015-11 - <a href="http://www.remtribunal.gov.au/media/documents/2016/2015-determinations/2015-11-determination-official-travel-by-office-holders/2015-11-Official-Travel-by-Office-Holders-30-August-2015.pdf">http://www.remtribunal.gov.au/media/documents/2016/2015-determinations/2015-11-determination-official-travel-by-office-holders/2015-11-Official-Travel-by-Office-Holders-30-August-2015.pdf</a> refer to Part 3 - Travel Expenses on page 3	N/A	N/A	Terms and conditions signed by Board members contain standard clauses in relation to avoidance of conflicts of interest	Nil	Nil. See Remuneration Tribunal Determination 2015/20 - <a href="http://www.remtribunal.gov.au/media/documents/2017/2016-compilations/2015-20-remuneration-and-allowances-for-holders-of-part-time-public-office-current-consolidation-as-at-26-february-2016/2015-20-PTOH-Determination-Compilation-as-at-26.2.2016.pdf">http://www.remtribunal.gov.au/media/documents/2017/2016-compilations/2015-20-remuneration-and-allowances-for-holders-of-part-time-public-office-current-consolidation-as-at-26-february-2016/2015-20-PTOH-Determination-Compilation-as-at-26.2.2016.pdf</a> refer to Part 2 – Fees on page 2	Such issues would be raised with the Minister following legal advice	No	N/A	N/A
Military Rehabilitation and Compensation Commission	Four meetings: <ul style="list-style-type: none"> <li>1 October 2015,</li> <li>5 November 2015,</li> <li>3 December 2015; and</li> <li>4 February 2016</li> </ul>	Nil. See Remuneration Tribunal Principal Determination 2015-11 - <a href="http://www.remtribunal.gov.au/media/documents/2016/2015-determinations/2015-11-determination-official-travel-by-office-holders/2015-11-Official-Travel-by-Office-Holders-30-August-2015.pdf">http://www.remtribunal.gov.au/media/documents/2016/2015-determinations/2015-11-determination-official-travel-by-office-holders/2015-11-Official-Travel-by-Office-Holders-30-August-2015.pdf</a>	86% (5/6; 5/6, 5/6 and 4/4 respectively)	<u>1 October 2015 meeting:</u> Mr Simon Lewis PSM (Chair) Major General Mark Kelly AO, DSC (Member) Rear Admiral Robyn Walker AM RAN (Member) Air Vice-Marshal Anthony Needham (Member) Ms Jennifer Taylor (Member)  <u>5 November 2015 meeting:</u> Mr Simon Lewis PSM (Chair) Mr Craig Orme AM CSC (Member) Rear Admiral Robyn Walker AM RAN (Member) Air Vice-Marshal Anthony Needham AM (Member)	See <i>Military Rehabilitation and Compensation Act 2004</i> refer to Chapter 9, The Military Rehabilitation and Compensation Commission - Part 6, Meetings and resolutions - Section 379, Commission member to disclose any	Nil	Nil. See Remuneration Tribunal Determination 2015/20 - <a href="http://www.remtribunal.gov.au/media/documents/2017/2016-compilations/2015-20-remuneration-and-allowances-for-holders-of-part-time-public-office-current-consolidation-as-at-26-february-2016/2015-20-PTOH-Determination-Compilation-as-at-26.2.2016.pdf">http://www.remtribunal.gov.au/media/documents/2017/2016-compilations/2015-20-remuneration-and-allowances-for-holders-of-part-time-public-office-current-consolidation-as-at-26-february-2016/2015-20-PTOH-Determination-Compilation-as-at-26.2.2016.pdf</a>	See <i>Military Rehabilitation and Compensation Act 2004</i> refer to Chapter 9, The Military Rehabilitation and Compensation Commission - Part 5, Membership - Section 372, Termination of appointment of appointed	No	Nil	N/A

Board	1. How often has the board met since 14 September 2015 to 29 February 2016?	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? Please break down the cost list
-------	---	---	--	--	---	--	--	---	---	---	---

		refer to Part 3 - Travel Expenses on page 3		<p>Ms Jennifer Taylor (Member)</p> <p><u>3 December 2015 meeting:</u>  Mr Simon Lewis PSM (Chair)  Mr Craig Orme AM CSC (Member)  Major General Mark Kelly AO, DSC (Member)  Rear Admiral Robyn Walker AM RAN (Member)  Ms Jennifer Taylor (Member)</p> <p><u>4 February 2016 meeting:</u>  Mr Simon Lewis PSM (Chair)  Mr Craig Orme DSC, AM CSC (Member)  Major General Mark Kelly AO, DSC (Member)  Ms Jennifer Taylor (Member)</p>	interest in claims etc		at-26-february-2016/2015-20-PTOH-Determination-Compilation-as-at-26.2.2016.pdf refer to Schedule B – Daily Fees on page 15	Commission members			
Prime Ministerial Advisory Council on Veterans' Mental Health (PMAC)	Nil	N/A	N/A	N/A	Declarations of interest are completed annually. The PMAC Chair seeks advice from each member at the commencement of each meeting as to whether the agenda necessitates any additional declaration or discussion	Nil	The Chair received remuneration of \$3936.00 (per diem for reporting period) See Remuneration Tribunal Determination 2015/20 ( <a href="http://www.remtribunal.gov.au/media/documents/2017/2016-compilations/2015-20-remuneration-and-allowances-for-holders-of-part-time-public-office-current-consolidation-as-at-26-february-2016/2015-20-">http://www.remtribunal.gov.au/media/documents/2017/2016-compilations/2015-20-remuneration-and-allowances-for-holders-of-part-time-public-office-current-consolidation-as-at-26-february-2016/2015-20-</a>	Such issues would be raised with the Minister following legal advice	No	N/A	N/A

Board	1. How often has the board met since 14 September 2015 to 29 February 2016?	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? Please break down the cost list
-------	---	---	--	--	---	--	--	---	---	---	---

							PTOH-Determination-Compilation-as-at-26.2.2016.pdf) - refer to page 13				
Repatriation Commission	<p>Eight meetings:</p> <ul style="list-style-type: none"> <li>17 September 2015,</li> <li>1 October 2015,</li> <li>15 October 2015,</li> <li>5 November 2015,</li> <li>3 December 2015,</li> <li>10 December 2015,</li> <li>4 February 2016, and</li> <li>16 February 2016</li> </ul>	<p>Nil.</p> <p>See Remuneration Tribunal Principal Determination 2015-11 - <a href="http://www.remtribunal.gov.au/media/documents/2016/2015-determinations/2015-11-determination-official-travel-by-office-holders/2015-11-Official-Travel-by-Office-Holders-30-August-2015.pdf">http://www.remtribunal.gov.au/media/documents/2016/2015-determinations/2015-11-determination-official-travel-by-office-holders/2015-11-Official-Travel-by-Office-Holders-30-August-2015.pdf</a> refer to Part 3 - Travel Expenses on page 3</p>	<p>91% (3/3; 2/3, 3/3, 2/3, 3/3, 3/3, 3/3 and 3/3 respectively)</p>	<p><u>17 September, 15 October, 3 December, 10 December 2015, 4 February and 16 February 2016 meetings:</u></p> <p>Mr Simon Lewis PSM (President) Mr Craig Orme AM CSC (Deputy President) Major General Mark Kelly AO, DSC (Commissioner)</p> <p><u>1 October 2015 meeting:</u></p> <p>Mr Simon Lewis PSM (President) Major General Mark Kelly AO DSC (Commissioner)</p> <p><u>5 November 2015 meeting:</u></p> <p>Mr Simon Lewis PSM (President) Mr Craig Orme AM CSC (Deputy President)</p>	<p>See <i>Veterans' Entitlements Act 1986</i> - Volume 3 - Part XI, The Repatriation Commission - Division 2, Constitution and Meetings of Commission Section 165, Disclosure of interests / Section 189, Commissioner to disclose any interest in claims for pensions etc. / Section 190, Commissioner to disclose other interests</p>	Nil	<p>Nil.</p> <p>See Remuneration Tribunal Determination 2015/21 - <a href="http://remtribunal.gov.au/media/documents/2017/2016-compilations/2015-21-remuneration-and-allowances-for-holders-of-full-time-public-office-current-consolidation-as-at-26-february-2016/2015-21-FTOH-Determination-Compilation-as-at-26.2.2016-2.pdf">http://remtribunal.gov.au/media/documents/2017/2016-compilations/2015-21-remuneration-and-allowances-for-holders-of-full-time-public-office-current-consolidation-as-at-26-february-2016/2015-21-FTOH-Determination-Compilation-as-at-26.2.2016-2.pdf</a></p>	<p>See <i>Veterans' Entitlements Act 1986</i> - Volume 2 - Part XI, The Repatriation Commission - Division 2, Constitution and meetings of Commission - Section 188, Termination of appointment</p>	No	Nil	N/A
Repatriation Medical Authority (RMA)	<p>Three meetings:</p> <ul style="list-style-type: none"> <li>29 September 2015,</li> <li>1-2 December 2015, and</li> <li>9 February 2016</li> </ul>	<p>\$10,729.83 - airfares, taxi charges, parking fees, mileage allowance &amp; travel allowance in accordance with the relevant Remuneration Tribunal Determination 2015/11 (<a href="http://www.remtribunal.gov.au/media/documents/2017/2016-compilations/2015-20-remuneration-and-allowances-for-holders-of-full-time-public-office-current-consolidation-as-at-26-february-2016/2015-20-remuneration-and-allowances-for-holders-of-full-time-public-office-current-consolidation-as-at-26-february-2016-2.pdf">http://www.remtribunal.gov.au/media/documents/2017/2016-compilations/2015-20-remuneration-and-allowances-for-holders-of-full-time-public-office-current-consolidation-as-at-26-february-2016/2015-20-remuneration-and-allowances-for-holders-of-full-time-public-office-current-consolidation-as-at-26-february-2016-2.pdf</a>)</p>	<p>93% (4/5; 5/5 and 5/5 respectively)</p>	<p>Professor John Kaldor was absent from the 30 September 2015 meeting</p>	<p>Declarations of interest are completed annually. The RMA Chairperson seeks advice from each member at the commencement of each meeting as to whether the agenda</p>	Nil	<p>See Remuneration Tribunal Determination 2015/20 (<a href="http://www.remtribunal.gov.au/media/documents/2017/2016-compilations/2015-20-remuneration-and-allowances-for-holders-of-full-time-public-office-current-consolidation-as-at-26-february-2016/2015-20-remuneration-and-allowances-for-holders-of-full-time-public-office-current-consolidation-as-at-26-february-2016-2.pdf">http://www.remtribunal.gov.au/media/documents/2017/2016-compilations/2015-20-remuneration-and-allowances-for-holders-of-full-time-public-office-current-consolidation-as-at-26-february-2016/2015-20-remuneration-and-allowances-for-holders-of-full-time-public-office-current-consolidation-as-at-26-february-2016-2.pdf</a>)</p>	N/A	No	Nil	\$359.11 for morning & afternoon teas for the 4 meeting days

Board	1. How often has the board met since 14 September 2015 to 29 February 2016?	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? Please break down the cost list
		ibunal.gov.au/media/documents/2016/2015-determinations/2015-11-determination-official-travel-by-office-holders/2015-11-Official-Travel-by-Office-Holders-30-August-2015.pdf) refer to Part 3 - Travel Expenses on page 3			necessitates any additional declaration or discussion		for-holders-of-part-time-public-office-current-consolidation-as-at-26-february-2016/2015-20-PTOH-Determination-Compilation-as-at-26.2.2016.pdf) - refer to pages 11 & 16				
Specialist Medical Review Council (SMRC)	The SMRC is not a single board. Separate review councils are convened for specific reviews. Four separate review councils held a combined total of five meetings in the reporting period.	Travel cost for one full day meeting (5 members) were \$2,138.44.  All other meetings were held by teleconference.	100%	All members appointed to each of the four review councils that met in the period, attended all scheduled meetings	The SMRC asks all members to complete a conflict of interest statement when they are appointed, and raises conflict of interest matters as required at meetings of review councils	One member registered a conflict of interest in respect to an applicant who was known to him in another capacity	See Remuneration Tribunal Determination 2015/20 - <a href="http://www.remtribunal.gov.au/media/documents/2017/2016-compilations/2015-20-remuneration-and-allowances-for-holders-of-part-time-public-office-current-consolidation-as-at-26-february-2016/2015-20-PTOH-Determination-Compilation-as-at-26.2.2016.pdf">http://www.remtribunal.gov.au/media/documents/2017/2016-compilations/2015-20-remuneration-and-allowances-for-holders-of-part-time-public-office-current-consolidation-as-at-26-february-2016/2015-20-PTOH-Determination-Compilation-as-at-26.2.2016.pdf</a> - refer to page 10	Such issues would be raised with the Minister following legal advice	No	N/A	Catering costs for one, full day meeting, were \$166.00.  All other meetings were held by teleconference.
Veterans and Veterans Families Counselling	Two meetings: • 29-30 October 2015; and	See Remuneration Tribunal Principal Determination 2015-11 -	100% If a member cannot attend a	Assoc. Prof. Jane Burns - Chair - 2 Dr Andrew Khoo - Psychiatrist representative- 1.5 Dr David Cockram - Vietnam Veteran	Potential conflicts of interest are declared at the	Nil	See Remuneration Tribunal Determination	Such issues would be raised with the Minister	No	None	Catering costs for the two day meeting were \$1700.00. This

Board	1. How often has the board met since 14 September 2015 to 29 February 2016?	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? Please break down the cost list
-------	---	---	--	--	---	--	--	---	---	---	---

Service – National Advisory Committee (VVCS NAC)	<ul style="list-style-type: none"> <li>18-19 February 2016</li> </ul>	<a href="http://www.remtribunal.gov.au/media/documents/2016/2015-determinations/2015-11-determination-official-travel-by-office-holders/2015-11-Official-Travel-by-Office-Holders-30-August-2015.pdf">http://www.remtribunal.gov.au/media/documents/2016/2015-determinations/2015-11-determination-official-travel-by-office-holders/2015-11-Official-Travel-by-Office-Holders-30-August-2015.pdf</a> refer to Part 3 - Travel Expenses on page 3	replacement is provided to ensure all cohorts are represented	rep - 2 Mr Brenton Russell - Contemporary Vet Male - 1 Mrs Heike Dunn - Contemporary Vet f/male - 2 Mrs Leanne Galaniyi - Sons & Daughters rep - 2 Dr Mike Seah - GP rep - 2 Mr Paul Copeland - Peacekeeper rep - 2 Mrs Mel Pyrah partners rep - 1 Ex-officio Major General Mark Kelly AO, DSC Repat Commissioner - 2 Mr Paul Way Director DCO - 2 WOI Don Spinks, OAM RSM-A - 2 Professor David Forbes Phoenix Aust - 2 Mr Wayne Penniall NM VVCS - 1 Dr Loretta Poerio A/g NM – 1	start of each meeting. If the Chair considers that the matter is a conflict of interest, the member concerned would take leave from the meeting while the matter is discussed		2015/20 - <a href="http://www.remtribunal.gov.au/media/documents/2017/2016-compilations/2015-20-remuneration-and-allowances-for-holders-of-part-time-public-office-current-consolidation-as-at-26-february-2016/2015-20-PTOH-Determination-Compilation-as-at-26.2.2016.pdf">http://www.remtribunal.gov.au/media/documents/2017/2016-compilations/2015-20-remuneration-and-allowances-for-holders-of-part-time-public-office-current-consolidation-as-at-26-february-2016/2015-20-PTOH-Determination-Compilation-as-at-26.2.2016.pdf</a>	following legal advice			included catering for the Board's consultation meetings with VVCS clients (14), providers (10) and ESO stakeholders (20) held on day 1 and refreshments for the 14 NAC members attending the Committee's business meeting on day 2. This in total provided room hire, a working breakfast for 24 people, 48 lunches, morning tea on day 1 for 38 people and on day 2 for 14, and afternoon tea for 36 on day 1 and 14 on day 2.
--	---	---	---	---	---	--	---	------------------------	--	--	---



**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 19**

**Outcome: All Program: All**

**Topic: Corporate Cars**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. The Department of Veterans' Affairs (DVA) currently owns four cars which includes two commercial vehicles.
  1. One car is located in Ankara, Turkey.  
One car is located in Paris, France.  
One commercial vehicle is located at Port Moresby (Bomana) War Cemetery, Papua New Guinea.  
One commercial vehicle is located at Rabaul (Bita Paka) War Cemetery, Papua New Guinea.
2. The car located in Ankara, Turkey, is used for official purposes by the DVA Section at the Australian Embassy and private use by the DVA Counsellor, for which the officer pays a contribution.  
The car located in Paris, France, is used for official purposes by the DVA Section at the Australian Embassy and private use by the First Secretary, for which the officer pays a contribution.  
The commercial vehicles located in Papua New Guinea are used for the care and maintenance of Port Moresby (Bomana) and Rabaul (Bita Paka) War Cemeteries and memorials.
3. For the period 14 September 2015 to 29 February 2016:
  - The running cost of the car in Ankara, Turkey, was approximately TRY 4,992 (AUD \$2,429);
  - The running cost of the car in Paris, France, was approximately EURO 3940.48 (AUD \$5,857);

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

- The running cost of the commercial vehicle located at Port Moresby (Bomana) War Cemetery, Papua New Guinea, was approximately PGK 9,929 (AUD \$4,503); and
- The running cost of the commercial vehicle located at Rabaul (Bita Paka) War Cemetery, Papua New Guinea, was approximately PGK 4,138 (AUD \$1,877).

Note: The costs detailed above exclude depreciation and any employee contributions for private usage.

4. For the period 14 September 2015 to 29 February 2016:
  - The car located in Ankara, Turkey, travelled approximately 2,600 km;
  - The car in Paris, France, travelled approximately 10,423 km;
  - The commercial vehicle located at Port Moresby (Bomana) War Cemetery, Papua New Guinea, travelled approximately 3,719 km; and
  - The commercial vehicle located at Rabaul (Bita Paka) War Cemetery, Papua New Guinea, travelled approximately 2,729 km.

2. DVA currently leases 49 vehicles, after relinquishing three vehicles during this period.

- 17 Office of Australian War Graves (OAWG) vehicles
- 32 Departmental vehicles

**1. OAWG Vehicles**

<b>Location</b>	<b>Odometer Readings 14 Sept 2015 to 29 Feb 2016</b>	<b>Cost 14 Sept 2015 to 29 Feb 2016</b>
NSW- Sydney	9,939	\$6,127.10
NSW- Sydney	13,939	\$7,051.85
NSW- Sydney	9,505	\$5,553.85
NT -Darwin	11,991	\$6,528.15
QLD - Townsville	6,972	\$5,715.95
QLD - Townsville	4,955	\$6,623.35
QLD -Brisbane	4,372	\$6,902.80
QLD -Brisbane	4,158	\$7,763.15
QLD -Brisbane	6,855	\$4,641.00
SA- Adelaide	15,344	\$5,390.75
SA- Adelaide	3,411	\$5,914.80
TAS - Launceston	12,634	\$4,656.05
TAS - Hobart	11,728	\$4,735.55
VIC -Melbourne	14,247	\$6,243.70
VIC - Melbourne	10,565	\$6,763.80
WA - Perth	495	\$6,101.55
WA - Perth	5,519	\$4,091.00
<b>Total</b>	<b>146,629</b>	<b>\$100,804.40</b>

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Departmental Vehicles**

<b>Location</b>	<b>Odometer Readings 14 Sept 2015 to 29 Feb 2016</b>	<b>Cost 14 Sept 2015 to 29 Feb 2016</b>
<b>Canberra</b>	5,090	\$3,810.00
<b>Canberra - VAN</b>	7,370	\$4,421.95
<b>Sydney</b>	918	\$3,856.20
<b>Newcastle VAN</b>	2,415	\$3,960.60
<b>Sydney</b>	4,175	\$3,147.65
<b>Sydney</b>	5,969	\$3,861.60
<b>Sydney</b>	5,493	\$3,079.70
<b>Darwin</b>	7,488	\$3,075.40
<b>Brisbane</b>	4,820	\$4,717.05
<b>Townsville</b>	4,553	\$3,804.15
<b>Brisbane</b>	3,029	\$3,472.15
<b>Brisbane</b>	8,595	\$2,945.30
<b>Brisbane</b>	3,365	\$3,604.00
<b>Brisbane</b>	0	\$3,075.45
<b>Adelaide</b>	504	\$2,731.10
<b>Adelaide</b>	3,231	\$3,029.05
<b>Hobart</b>	4,464	\$3,449.10
<b>Melbourne</b>	3,187	\$2,056.30
<b>Melbourne</b>	1,683	\$2,655.70
<b>Melbourne</b>	1,534	\$2,481.80
<b>Melbourne</b>	3,690	\$3,248.10
<b>Melbourne</b>	10,494	\$4,233.95
<b>Melbourne</b>	7,760	\$4,637.20
<b>Perth</b>	5,339	\$4,412.15
<b>Perth</b>	7,262	\$3,884.10
<b>Total</b>	<b>112,428</b>	<b>\$87,649.75</b>

2. The leased vehicles are used for official purposes by various Departmental sections for official meetings and commemorative events. For example:
  - Veterans Advisory Network (VAN) for regional visits to veterans;
  - On Base Advisory Service (OBAS) who are key liaison points with current serving Defence personnel;
  - OAWG who maintain official individual commemorations of the war dead and eligible post-war dead.
3. Refer to 2.1.
4. Refer to 2.1.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 20**

**Outcome: All Program: All**

**Topic: Government Payment of Accounts**

(Written Question on Notice)

**Senator LUDWIG asked:**

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? f) How many payments owed (as a number and as a percentage of the total) have been paid in over 120 days?
6. 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?
7. Where interest is being paid, what rate of interest is being paid and how is this rate determined?

**Answer**

1. For the period 1 September 2015 to 29 February 2016, the average time taken to pay accounts under the Government's 30 day payment policy has been 21.54 days.

Note: the department's finance system provides more comprehensive information when extracted by monthly reporting period. To report accurate data from 14 September 2015 would be too resource intensive.

2. to 5.

<b>Number of Payments</b>	<b>Percentage</b>	<b>Days</b>
9,227	93.89 %	Under 30 days
416	4.23 %	between 30 and 60 days
100	1.02 %	between 60 and 90 days
37	0.38 %	between 90 and 120 days
47	0.48 %	over 120 days

6. \$5,083 has been paid in interest on overdue amounts between Estimates 2014 and 29 February 2016.

7. The interest rates used are based on the Australian Taxation Office general interest charge as required by the Government's Supplier Pay On Time or Pay Interest Policy. Between Estimates 2014 and 29 February 2016 the annual interest rate has varied between 9.14 % and 9.75%.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 21**

**Outcome: All Program: All**

**Topic: Hire Cars**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. The expenditure on hire cars from 1 September 2015 to 29 February 2016 was \$29,181 exclusive of GST. Note: the Department's finance system provides more comprehensive cost information when extracted by monthly reporting period. To report accurate costs from 14 September 2015 would be too resource intensive.

The breakdown by business group was:

<b>Business Group</b>	<b>Amount</b>
Secretary, Commissioner and Deputy President	\$204
Chief Operating Officer	\$187
State Deputy Commissioners	\$6,381
Business Reform and Defence Relations	\$137
Veterans and Veterans Families Counselling Service	\$8,165
Corporate Division	\$1,251
Commemorations and War Graves	\$9,915
Rehabilitation and Support Division	\$257
Health and Community Services Division	\$1,564
Repatriation Medical Authority	\$270
Veterans' Review Board	\$850

2. Hire cars are used in conjunction with official travel. They are used in lieu of taxis when it is cost efficient to do so. They are also used for regional travel in Australia and overseas, and when there is a need to carry equipment such as for training events or by grave maintenance field staff.
3. In addition to the amounts identified above, and for the same period identified above, the Department spent \$2,069.29 excluding GST on hire cars (Comcar).

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 22**

**Outcome: All Program: All**

**Topic: Credit Cards**

(Written Question on Notice)

**Senator LUDWIG asked:**

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 [m]any credit cards [are] 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**

1. Since the change of Prime Minister on 14 September 2015, no changes have been made to the employment classifications that have access to a corporate card.
2. No.
3. No.
4. Between 14 September 2015 and 29 February 2016, two instances of corporate credit card misuse were discovered.
5. Of the two cases of misuse one involved the inadvertent use of a corporate card by an EL2 level officer to pay for a \$2 parking voucher. The cardholder realised the error and reimbursed \$2 to the department. The second case involved inadvertent use of a corporate card by an APS 4 level officer while shopping. The staff member noticed the mistake as the \$38 transaction was being processed and the vendor immediately reversed the transaction.
6. No.
7. No credit cards have been made available to the Minister for Veterans' Affairs or his office.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 10 and 25 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 23**

**Outcome: All Program: All**

**Topic: Formal functions or forms of hospitality conducted for the Minister**  
(Written Question on Notice)

**Senator LUDWIG asked:**

QoN 23 - 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

**Answer**

1. Nil response

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Supplementary Budget Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 24**

**Outcome: All Program: All**

**Topic: Red Tape Reduction**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. Nil.

1. The Department of Veterans' Affairs (DVA) has to date reported a saving of \$3.4 million in compliance costs.

2. Nil.

3. Not applicable.

4. Not applicable.

5. The cost of the Deregulation Unit has been absorbed within the existing departmental cost.

6. While the officers involved have other functions, the proportion of their salary assigned to the deregulation function equates to a total of approximately \$68,671 since 14 September 2015.

7. Yes.

8. SES1 – NV1 granted 21/11/2007

EL2 – Highly Protected granted 27/08/2009

EL1 – Baseline granted 4/11/2011

APS6 – Confidential granted 3/09/2008

9. Deregulation and Risk Management Unit.



**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 25**

**Outcome: All Program: All**

**Topic: Land Costs**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. The Repatriation Commission, a corporate Commonwealth entity, owns 3 blocks of land at Greenslopes, Queensland. In addition, the Department of Veterans' Affairs controls 198 small parcels of unmarketable land (splay corners).

2.

<b>Lot</b>	<b>Size</b>	<b>Location</b>
123, Registered Plan 46047, County of Stanley	647 square metres (m <sup>2</sup> )	Parish of Bulimba, commonly referred to as number 51 Headfort Street, Greenslopes
124, Registered Plan 46047, County of Stanley	647m <sup>2</sup>	Parish of Bulimba, commonly referred to as number 53 Headfort Street, Greenslopes

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

<b>Lot</b>	<b>Size</b>	<b>Location</b>
125, Registered Plan 46047, County of Stanley	639 m <sup>2</sup>	Parish of Bulimba, commonly referred to as number 55 Headfort Street, Greenslopes

The three blocks of land at Greenslopes (1933m<sup>2</sup>) and buildings were collectively valued at 30 June 2015 by Australian Valuation Solutions at \$1.35m.

Splay corners are small residual parcels of land from developments for war service homes since World War 1. Developments were conducted by various corporate Commonwealth entities, succeeded by the Department of Veterans' Affairs, until 1977 when developments ceased.

Distribution of splay corners is:

<b>State</b>	<b>Number</b>
NSW	33
QLD	38
SA	3
TAS	26
VIC	90
WA	8
<b>Total</b>	<b>198</b>

Splay corners are considered to be unmarketable and consideration is being given to their future.

3. There are two, two storey, buildings situated across the three blocks of land at Greenslopes. These were erected about 1945 and have significant asbestos products both internally and externally. The buildings are in state of disrepair and due to be removed.

3a. Buildings are currently vacant.

3b. Nil.

3c. Nil.

4. Two.

5. The two buildings were known as the Red Cross Centre and have a total area of 1725m<sup>2</sup> (89% coverage of total area of 1933m<sup>2</sup>). These are considered to have nil value for demolition purposes. Splay corners have not been valued as they are considered to be unmarketable.

6. Not relevant.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 26**

**Outcome: All Program: All**

**Topic: Contracts for Temporary Staff**

Written Question on Notice

**Senator LUDWIG asked:**

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**

1. Temporary or contract staff are considered labour hire personnel and numbers change often. The Department of Veterans' Affairs' (DVA) Human Resource Management System (HRMS) does not capture all contract staff and the time and effort to capture this information would place an unreasonable burden on the Department's resources.

2. Refer to part 1.

3. As at 29 February 2016 DVA can report that 338 external contractors are recorded on HRMS.

4. The Department does not usually pay agencies to find labour hire personnel.

5. No.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 27**

**Outcome: All Program: All**

**Topic: Printing**

(Written Question on Notice)

**Senator LUDWIG asked:**

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.
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**

**1.**

<b>Please list all documents that have been printed at the expense of the department/agency where 500 or more copies have been produced?</b>	<b>Please include the total number produced as well.</b>	<b>How many of these printed documents were also published online? Yes/No</b>
P03015 - DSHI Brochure - <i>Transitioning from ADF</i>	1,505	No
Men's Health Peer Education – general brochure	3,005	No
Men's Health Peer Education – Indigenous brochure	3,005	No
Men's Health Peer Education presentation folder	505	No
Men's Health Peer Education notepads	2,005	No
Men's Health Peer Education bookmarks	9,007	No
Men's Health Peer Education wall planners	701	No
Men's Health Peer Education Magazine Vol. 14. No. 3	13,779	Yes
2016 You & Your Pension	15,035	Yes
Hellfire Pass Memorial Museum Information Brochure - English and Thai versions.	20,000	Yes

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

<b>Please list all documents that have been printed at the expense of the department/agency where 500 or more copies have been produced?</b>	<b>Please include the total number produced as well.</b>	<b>How many of these printed documents were also published online? Yes/No</b>
Annual Report 2014-2015 (Annual Reports of the Repatriation Commission; Military Rehabilitation and Compensation Commission; Department of Veterans' Affairs);	700	Yes
Vetaffairs Newspaper (Spring 2015)	240,376	Yes
Vetaffairs Newspaper (Summer 2015)	237,053	Yes
2016 Anzac Day Schools' Awards Posters	22,203	Yes

**2.**

<b>a. If so, what companies were used?</b>	<b>b. How were they selected?</b>	<b>c. What was the total cost of this printing by item? (including GST)</b>
LC Digital	Panel of providers	\$677.64** **the Defence Service Home Insurance (DSHI) Scheme is self-funded, therefore this cost was not borne by the Department
Yes. New Millenium Print P/L	Panel of providers	\$607.00
Yes. New Millenium Print P/L	Panel of providers	\$607.00
Yes. Canprint	Panel of providers	\$1,199.00
Yes. Blue Star Print Group	Panel of providers	\$10,302.60
Yes. Blue Star Print Group	Panel of providers	
Yes. Blue Star Print Group	Panel of providers	
Yes. Blue Star Print Group	Panel of providers	\$15,151.40
Yes, Blue Star Printing	Bid Report & Recommendations by Publication Section	\$36,127.30
Scan-Media Corp., Ltd. (Thailand)	Exemptions from Division Two - Department of Finance. Exemption 8: Procurement of goods and services (including construction) outside Australian Territory, for consumption outside Australian territory.	\$16,451.40 (THB 420,000)
Canprint Communications	Pre-Qualified Tender	\$7,414.00
Independent Print Media Group (IPMG)	Pre-Qualified Tender	\$52,695.26
Independent Print Media Group (IPMG)	Pre-Qualified Tender	\$48,725.50
Blue Star Print	Pre-Qualified Tender	\$5,670.50
Blue Star Print	Pre-Qualified Tender	\$15,642.00
CanPrint	Pre-Qualified Tender	\$89,287.00
Blue Star Print	Pre-Qualified Tender	\$9,221.30
New Millenium Print P/L	Pre-Qualified Tender	\$3,206.50
Blue Star Print	Pre-Qualified Tender	\$3,819.20
Canprint Communications	Pre-Qualified Tender	\$1,540.00

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

Canprint Communications	Pre-Qualified Tender	\$715.00
New Millenium Print P/L	Pre-Qualified Tender	\$784.30
Exhibition Centre	Pre-Qualified Tender	\$6,486.00
National Promotions	Pre-Qualified Tender	\$4,050.75
LC Digital	Pre-Qualified Tender	\$87.60

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 28**

**Outcome: All Program: All**  
**Topic: Communications Staff**  
(Written Question on Notice)

**Senator LUDWIG asked:**

For all departments and agencies, please provide – in relation to all public relations, communications and media staff – the following:

1. How many ongoing staff, the classification, the type of work they undertake and their location.
2. How many non-ongoing staff, their classification, type of work they undertake and their location
3. How many contractors, their classification, type of work they undertake and their location
4. How many are graphic designers?
5. How many are media managers?
6. How many organise events?
7. Have these arrangements changed since the change of Prime Minister on 14 September, 2015? If yes, please detail.

**Answer**

The following details are provided for all public relations, communications and media staff in the Department of Veterans' Affairs as at 29 February 2016.

1.

<b>Ongoing Staff by Classification</b>	
APS Level 5	3
APS Level 6	5
Executive Level 1	5
Executive Level 2	2
<b>TOTAL Staff</b>	<b>15</b>

Staff provide wide-ranging public affairs support to the Minister and the Department. This includes issues management and media liaison, developing and implementing strategic communication initiatives, pursuing proactive publicity opportunities, website design and maintenance and the production of publications.

<b>Ongoing Staff by Location</b>	
Canberra	15

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

2. One Executive Level 1 and one Executive Level 2 officers provide wide-ranging public affairs support to the Minister and the Department.
3. Four Executive Level 1 and one APS Level 6 officers located in Canberra, providing wide-ranging public affairs support to the Minister and the Department.
4. Three officers perform the role of a graphic designer.
5. All members of the public affairs team manage media and may be involved in events as part of their account management duties as required.
6. See Answer 5.
7. No.



**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 29**

**Outcome: DVA All Program: All**

**Topic: Reviews**

(Written Question on Notice)

**Senator LUDWIG asked:**

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:

- a. the date they were ordered
- b. the date they commenced
- c. the minister responsible
- d. the department responsible
- e. the nature of the review
- f. their terms of reference
- g. the scope of the review
- h. Who is conducting the review
- i. the number of officers, and their classification level, involved in conducting the review
- j. the expected report date
- k. the budgeted, projected or expected costs
- l. 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?

- a. If so, please list them, including their name and/or trading name/s and any known alias or other trading names
- b. If so, please list their managing director and the board of directors or equivalent
- c. If yes, for each is the cost associated with their involvement, including a break down for each cost item
- d. If yes, for each, what is the nature of their involvement
- e. If yes, for each, are they on the lobbyist register, provide details.
- f. If yes, for each, what contact has the Minister or their office had with them
- g. If yes, for each, who selected them
- h. If yes, for each, did the minister or their office have any involvement in selecting them,
  - i. If yes, please detail what involvement it was
  - ii. If yes, did they see or provided input to a short list
  - iii. If yes, on what dates did this involvement occur
  - iv. If yes, did this involve any verbal discussions with the department
  - v. If yes, on what dates did this involvement occur

3. Which reviews are on-going?

- a. Please list them.
- b. 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.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

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?
  - a. When will each planned review be commenced?
  - b. When will each of these reviews be concluded?
  - c. When will government respond to each review?
  - d. Will the government release each review?
    - i. If so, when? If not, why not?

**Answer**

1. Two reviews have been initiated during the reporting period.

**Review into the future of Gallipoli ANZAC Day commemorations**

- a. 30 November 2015
- b. 30 November 2015
- c. Former Minister for Veterans' Affairs, the Hon Stuart Robert MP
- d. Department of Veterans' Affairs
- e. The review provides recommendations for the future of the Gallipoli Anzac Day services.
- f. No formal terms of reference were provided. The review was to consider aspects relevant to the conduct of the Gallipoli Anzac Day services.
- g. The review examined the Gallipoli Anzac Day services.
- h. The review was conducted internally by the Gallipoli and Strategy Section, Commemorations Branch, Department of Veterans' Affairs.
- i. 2 APS Officers (1x EL1, 1x EL2) conducted the review, with input and clearance from the Department's Executive.
- j. The report has been completed and was provided to the then Minister for Veterans' Affairs, the Hon Stuart Robert MP, on 13 January 2016.
- k. Costs of conducting the review were absorbed from within the Sections' operating budget.
- l. The report will not be tabled in parliament. It will be at the discretion of the Minister for Veterans' Affairs whether the report will be made public.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Functional and Efficiency Review**

- a. 31 August 2015
- b. 27 January 2016
- c. Minister for Veterans' Affairs
- d. Department of Veterans' Affairs
- e. The review addresses aspects of DVA's business with regard to the Government's Efficiency Through Contestability Programme.
- f. The review will consider current resourcing and functions performed within the department.
- g. The review examines aspects of a wide range of DVA business. However, the Australian War Memorial is not in scope.
- h. The review is being conducted by Mr David Tune, former Secretary of Finance, and is supported by Yellow Edge consulting firm and the Business Reform and Defence Relations branch of DVA.
- i. A proportion of 2 SES officers and coordination support from one 1 APS 6 Officer with input from the Department's Executives, consultants, and contracted Resources officer, and clearance from the Department's Executives.
- j. The Review report is expected to be delivered to Finance at the end of March 2016.
- k. The cost of the review is currently projected at approximately \$327,800 excluding departmental costs.
- l. The report will not be tabled in parliament, and is not expected to be made public.

**2. Functional and Efficiency Review**

- a. Mr David Tune, Yellow Edge Pty Ltd
- b. Yellow Edge - Executive and Founding Director: Andy Gregory
- c. Mr David Tune services: \$60,000, Yellow Edge services: \$150,000
- d. Mr David Tune: Review Leader. Yellow Edge: specialist secretariat services.
- e. No.
- f. Mr David Tune briefed the Minister on 23 March. No other contact.
- g. Mr David Tune was engaged through limited tender. Yellow Edge were engaged via a Standing Offer.
- h. 1) Yes - the Minister was briefed on the proposed engagements of Mr David Tune and Yellow Edge.  
2) No - there were no other candidates short listed  
3) The Minister was briefed on the engagement of Mr David Tune and Yellow Edge, and signed a letter to the Minister for Finance on 1 February 2016 advising him of Mr David Tune's engagement.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

4/5) Verbal discussions between the Minister's Office and the Department occurred regarding the appointment of Mr David Tune throughout January, and this may have included discussions regarding Yellow Edge.

**3.**

a. **Functional and Efficiency Review**

b. Approx. \$298,000 excluding departmental costs

**4.** No.

**5.** Review into the future of Gallipoli Anzac Day services.

**6.** One, the Review into the future of Gallipoli Anzac Day services, provided to the then Minister for Veterans' Affairs, the Hon Stuart Robert MP on 13 January 2016.

**7.** On 12 February 2016 the Department of Veterans' Affairs announced the outcome of the review and the decision of the then Minister, the Hon Stuart Robert MP, to discontinue the Gallipoli Anzac Day Lone Pine service. Further public announcements have been made by the Minister for Veterans' Affairs on 28 February 2016 regarding the outcomes of the review and the response of Government.

**8.** No new reviews are planned.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 30**

**Outcome: All Program: All**

**Topic: Commissioned Reports**

(Written Question on Notice)

**Senator LUDWIG asked:**

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?  
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**

**1.**

One report, Examining the Delivery of the Stepping Out Program, has been commissioned.

- a. 17 December 2015
- b. 11 April 2016
- c. This report will inform the redesign of the Stepping Out Program. This redesign is seeking to enhance the program's content, delivery and uptake, in order to provide more effective transition support to discharging Australian Defence Force personnel. The report is for internal use only and will not be released publically.

**2.**

- a. The total cost of this contract is \$46,320.00 (GST Incl).
- b. Departmental Staff: 0.75 APS6  
Supplier Personnel: 1 Team Leader, 1 Primary Consultant, 1 Project Advisor
- c. The Department received the interim report on 7 March 2016. The final report is anticipated to be received on 11 April 2016.

**3.**

- a. The Department received the interim report on 7 March 2016. The final report is anticipated to be received on 11 April 2016.
- b. N/A Department commissioned report.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 31**

**Outcome: All Program: All**

**Topic: Appointments**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. For the period 14 September 2015 to 29 February 2016, the following board appointments were made:

<b>Board/Non-board appointment</b>	<b>Position</b>	<b>Name</b>	<b>Date appointed</b>
Director of War Graves	Director	Mr Ken Corke	11 January 2016
Veterans and Veterans Families Counselling Service (VVCS) National Advisory Committee	Ex-officio member	Mr Paul Way	15 September 2015
Council of the Australian War Memorial	Part-time member	Mr James McMahon DSC DSM	29 October 2015
Council of the Australian War Memorial	Part-time member	Rear Admiral Kenneth Doolan (Ret'd)	26 November 2015
Repatriation Medical Authority	Part-time member	Professor Jenny Doust	1 October 2015
Repatriation Medical Authority	Part-time member	Professor John Kaldor	2 February 2016
Specialist Medical Review Council	Part-time member	Associate Professor John Worthington	23 November 2015
Specialist Medical Review Council	Part-time member	Professor Robert Cumming	2 February 2016
Specialist Medical Review Council	Part-time member	Professor John Funder	2 February 2016
Specialist Medical Review Council	Part-time member	Professor Andrew Grulich	2 February 2016
Specialist Medical Review Council	Part-time member	Associate Professor Andrew Wirth	2 February 2016

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

2. There are some factors that puts choice of candidates for some positions beyond the Department of Veterans' Affairs' (DVA) control, including:
- ex-officio appointments or appointments that are nominated by ex-service organisations or other Ministers (e.g. the three Service Chiefs are members of the Australian War Memorial Council by virtue of their position).
  - Selection based on skills and knowledge in particular fields. Historically, some of these fields, particularly the Defence Force, have been dominated by men and this is reflected in the availability of candidates (e.g. Councillors of the Specialist Medical Review Council have medical expertise in the area of review and are nominated by medical colleges or similar bodies).

The table below provides the gender composition of boards, as prescribed in the Australian Government Boards guidelines, which includes ex-officio members across the portfolio as at 29 February 2016.

<b>Board</b>	<b>Female</b>		<b>Male</b>	
Anzac Centenary Public Fund Board	1	20%	4	80%
Military Rehabilitation and Compensation Commission	1	25%	3	75%
Prime Ministerial Advisory Council on Veterans' Mental Health	3	30%	7	70%
Repatriation Commission	0	0%	3	100%
Repatriation Medical Authority	2	40%	3	60%
Specialist Medical Review Council	6	21%	23	79%
Veterans and Veterans Families Counselling Service National Advisory Committee	2	18%	9	82%
<b>TOTAL</b>	<b>15</b>	<b>22%</b>	<b>52</b>	<b>78%</b>

3. The Department of Veterans' Affairs operates in line with Australian Government guidelines relating to gender balance for boards and appointments.
4. Please see the response to questions 3.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 32**

**Outcome: All Program: All**

**Topic: Stationery Requirements**

(Written Question on Notice)

**Senator LUDWIG asked:**

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 stationery 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**

1. Expenditure on stationery is recorded for the whole of the Department of Veterans' Affairs under a single account code. Refer to the response to question 2 below, for the total expenditure on stationery.
  1. It would be too resource intensive to identify the proportion attributed to the Office of the Minister for Veterans' Affairs.
  2. It would be too resource intensive to identify the proportion attributed to the Office of the Minister for Veterans' Affairs.
2. From 1 September 2015 to 29 February 2016, the Department spent \$59,977 on stationery and office requisites. The Department's chart of accounts does not provide for a breakdown between stationery and office requisites. Note: the department's finance system provides more comprehensive cost information when extracted by monthly reporting period. To report accurate costs from 14 September 2015 would be too resource intensive.
3. No.



**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 33**

**Outcome: All Program: All**

**Topic: Electronic Equipment**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

Current Minister, the Hon Dan Tehan MP.

1. One Fuji Multi-Function Device (MFD) and two monitors.
2. Located at Parliament House.
3. The MFD is in the possession of the office and the monitors are associated with individual computers.
4. The total cost is \$370.
5. The MFD lease costs are \$140 per month + usage costs estimated at \$200 per month. The purchase price of the monitors is \$185 each.
6. All equipment was provided 18 February 2016
7. Proactively provided by the department.

The above equipment was provided to the previous Minister, the Hon. Stuart Robert. Following the change of Minister to the Hon. Dan Tehan MP the same equipment was reallocated.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 34**

**Outcome: All Program: All**

**Topic: Media subscriptions**

Written Question on Notice

**Senator LUDWIG asked:**

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**

**Question One**

1. In order to monitor media and current affairs issues relevant to its portfolio, the Department of Veterans' Affairs (DVA) has subscribed to Foxtel's standard business premium package. This includes:
  - BBC World;
  - CNN;
  - Fox News Channel;
  - Fox Sports 1, 2 and 3 (*not requested but included free of charge*);
  - History Channel (*not requested but included free of charge*);
  - A-PAC;
  - Sky News Australia;
  - Sky News for Business;
  - Metro (NDS);

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

2. The cost from 1 September 2015 to 29 February 2016 is \$3,144.17 excluding GST.
3. The Department is not currently providing a TV subscription service to the Minister.
4. Not applicable.

Question Two

1. Expenditure on newspapers, magazines and publications are recorded against three account codes – one for Newspapers, Subscriptions, Journals and Magazines and the other two for library funding (includes books and subscriptions for Manuals, Magazines and Journals). To apportion what was attributed to just magazines, newspapers and other publications and to identify individual subscriptions would be too resource intensive. The total expenditure against these account codes for the period 1 September 2015 to 29 February 2016 was \$33,115.  
Note: the Department's finance system provides more comprehensive cost information when extracted by monthly reporting period. To report accurate costs from 14 September 2015 would be too resource intensive.
2. See answer to 2.1.
3. See answer to 2.1.
4. \$662.05, expended which is included in the total cost at answer 2.1.

Question Three

1. See answer to 2.1.
2. See answer to 2.1.
3. See answer to 2.1.
4. See answer to 2.4.

Question Four

1. See answer to 2.1.
2. See answer to 2.1.
3. See answer to 2.1.
4. See answer to 2.4.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 35**

**Outcome: All Program: All**

**Topic: Meeting Costs**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. From 1 September 2015 to 29 February 2016, the Department of Veterans' Affairs spent \$13,139 exclusive of GST on provisioning for meetings. This amount was predominantly for small purchases of refreshments for meetings and forums such as board and committee meetings and meetings with visitors. Information relating to date and location of all events is not readily available. The time and effort to accurately provide this information would be too resource intensive. Note: the Department's finance system provides more comprehensive cost information when extracted by monthly reporting period. To report accurate costs from 14 September 2015 would be too resource intensive.
2. Nil.
3. The amount of expenditure the Department will spend on meetings into the future is expected to be consistent with past expenditure on this item. To forecast the meetings and provide a detailed breakdown of the costs for each would involve considerable time and effort and be too resource intensive.
4. Nil.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 36**

**Outcome: All Program: All**

**Topic: Media Training**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

The Department of Veterans' Affairs has not purchased media training services since the change of Prime Minister on 14 September 2015.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 37**

**Outcome: All Program: All**

**Topic: Consultancies**

(Written Question on Notice)

**Senator LUDWIG asked:**

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 (ie. 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**

1. The details requested are available under the Reports tab on AusTender ([www.tenders.gov.au](http://www.tenders.gov.au)).
2. Consultancies already planned for this calendar year are listed on the Department's Annual Procurement Plan, amended from time to time. The Department's Annual Procurement Plan is available under the Procurement Plans tab on AusTender ([www.tenders.gov.au](http://www.tenders.gov.au)).
3. Some consultancies have not gone out for tender and have been sourced through requests for proposals from specialist panels.
  1. The details requested are available under the Reports tab on AusTender.
  2. To use Commonwealth resources efficiently and effectively.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 38**

**Outcome: All Program: All**

**Topic: Electronic Equipment**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

For questions 1 and 1-7: as at 29 February 2016, the following applies:

Equipment for current Minister's Office – the Hon Dan Tehan MP

<b>Classification</b>	<b>Type of Device</b>	<b>Accessories</b>	<b>Purchase Cost</b>	<b>Ongoing Cost</b>
Aide de Camp	iPhone 5s		\$869	\$35 **
DLO (EL 1)	Acer desktop PC		\$678	*
	Monitor		\$185	
	HP Laptop	Laptop Bag	\$1,753 + \$31	
Office Manager	Acer desktop PC *		\$678	*
	Monitor		\$185	

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

Equipment for previous Minister's Office – the Hon. Stuart Robert

<b>Classification</b>	<b>Type of Device</b>	<b>Accessories</b>	<b>Purchase Cost</b>	<b>Ongoing Cost</b>
Minister	Acer desktop PC		\$678	
Advisor	iPhone 6+		\$1,373	\$35 **
	Acer desktop PC		\$678	
Advisor	iPhone 6+		\$1,373	\$35 **
	Acer desktop PC		\$678	
DLO (EL1)	Acer desktop PC		\$678	
Aide de Camp	iPhone 5s		\$869	\$35 **
Shared Office	Toshiba laptop R700 + 4G card	Laptop bag	\$1,500 + \$31	\$35 **

\* Support charges are not separately identifiable. They are incorporated in overall costs for the Shared Services arrangement

\*\* Monthly contract costs are \$35 per device (\$30 for 3 GB of Data + \$5 voice plan for mobile phones) plus excess data charges set in accordance with Whole of Government panel pricing arrangements.



**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 39**

**Outcome: All Program: All**

**Topic: Provision of equipment - departmental**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. Yes.

2, 3 and 4.

<b>Equipment Type</b>	<b>Quantity</b>	<b>Avg Purchase Cost</b>	<b>Ongoing Cost</b>
Laptops + 4G card	10	\$1,753 each	\$35 per month each *
Tablets	41	\$903 each	\$35 per month each *
Mobile Phones	12	\$902 each	\$35 per month each *

\* \$35 per month (\$30 for 3GB of Data + \$5 voice plan) plus excess data charges

Other electronic equipment, such as RSA tokens and thumb drives are provided to staff on an “as required” basis following the submission of a business case and appropriate approval. The prices of these accessories vary over time and are often returned to the pool and re-used as required. Due to the recycled nature of these low-cost accessories the provision of accurate, point-in-time records would be an unreasonable diversion of resources. However, the unit costs of thumb drives are indicatively priced at \$5 each and RSA tokens at \$100 each.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

5. Accessories for these devices are procured and provided to staff in line with business needs. Docking stations, keyboards and additional chargers are provided for laptops. The current indicative price for these items are as follows:

<b>Accessory</b>	<b>Unit Cost</b>
Docking Station (for laptop)	\$120
Keyboard (for docking station)	\$17
iPad keyboard	\$130
Mouse (for docking station)	\$17
Laptop Bag	\$31
Additional Charger (Laptop/tablet/mobile phone)	\$21

6. All staff are allocated a desktop computer, monitor, keyboard and mouse. SES are allocated a mobile phone and iPad as well as a desktop computer. All other electronic equipment and accessories are provided to staff on a case by case basis, supported by an approved business case. To extract a breakdown of what staff and what classification receive each item would be an unreasonable diversion of resources.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 40**

**Outcome: all Program: all**

**Topic: Computers**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. As at 29 February 2016, the inventory of computers owned, leased, stored, or able to be accessed by the Minister's office are:

Location	Classification	Computer Type	Units	Unit Cost	Total Cost
Minister's Office Parliament House	DLO (EL1)	Desktop PC - Acer	1	\$678	\$678
		Laptop - HP	1	\$1,753	\$1,753
	Office Manager (non-DVA)	Desktop PC - Acer	1	\$678	\$678

2. As at 29 February 2016, the inventory of computers owned, leased, stored, or able to be accessed by the department are:

Device	Units	Unit Cost	Total Cost
Desktop PC - Acer	2,761	\$678	\$1,871,958
Desktop PC - Lenovo	130	Nil *	Nil *
Desktop PC - Dell	4	Nil *	Nil *
Laptop - HP	203	\$1,753	\$355,859

\*Assets shown with a Nil value and are in the process of being decommissioned, sanitised and disposed or have been fully depreciated for accounting purposes.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

The computers listed above are distributed throughout the DVA network at the following sites:

<b>State</b>	<b>Building</b>
ACT	28-30 Corinna Street
	6-8 Champion Street, Deakin
	Carolyn Chisholm Centre
	Gnabra House
	Lovett Tower *
NSW	120 Miller Road, Villawood
	6-8 Auckland Street, Newcastle
	Centennial Plaza Tower B
	Suites 6 & 8 Conway Court
	Sydney War Cemetery
NT	Winnellie Central
QLD	15 Astor Terrace, Spring Hill
	520 Flinders Street, Townsville
	99 Russell Street, Toowoomba
	996 Wynnum Road, Cannon Hill
	Bank of Queensland (BoQ) Centre
	Nathan Business Centre
	Niecon Tower, Gold Coast
	Queensland Garden of Remembrance
	Shop 2 129 Horton Parade, Maroochydore
	Shop 45 Centro Tweed Shopping Centre *
	Townsville War Cemetery
SA	99 Frome Street
	Blackburn House
	Centennial Park War Cemetery & Garden of Remembrance
TAS	254 - 286 Liverpool Street, Hobart
	Carr Villa War Cemetery & Launceston Garden
VIC	Geelong – Department of Human Services building
	440 Elizabeth Street
	620-622 Lorimer Street, Port Melbourne
	81 Hume Street, Wodonga
	Argus Centre
	Ballarat DHS
	Morwell DHS
	Springvale War Cemetery
WA	7 Kintail Road, Applecross
	AMP Building
	Perth War Cemetery & Garden of Remembrance

\* Note: some sites listed are in the process of having equipment removed.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

3. The operating systems used by the department's computers:
  - a. all DVA desktop and laptop computers, with an asset value of greater than \$0, utilise Microsoft Windows 7 operating system;
  - b. all DVA operating systems are subject to commercial licensing, support, maintenance and services agreements and are subject to whole of government terms and conditions; and
  - c. under the Shared Services Memorandum of Understanding, DVA procures all ICT related services such as operating system software and related services from the Department of Human Services.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 41**

**Outcome: All Program: All**

**Topic: Travel Costs - Departmental**

(Written Question on Notice)

**Senator LUDWIG asked:**

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 approval 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**

1. The Minister is required to approve the need for departmental international travel when the total cost of travel exceeds \$50,000. The need for departmental international travel costed at \$50,000 and under is approved by the Secretary of the Department.
2. The policy for approval of official international travel is contained in the Department's Secretary's Instruction on Official Travel.
3. See attached – Attachment A.
4. The Minister for Veterans' Affairs approved the international travel approval policy on 18 October 2015.
5. The Minister is notified of, and approves, any international travel that exceeds \$50,000 prior to the travel being undertaken.
6. See attached – Attachment B.
7. For the period 1 September 2015 to 29 February 2016 the Department spent \$2,146,902 on employee travel. This figure includes domestic and overseas travel. The expenditure breakup is shown in the table below. The reasons for travel by departmental officers include: to attend departmental meetings once the cost effectiveness of the travel has

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

been established; to maintain war graves in remote areas; to arrange and attend commemorative events overseas and to meet with stakeholders such as Ex-service organisations. Note: the Department's finance system provides more comprehensive cost information when extracted by monthly reporting period. To report accurate costs from 14 September 2015 would be too resource intensive.

**Departmental travel 1 September 2015 to 29 February 2016**

<b>Travel type</b>	<b>Spend</b>
Fares and booking fees	\$1,085,663
Travel Allowances (meals and incidentals)/Accommodation/Parking/Tolls	\$1,032,115
Car hire	\$29,124
<b>Total</b>	<b>\$2,146,902</b>

**Note:** Figures are GST exclusive.

Data on the breakdown of airfares by type is provided in the following table. The data includes domestic and international travel and is based on legs travelled (for example a return trip from Canberra to Sydney = two legs).

<b>Business class</b>	<b>Economy</b>
537 legs	2,490 legs

8. See attached – Attachment B.
9. See attached – Attachment B.
10. Travel within the Department is carried out on a needs basis in direct response to business requirements. Forecasting of future travel is not realistic as emerging needs arise at short notice. Therefore, we are not able to predict what travel is likely to arise over the course of this calendar year.

Department of Veterans' Affairs

**Secretary's Instruction**

**OFFICIAL TRAVEL**

(Resource Management Instruction – Approval and Commitment of Relevant Money)

**Contents**

1.	Introduction	1
2.	Accountability	1
3.	Approval of Domestic Travel	2
4.	Approval of International Travel	3
5.	Responsibilities	4
6.	Domestic Movement Requisitions and Payment of Allowances	4
7.	International Movement Requisitions and Payment of Allowances	5
8.	Booking Travel	5
9.	Leave Fare Assistance	5
10.	Insurance	6
11.	Non-Employee Travel	6
12.	References	6
13.	Penalties	7

**1. Introduction**

**1.1** This Secretary's Instruction (SI) has been made under section 20A of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act) and underpins departmental policy and procedures governing official travel.

**1.2** Approval to undertake official travel is given on the basis that it represents an efficient and cost effective means of conducting departmental business.

**1.3** This instruction is limited to matters of public governance and accountability. Ethical behaviour and responsibilities related to the *Public Service Act 1999* (in particular the Code of Conduct) must also be considered in relation to official travel. For sponsored travel (i.e. travel paid for or provided by other than the Department or the traveller) see [\*DVA Guidelines for the Acceptance of Gifts and Benefits\*](#).

**2. Accountability**

**2.1** Due to the possibility that travellers could gain or grant personal benefits, officials incurring or approving travel expenditure are accountable for their decisions. Accordingly, they must be sure that their decisions can withstand public-scrutiny on the grounds of economy, efficiency and probity.

**2.2** Before travellers undertake travel, they are required to determine the necessity of the travel by assessing that alternative means of communication, such as teleconferencing or video conferencing, are ineffective.

**2.3** If the proposed travel is not consistent with business requirements then the travel should not be undertaken or approved at departmental expense.



**2.4** Selection of mode of travel, type of fare, accommodation and length of trip must be made with consideration to obtaining value for money within the Department's policies and guidelines.

**2.5** Achieving value for money for domestic air travel means purchasing the Lowest Practical Fare (LPF). LPF is the lowest fare available on the day the travel is booked on a regular scheduled service which suits the practical business needs of the traveller. The principles involved in determining LPF are set by Government policy and are outlined in the Department of Finance's [Resource Management Guide 404](#) and the Department's [Official Domestic Travel Policy and Procedures](#).

**2.6** Achieving value for money for international air travel means purchasing 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. Note:

- Where a traveller is required to make domestic Australian connections to international flights, IBF applies to both the domestic and international legs of that trip. The principles for determining IBF are set by Government policy and are outlined in the Department of Finance's [Resource Management Guide 405](#).
- All international travel must be conducted at Business Class or lower and officials should not accept offers of complimentary upgrades to first class from airlines. If an upgrade occurs it must be declared to the Secretary.

### **3. Approval of Domestic Travel**

**3.1** Approval to travel must be given prior to the commencement of travel, unless exceptional circumstances prevent pre-approval.

**3.2** The domestic travel approval arrangements for the Senior Executive Service (SES) are:

- The Secretary's travel is approved by the First Assistant Secretary (FAS), Corporate.
- Travel for the Chief Operating Officer, the Deputy President, the Repatriation Commissioner and the FAS Commemorations and War Graves is approved by the Secretary.
- Assistant Secretaries and the Director, Office of Australian War Graves have their travel approved by their relevant FAS.
- The National Manager Veterans and Veterans Families Counselling Service has travel approved by the Repatriation Commissioner.
- All other approvals are given by the Chief Operating Officer.

Any other arrangements must be agreed in writing by the Secretary.

**3.3** Approval of non-SES domestic travel must be by an authorised official at a higher classification level than the traveller, and preferably in the same functional area. In DVA, the authorised official is a delegate as per the generic financial delegations. Arrangements outside the generic financial delegations can be made if agreed in writing by the Secretary, relevant FAS or Deputy Commissioner.

#### **4. Approval of International Travel**

**4.1** Before international travel arrangements are made for DVA staff (including contractors and consultants) the travel must be approved by the relevant approving officer.

**4.2** Where total cost of travel (GST inclusive) for an individual or group is:

- a) \$50,000 or less, the need to travel must be approved by the Secretary;
- b) more than \$50,000, the need to travel must be approved by the Minister for Veterans' Affairs.

Approvals for the need to travel that are to go to the Minister must first be endorsed by the Secretary.

**4.3** The cost of veterans and other travellers who are not Commonwealth employees, contractors or consultants is not to be included in travel costs for the purposes of determining the appropriate level of approval under paragraphs 4.1 and 4.2. However, the Minister must be briefed in advance about all international travel involving veterans or other travellers not employed by DVA.

**4.4** All proposals for international travel, whether submitted to the Secretary or the Minister must include the following information:

- a detailed itinerary;
- a comprehensive breakdown of costs including for flights, accommodation and other travel, such as motor vehicle or rail travel; and
- the purpose of the visit and programme of events, including details of meetings and activities being undertaken.

When providing the above information, the [templates available on the International Travel intranet site](#) should be used.

**4.5** Expenditure approval is given by the appropriate delegate on the Movement Requisition (MR), including for any proposed travel amendments that do not change the approval requirements for the need to travel. Delegates are to review relevant documentation when approving international expenditure, such as sighting three (3) airfare quotes. Where the IBF is not chosen, delegates should also review the reason code entered by the traveller.

**4.6** Expenditure approvals for international travel are given by the traveller's FAS. The Secretary approves international movement requisitions for the Chief Operating Officer, the Commissioner, the Deputy President and the FAS Commemorations and War Graves. The FAS Corporate approves the Secretary's international movement requisitions. All other international movement requisition approvals are given by the Chief Operating Officer.

**4.7** Where the Overseas Travel Officer (OTO) determines that the traveller's acquittal of international travel will result in an additional payment or a repayment of travelling allowances, the delegate identified in paragraph 4.6 is to authorise the acquittal. Where practical, the traveller should obtain delegate approval for any change to travel prior to acquittal. Where no adjustments are to be made to the original approved MR, the OTO may authorise the acquittal. For international travel undertaken by the Chief Operating Officer, the Commissioner or the Deputy



President, the Secretary must authorise all acquittals, and the FAS Corporate authorises all acquittals for the Secretary's international travel.

**4.8** Prior to acquittal authorisation, the traveller must:

- provide to the OTO all supporting documentation requested; and
- confirm in writing that their travel was in accordance with the final version of the MR and that any expenditure incurred was related to the relevant business travel.

**4.9** Official passports must be used for official travel. The official passport must be obtained before travel is booked and travellers should first seek advice from the OTO.

## **5. Responsibilities**

**5.1** Travellers and officials approving domestic and international travel must comply with all directions, policies and procedures in place for all aspects of travel, including planning, the recording of travel details and approvals, arranging payment and post travel acquittal noting that when the period of travel exceeds (5) consecutive nights there is potential for the travelling allowances to attract fringe benefits tax (see [Accountable Authority's Instruction \(AAI\) Managing Payments of Relevant Money – SI Fringe Benefits Tax](#)).

**5.2** The traveller is required to use the relevant MR to record travel for official purposes. The MR should also record details of any private stopovers (e.g. a weekend) concomitant with the official travel.

**5.3** First Assistant Secretaries, Assistant Secretaries and Deputy Commissioners are required to:

- ensure that approvals to travel represent an efficient and cost-effective means of conducting departmental business; and
- conduct audits of travel undertaken within their business group, and every six (6) months prepare an audit report based on the audit checklist available [from Travel Audits page on the intranet](#).

**5.4** It is the responsibility of FASs, ASs and Deputy Commissioners to have systems in place to ensure the requirements of this SI and DVA's Travel Policies are met. Evidence to support the audit must be stored in TRIM by the relevant business area and be readily available if requested by the DVA Travel team, internal auditors or the ANAO.

## **6. Domestic Movement Requisitions and Payment of Allowances**

**6.1** Movement requisitions for domestic travel may be completed using a Travel Request created in the Travel Requisition and Claims System (TRACS) or an official Online Movement Requisition (OMR) available from the intranet. Employees and any other travellers with a profile on TRACS must use TRACS to initiate Travel Requests. OMRs are to be completed by all other personnel.

**6.2** APS staff intending to use their private motor vehicle and claim Motor Vehicle Allowance (MVA) must complete an OMR covering the MVA component of the travel, seek approval from their relevant delegate and submit it to the People Services Branch for processing. A TRACS travel request must also be completed to

create a complete record of the travel and to request payment of any other allowances due.

**6.3** When using OMRs, it is the responsibility of travellers to calculate their domestic Travelling Allowance (TA) entitlement. A TA calculator is available through the DVA desktop. A TRACS Travel Request will automatically calculate TA.

**6.4** All TA is paid to DVA employees by electronic transfer and into the same bank account used for salary payment.

**6.5** Travellers must notify the delegate of extensions or variations to the approved travel. Where practical, the traveller should obtain delegate approval for any change to travel prior to acquittal. To ensure MRs contain a true record of travel, all changes made to itineraries during travel must be recorded on Travel Requests or OMRs before acquittal, and resubmitted to the delegate for approval post travel, even if there is no effect on travel allowances.

**6.6** Travellers must acquit their own travel, i.e. confirm that the travel details on the OMR or Travel Request reflect a true record of the travel, including any private travel.

## **7. International Movement Requisitions and Payment of Allowances**

**7.1** International travel requests are completed using TRACS and must be submitted to the OTO. The OTO will confirm the appropriateness of the travel allowances being sought before forwarding the request on to the expenditure approval delegate. The international travel request and supporting documentation must be submitted to the OTO ten (10) or more working days prior to travel. All TA is paid by electronic funds transfer and into the same bank account used for salary payment.

## **8. Booking travel**

**8.1** All domestic and international bookings for flights and all domestic accommodation and rental car bookings should be made with the Department's Travel Management Company (TMC) and paid for using the DVA Diners card in accordance with the Whole of Australian Government travel arrangements and the DVA travel policies. Exemptions from this requirement must be identified in the DVA travel policies.

## **9. Leave Fare Assistance (LFA)**

**9.1** Although not classed as Official Travel, LFA entitlements must be approved by an appropriate travel delegate as described in paragraph 3.

**9.2** Information about LFA entitlements is set out in the DVA Enterprise Agreement and further advice can be obtained from the People Services Branch. Fares purchased under the LFA entitlement can be booked through the Department's TMC.

**9.3** The booking of LFA fares through the Department's TMC, associated insurance requirements and fringe benefits tax implications are covered in the [Official Domestic Travel Policy and Procedures](#).



## 10. Insurance

**10.1** Guidance for insurance provided for employees travelling on official business and additional insurance at departmental expense (i.e. when air travel is being undertaken with departmental items of value) is set out in the [Official Domestic Travel Policy and Procedures](#).

## 11. Non-Employee Travel

**11.1** Travel expenses for contractors, consultants and other non-staff travelling on official business for the Department are not covered by this instruction. Guidance can be found in [AAI Approval and Commitment of Relevant Money – SI Domestic Travel for Other Than APS Employees](#) and the [Domestic Travel for Non Staff policy](#).

## 12. References

**PGPA Act:** s15, s20A, s25–s29

**PGPA Rule:** s18

**Delegation:** Secretary's delegations to approve travel

**Related instructions:** [AAI Approval and Commitment of Relevant Money – SI Procurement and Expenditure of Relevant Money](#)

[AAI Commonwealth Credit Cards and Credit Vouchers – SI DVA Purchase Card](#)

[AAI Commonwealth Credit Cards and Credit Vouchers – SI Cabcharge](#)

[AAI Managing Payments of Relevant Money – SI Fringe Benefits Tax](#)

[AAI Managing Relevant Property – SI Use of Australian Government Motor Vehicles](#)

[AAI Approval and Commitment of Relevant Money – SI Domestic Travel for Other Than APS Employees](#)

**DVA Policies:** [DVA Guidelines for the Acceptance of Gifts and Benefits](#)

**Dept. of Finance  
Resource Management  
Guides:** [Resource Management Guide No. 404 – Use of the Lowest Practical Fare](#)

[Resource Management Guide No. 405 – Official International Travel – Approval and Use of the Best Fare of the Day](#)

### **13. Penalties**

**13.1** A breach of this instruction may result in the Department investigating the matter as a Breach of the APS Code of Conduct

**13.2** Section 15 of the *Public Service Act 1999* provides the following sanctions for breaches of the Code of Conduct:

- (a) termination of employment;
  - (b) reduction in classification;
  - (c) re-assignment of duties;
  - (d) reduction in salary;
  - (e) deductions from salary, by way of fine; and
  - (f) a reprimand.
-



**QoN 41** - Since the change of Prime Minister on 14 September, 2015:

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).

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?

Departmental officer	Domestic/International location	Airfare costs	Type of airfare	Accommodation costs	Meal costs	Other travel expenses e.g. incidentals	Date the minister or their office were notified of the travel	Date the minister or their office approved the travel
Major General Dave Chalmers AO, CSC	France, Belgium and Turkey (9 - 18 November 2015)	\$11,507.34 (GST excl)	Business	\$2,465.94 (GST excl)	\$931.38 (GST excl) for Travel Allowance (meals and incidentals)	\$319.04 - train fares and taxis	The Secretary, DVA approved the travel on 30 October 2015	Ministers approval not required for travel under \$50,000 (GST inclusive)
Major General Dave Chalmers AO, CSC	France and United Kingdom* (17-23 January 2016)	\$7,799.75 (GST excl)	Business	\$1,040.14 (GST excl)	\$812.15 (GST excl) for Travel Allowance (meals and incidentals)	\$1,184.20 - train fares and taxis	The Secretary, DVA approved the travel on 10 December 2015	Ministers approval not required for travel under \$50,000 (GST inclusive)
* Major General Dave Chalmers accompanied the Minister to France only and then went on to the United Kingdom for other departmental business.								
Captain Matthew Fahey - Aide-de-Camp to MINVA The Hon Stuart Robert MP	Electorate Office, Gold Coast QLD (4 - 5 October 2015)	\$1,282.60 (GST Excl)		\$369.86 (GST excl)	\$165.05 (GST excl)	\$226.96 (GST excl) - booking fee, car hire and taxi fares		Ministers approval not required for travel under \$50,000 (GST inclusive)
Captain Matthew Fahey - Aide-de-Camp to MINVA The Hon Stuart Robert MP	Melbourne, Perth, Brisbane (8 - 11 October 2015)	\$3,230.26 (GST Excl)		\$628.19 (GST excl)	\$402.75 (GST excl)	\$179.26 (GST excl) - booking fee and taxis		Ministers approval not required for travel under \$50,000 (GST inclusive)
Captain Matthew Fahey - Aide-de-Camp to MINVA The Hon Stuart Robert MP	Melbourne (15 - 16 October 2015)	\$303.27 (GST Excl)		\$155.46 (GST excl)	\$165.05 (GST excl)	\$27.00 (GST excl) - booking fee		Ministers approval not required for travel under \$50,000 (GST inclusive)
Captain Matthew Fahey - Aide-de-Camp to MINVA The Hon Stuart Robert MP	Electorate Office, Gold Coast QLD (29 October - 01 November 2015)	\$471.17 (GST excl)		\$504.67 (GST excl)	\$450.50 (GST excl)	\$74.13 (GST excl) - booking fee and taxis		Ministers approval not required for travel under \$50,000 (GST inclusive)
Captain Matthew Fahey - Aide-de-Camp to MINVA The Hon Stuart Robert MP	France, Belgium and Turkey (9 - 18 November 2015)	\$8,919.58 (GST excl)		\$2,736.26 (GST excl)	\$2,255.10 (GST excl)	\$199.20 (GST excl) - booking fee and taxis		Ministers approval not required for travel under \$50,000 (GST inclusive)
Captain Matthew Fahey - Aide-de-Camp to MINVA The Hon Stuart Robert MP	Sydney (27 November 2015)	\$214.47 (GST excl)		Nil	\$47.90 (GST excl)	\$68.88 (GST excl) - booking fee and taxis		Ministers approval not required for travel under \$50,000 (GST inclusive)
Captain Hollie Leechman - Aide-de-Camp to MINVA The Hon Stuart Robert MP	France and United Kingdom (17-24 January 2016)	\$10,352.79 (GST excl)		\$3,682.53 (GST excl)	\$1,734. 14 (GST excl)	\$409.73 (GST excl) - booking fee		Ministers approval not required for travel under \$50,000 (GST inclusive)
Captain Hollie Leechman - Aide-de-Camp to MINVA The Hon Stuart Robert MP	Melbourne (7 February 2016)	\$306.98 (GST excl)		Nil	Nil	\$72.67 (GST excl) - taxis		Ministers approval not required for travel under \$50,000 (GST inclusive)



**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 42**

**Outcome: 1, 2 & 3 Program: 1.4, 2.4 & 3.1**

**Topic: Grants**

(Written Question on Notice)

**Senator LUDWIG asked:**

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 waived? 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**

1. The grants programs (Outcome: 1, 2 and 3: Program: 1.4, 2.4 and 3.1) are administered in accordance with the respective grant guidelines, which are available at the following websites:

<http://www.dva.gov.au/consultation-and-grants/grants>

<http://www.dva.gov.au/consultation-and-grants/grants/grant-and-bursary-programs/saluting-their-service-commemorative>

<http://www.dva.gov.au/commemorations-memorials-and-war-graves/office-australian-war-graves/information-about-overseas>

2. Application forms are available from the websites listed above. Information on how to lodge an application is provided on the respective application forms.
3. Each program has a set of published guidelines which specify applicant eligibility criteria and restrictions.

3.1 The guidelines do not contain provision to waive applicant eligibility criteria.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

4. The process for assessment of applications is specified in the respective guidelines.
5. All applications are assessed by the Department and recommendations are forwarded to the Minister for Veterans' Affairs.
6. Final decisions on all applications are made by the Minister.
  - 6.1 No. All funding recommendations and decisions are made in accordance with the provisions set out in the *Commonwealth Grant Rules and Guidelines (July 2014)*, formerly the *Commonwealth Grant Guidelines*.
7. All approved grants are published on the Department of Veterans' Affairs (DVA) website. The information recorded is in accordance with the Commonwealth Grant Rules and Guidelines (5.3 web-based reporting). Lists of all approved grants with executed grant agreements, as per the web-based reporting guideline, can be found at:  
  
<http://www.dva.gov.au/consultation-and-grants/grants/approved-grants-list>
8. The following grant was approved prior to 14 September 2015 and did not have a financial contract in place at the time. This grant has not yet been executed.

Recipient	Project	Grant amount	Grant Funding Location	Electorate	State
RSL Lifecare Limited - The Grange Lifestyle Village	To install a flagpole at The Grange Lifestyle Village, Lake Albert.	913.00	LAKE ALBERT, NSW	Riverina	NSW

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2016-16; 10 and 25 February October 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 43**

**Outcome: All Program: All**

**Topic: Departmental rebranding**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. No.

a. to c. N/A.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 44**

**Outcome: All Program: All**

**Topic: Media Monitoring**

(Written Question on Notice)

**Senator LUDWIG asked:**

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?
  - a. Which agency or agencies provided these services?
  - b. What has been spent providing these services during the specified period?
  - c. Itemise these expenses.

**Answer**

1. The Department of Veterans' Affairs has a single media monitoring and clipping service. For the period 14 September 2015 to 29 February 2016, the total expenditure for this service was \$104,295.10 (GST excl). The Minister's Office, along with departmental officers, access this service.

- a) iSentia.
- b) See Part 1 above.
- c) Of the amount specified above:
  - \$89,097.21 related to media monitoring; and
  - \$15,197.89 related to media distribution.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 45**

**Outcome: All Program: All**

**Topic: Procedure Manuals (Ministerial)**

Written Question on Notice

**Senator LUDWIG asked:**

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**

1. No.
2. Not applicable.
3. Not applicable.
4. Not applicable.
5. The Minister's Office is responsible for clearing communications before they are sent to the department.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 46**

**Outcome: All Program: All**

**Topic: Enterprise Bargaining Agreements (EBAs)**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. The Department of Veterans' Affairs has one agreement covering staff, the DVA Enterprise Agreement (DVA EA) 2015- 2018.
2. The DVA EA commenced on 13 January 2016 and will expire on 12 January 2019.
3. Negotiations for the next agreement have not commenced. It is expected that negotiations will commence 18 months prior to expiration of the current agreement.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 47**

**Outcome: All Program: All**

**Topic: Existing Resources Program**

(Written Question on Notice)

**Senator LUDWIG asked:**

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?

What resources or equipment has been assigned to the project?

**Answer**

1. Nil response.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 48**

**Outcome: All Program: All**

**Topic: Conditions of Government Contracts and Agreements**

(Written Question on Notice)

**Senator LUDWIG asked:**

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 contract. 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 on 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**

1. No.
2. Not applicable.
3. No.
4. Not applicable.
5. Not applicable.
- 6-9. Nil.



**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 49**

**Outcome: All Program: DVA General**

**Topic: Statutory Review Provisions**

(Written Question on Notice)

**Senator LUDWIG asked:**

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

**Answer**

No current legislation covered by the Department's portfolio contains a statutory review provision.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 50**

**Outcome: All Program: DVA General**

**Topic: Sunset Provisions**

Written Question on Notice.

**Senator LUDWIG asked:**

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**

No current legislation covered by the Department's portfolio contains a sunset provision.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 51**

**Outcome: All Program: DVA General**

**Topic: Legal Costs**

Written Question on Notice

**Senator LUDWIG asked:**

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**

1. The Department does not generally disclose the content of legal advice received. It is important for the Department to be able to make fully informed decisions based on comprehensive and confidential legal advice. As such only total figures for legal service expenditure are provided.
2. Since 14 September 2015, External Legal costs regarding Solicitors is \$302,000
3. Since 14 September 2015, \$13,308 was spent on barristers, of which \$11,808 was for Female counsel and \$1,500 for Male counsel. All barristers were engaged via the Department
4. External Legal firms are procured via the Departments Legal Services Multi User List.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 52**

**Outcome: All Program: All**

**Topic: Procedure Manuals (Departmental)**

Written Question on Notice

**Senator LUDWIG asked:**

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**

1. No.
2. Not applicable.
3. Not applicable.
4. Not applicable.
5. Not applicable.
6. Relevant SES are responsible for clearing communications before they are sent to the Minister or Minister's Office.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 53**

**Outcome: All Program: All**

**Topic: Vending machines**

(Written Question on Notice)

**Senator (LUDWIG) asked:**

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?

If so, what is the current usage for each of these items?

**Answer**

1. The Department of Veterans' Affairs has not purchased or leased or taken under contract any vending machine facilities since the change of Prime Minister on 14 September 2015.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 54**

**Outcome: All Program: All**

**Topic: Self Initiated Work**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. No.
- 2-7. N/A.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 55**

**Outcome: All Program: All**

**Topic: Staff Awards**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

Since the change of Prime Minister on 14 September 2015 to 29 February 2016:

1. Yes. The Department has a Recognition & Rewards Framework that provides for a variety of awards at business unit or state level. There are also formal whole of DVA awards for which details are provided below.
  1. To acknowledge outstanding performance by teams and individuals in meeting the Department's vision, goals and service standards.
  2. The Australia Day Achievement Medallions promote good citizenship and achievement. They acknowledge the contribution of public sector staff, either on special projects that have made a significant contribution to the nation or outstanding performance of core duties. Recipients are selected by heads of agencies and their names are published on the Australia Day Council's website.

There are no strict rules for selection but the following factors are used by DVA as a guide in assessing outstanding achievement:

- the work of the Department and Commissions;
  - organisation culture and staff morale;
  - services to clients; and/or
  - the Department's reputation and image.
3. A medallion and certificate was presented to each recipient.
  4. A total of \$1,320 including GST was spent on the 36 awards presented, including cost of medallions and engraving.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

2. The Australia Day Awards were presented at in-house ceremonies held close to Australia Day at the Department's main office in each capital city.

4.1 DVA Office Location	3. Presented By	4.2. Fee For Venue	4.3. Catering Cost	4.4. Approximate Number Of Staff Attended	4.5. Did the Minister attend?	4.6. Did the Minister's staff attend?
Canberra	Simon Lewis, Secretary	No	\$127.39	130	No	No
Sydney	Jennifer Collins, Deputy Commissioner (DC) NSW/ACT	No	Nil	40	No	No
Brisbane	Peter King Acting DC QLD	No	\$739.00	90	No	No
Darwin	Lance Johnson, Acting DC NT	No	\$41.70	15	No	No
Perth	Craig Boyd, Acting DC WA	No	\$220.50	55	No	No
Adelaide	Leanne Cameron, DC SA	No	\$60.40	40	No	No
Melbourne	John Geary, DC VIC	No	\$105.00	85	No	No
Hobart	Jan Hyde DC TAS	No	\$61.30	52	No	No



**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 56**

**Outcome: All Program: All**  
**Topic: Change Management**  
(Written Question on Notice)

**Senator (LUDWIG) asked:**

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**

1. No.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 25 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 57**

**Outcome: All Program: All**

**Topic: Departmental Staff Misconduct**

(Written Question on Notice)

**Senator Ludwig asked:**

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**

1. A copy of the Department of Veterans' Affairs' Conduct Policy is attached.
2. Two cases of misconduct have been finalised.
  - 1-2. Case 1 – APS5: failure to take reasonable steps to avoid any conflict of interest and failure to use Commonwealth resources in a proper manner– employment terminated.  
Case 2 – APS4: failure to comply with lawful and reasonable directions and to uphold the APS values – employment terminated.
  3. Case 1 - identified through Quality assurance processes.  
Case 2 - identified by Manager.  
Breaches detected in April 2015 and May 2015 respectively.  
The Minister was not informed, consistent with usual departmental practice.
  4. No legal ramifications for DVA.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 58**

**Outcome: All Program: All**

**Topic: Fees for Services**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. DVA has not implemented any new user-pay service arrangements during this period.  
No, DVA has not placed additional fees on existing services.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 59**

**Outcome: All Program: All**

**Topic: Documents provided to Minister**

Written Question on Notice

**Senator LUDWIG asked:**

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**

1. Nil.
2. Not applicable.
3. Not applicable.
4. Not applicable.
5. Not applicable.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 10 and 25 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 60**

**Outcome: All Program: All**

**Topic:** merchandise or promotional material

(Written Question on Notice)

**Senator LUDWIG asked:**

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?
10. How was that person selected?
11. How many individuals or groups were considered in selecting who to create the material?

**Answer**

1-5 and 8-11. Please see table below.

6. Departmental staff.

7. To attempt to provide the detail requested would involve an unreasonable diversion of resources.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 10 and 25 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

<b>Purpose of each item, including if the material is for a specific policy or program or for a generic purpose (note that purpose)</b>	<b>List the cost for each item (inclusive of GST)</b>	<b>List the quantity of each item</b>	<b>Who suggested these materials be created?</b>	<b>When was the Minister informed of the material being created?</b>	<b>Who created the material?</b>	<b>How was that person selected?</b>	<b>How many individuals or groups were considered in selecting who to create material?</b>
Promotion of Indigenous Military Service and advertising services and supports available from DVA	Desktop Banners \$1558.70 Outdoor Banners \$4754.43	10 Desktop Banners and 11 Outdoor Double sided Banners	Action item under the Indigenous Veterans Strategy 2015-2020	16-Feb-15	DVA and Slimline Warehouse and FATS Digital	Centrelink Print Panel Arrangements	One
Promotion of new resilience app and website	\$795.00	5000	Departmental staff	Nil	Belgiovane Williams Mackay	Limited tender	One
Promotion of new resilience app and website	\$452.67	500	Departmental staff	Nil	Belgiovane Williams Mackay	Limited tender	One
Promotion of new resilience app and website	\$452.67	500	Departmental staff	Nil	Belgiovane Williams Mackay	Limited tender	One
Promotion of new resilience app and website	\$452.67	500	Departmental staff	Nil	Belgiovane Williams Mackay	Limited tender	One
Promotion of new resilience app and website	\$367.72	4	Departmental staff	Nil	Belgiovane Williams Mackay	Limited tender	One
Promote OBAS. These products have been distributed to ADF members at Transition seminars, induction presentations, ADF Family Days, pre and post deployment debriefings and OBAS interviews.	Wallet card @ \$0.42 each; Micro cloth screen cleaners @ \$0.80 each; and Artwork, and delivery charges \$195. Total cost = \$3569.50 incl. gst	Wallet card - 2500 Micro cloth screen cleaners - 2500	Departmental staff	Nil	Creative promotions produced the artwork based on design input from Client Contact Support in DVA	After market research, three suitable companies were approached to provide quotes and Creative Promotions was selected as providing the best value for money to produce both products where DVA incurred only one artwork setup cost.	Three companies were considered
Promotion of the Veterans and Veterans Families Counselling Service - to encourage potential clients to seek mental health care and support as early as possible.	\$248.00	9	Departmental staff	Nil	EXHIBITION CENTRE	Pre-Qualified Tender	Two
Promotion of the Veterans and Veterans Families Counselling Service - to encourage potential clients to seek mental health care and support as early as possible.	\$491.63	8	Departmental staff	Nil	EXHIBITION CENTRE	Pre-Qualified Tender	Two
Promotion of the Veterans and Veterans Families Counselling Service. For use by Veterans and Veterans Families Counselling Service staff at official promotional events.	\$27.00	150	Departmental staff	Nil	National Promotions	Pre-Qualified Tender	Three

Senate Standing Committee on Foreign Affairs, Defence and Trade  
Additional Budget Estimates 2015-16; 10 and 25 February 2016  
Answers to questions on notice from the Veterans' Affairs portfolio

Purpose of each item, including if the material is for a specific policy or program or for a generic purpose (note that purpose)	List the cost for each item (inclusive of GST)	List the quantity of each item	Who suggested these materials be created?	When was the Minister informed of the material being created?	Who created the material?	How was that person selected?	How many individuals or groups were considered in selecting who to create material?
In an effort to increase awareness of mental health in veteran and military communities, and increase the penetration of messaging about VVCS support into the community, in October 2014 VVCS held an interpretive ‘Poppy Competition’ on the Page in the lead up to Remembrance Day. This activity allowed the community to demonstrate camaraderie with the online community and/or patriotism, elements that generate the highest favourable activity in the veteran Facebook space (e.g. more likely to be ‘liked’ or ‘shared’ with others).	\$539.00	1	Departmental staff	Nil	Coordinate group	Limited tender	One

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 61**

**Outcome: All Program: All**

**Topic: Domain Usage**

Written Question on Notice

**Senator LUDWIG asked:**

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**

1. (1 – 3) Due to the nature of this question, it would be an unnecessary diversion of resources to supply this information.



**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 62**

**Program: DVA General**

**Topic: Ministerial Website**

(Written Question on Notice)

**Senator LUDWIG asked:**

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

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

**Answer**

1. The Ministers' official website is managed by the Department of Veterans' Affairs from within existing resources.
2. There have been no items of expenditure associated with the website.
3. The Department of Veterans' Affairs is responsible for uploading information to the site.
4. Yes. Staff have supported approximately ten weekend media releases since 14 September 2015 until 29 February 2016.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 10 and 25 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 63**

**Outcome: All Program: All**

**Topic: Report Printing**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. Nil response
2. Nil response

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 64**

**Outcome: DVA General Program:**

**Topic: FoI Requests**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. 1,433.
2. 17.
3.
  1. 14
  2. 3

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 65**

**Outcome: All Program: All**

**Topic: Ministerial Motor Vehicle**

Written Question on Notice

**Senator LUDWIG asked:**

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**

1. The Department of Veterans' Affairs has not provided the Minister with a motor vehicle.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 66**

**Outcome: All Program: All**

**Topic: Ministerial Staff Vehicles (non-MoPS)**

Written Question on Notice

**Senator LUDWIG asked:**

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**

1. The Department of Veterans' Affairs has not provided any of the Minister's staff with a motor vehicle.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 10 and 25 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 67**

**Outcome: All Program: All**

**Topic: Lobbyist Register Meetings**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

Nil response.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Supplementary Budget Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 68**

**Outcome: All Program: All**

**Topic: Workplace assessments**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. The total expenditure on ergonomic assessments for the period 1 September 2015 to 29 February 2016 was \$34,324.
  1. The cost of individual assessments varies from \$16 to \$800 depending on factors such as the complexity of the individual's health issues, expertise of the provider and any discount that may be negotiated if multiple assessments are conducted on the same day. In this period, approximately 197 assessments were conducted.
2. Most assessments, such as those for new workers, require only simple rearrangement of the workstation and worker. Workstation assessments recommending provision of specific ergonomic equipment are generally only required to support a worker with an existing or new disability or medical condition, and support the provision of a safe workplace.
3. The total expenditure on ergonomic equipment during the period was \$36,854. Providing a detailed breakdown of each individual item, its cost and for the period requested would involve significant time and effort and be too resource intensive.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 69**

**Outcome: DVA General Program:**

**Topic: Freedom of Information - Stats**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

The Department received:

1. 1,433
2. 1,074
3. 26
4. 3
5. 12



**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 70**

**Outcome: All Program: All**

**Topic: Multiple tenders**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. Nil response.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 71**

**Outcome: All Program: All**

**Topic: Market Research**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. to 6.

<b>Item</b>	<b>Division</b>	<b>Cost</b>	<b>Research conducted by and How</b>
<ul style="list-style-type: none"> <li>• New Rehabilitation Provider Online e-learning course</li> <li>• Rehabilitation App</li> <li>• Use and selection of rehabilitation providers</li> <li>• Goal Attainment Scaling (GAS)</li> </ul>	Rehabilitation and Support, Rehabilitation, Case Escalation & MRCA Review	\$24	Survey Monkey, online tool. Conducted on line.
Testing of online/social media concepts for promoting the attendance passes campaign for the 2016 Fromelles and Pozières centenary services	Commemorations & War Graves Division	\$10,000 (excl GST)	TNS Australia, Australian Government services panel. Conducted on line.
	<b>TOTAL</b>	\$10,024 (excl GST)	

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

7. No.

8. See Answer 7.

9. TNS - Australian Government services panel – Prequalified tender.

10. Commemorations & War Graves Division - The former Minister, The Hon Stuart Robert MP, reviewed and approved the final creative materials in accordance with the Government Guidelines on Information and Advertising Campaigns  
Rehabilitation & Support Division – Nil.

11. These market research activities were approved in accordance with the Government's Guidelines on Information and Advertising Campaigns, to ensure compliance with the relevant Guidelines and Government policies.

12. No.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 72**

**Outcome: All Program: All**

**Topic: Departmental upgrades**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. The Department of Veterans' Affairs has not engaged in any new refurbishments, upgrades or changes to their building or facilities since the change of Prime Minister on 14 September 2015.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 73**

**Outcome: All Program: All**

**Topic: Wine coolers / Fridges**

(Written Question on Notice)

**Senator LUDWIG asked:**

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?

If so, what is the current stocking level for each of these items?

**Answer**

1. The Department of Veterans' Affairs has not purchased or leased any new wine coolers, or wine fridges or other devices for the purpose of housing alcohol beverages, including eskies since the change of Prime Minister on 14 September 2015.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 74**

**Outcome: All Program: All**

**Topic: Office plants**

(Written Question on Notice)

**Senator LUDWIG asked:**

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

If so, what is the current location for these items?

**Answer**

1. The Department of Veterans' Affairs has not purchased or leased any office plants since the change of Prime Minister on 14 September 2015.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 75**

**Outcome: All Program: All**

**Topic: Office recreation facilities**

(Written Question on Notice)

**Senator LUDWIG asked:**

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?

If so, what is the current usage for each of these items?

**Answer**

1. The Department of Veterans' Affairs has not purchased or leased or constructed any office recreation facilities since the change of Prime Minister on 14 September 2015.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 76**

**Outcome: All Program: All**

**Topic: Building lease costs**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. See information provided in the spreadsheet at **Attachment A**.
2. See information provided in the spreadsheet at **Attachment A**.
- 2.3 **Lovett Tower Woden ACT:** The lease was not renewed as the Department has moved into vacant accommodation space currently leased by the Australian Taxation Office in Civic.  
**Tweed Heads NSW:** The Department will not be renewing the current lease in Tweed Heads as a more efficient service delivery model has been implemented where services for veterans are now available from three nearby locations.
3. See information provided in the spreadsheet at **Attachment A**.



**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

- 4. The Department has at this stage no intentions of entering into any new lease agreements.
- 5.1 The majority of the Department's leased properties are at capacity.
- 5.2 There is little or no space available for alternative use.

**QoN 76 - Topic Building Lease Costs**  
**Attachment A**

State	Suburb	Street Address	Current Lease Start date	Lease End Date	Annual Cost of Lease \$	Why is the building necessary for the operations of the agency?	Provide a detailed list of each building that had a lease that was not renewed since 14/9/15
ACT	Deakin	6-8 Champion St, 2600	7/06/2011	6/06/2016	53,424.76	Shop front for client services	N/A
ACT	Woden	Lovett Tower, 13 Keltie St, 2606	1/05/2007	30/06/2016	4,504,061.79	Administration	N/A
ACT	Woden	30 Corinna Street, 2606	4/10/2010	3/10/2017	85,391.03	Shop front for client services	N/A
NSW	Chester Hill	120 Miller Road, Chester Hill, 2162	01/07/2013	30/06/2016	10,751.79	File and archive storage	N/A
NSW	Tweed Heads	Suite 7 Wharf Central, 75-77 Wharf St	1/08/2015	31/07/2016	96,869.04	Shop front for client services	N/A
NSW	Parramatta	Suite 41, 60 Station Street East, Parramatta	8/12/2015	7/12/2016	10,834.29	Shop front for client services	N/A
NSW	Newcastle	Suite 1 & 2 Grd flr 6-8 Auckland St, Newcastle, 2300	09/03/2014	8/03/2017	77,195.52	Shop front for client services	N/A
NSW	Lismore	Suite 6 & 8, Conway Court, 17 Conway St, 2480	01/07/2012	30/06/2017	84,050.21	Shop front for client services	N/A
NSW	Surry Hills	Cntnrl Plaza B, lvs G-5 280 Elizabeth St, 2010	1/11/2011	31/10/2017	1,854,842.02	Administration & shop front for client services	N/A
NT	Winnellie	U1 Winnellie Central, 14 Winnellie Road,	1/03/2012	28/02/2022	92,687.55	Administration & shop front for client services	N/A
QLD	Toowoomba	99 Russell Street, 4350	1/04/2014	31/03/2016	24,463.92	Shop front for client services	N/A
QLD	Maroochydore	Shop 2/129 Horton Parade, 4558	1/07/2015	30/06/2017	89,941.22	Shop front for client services	N/A
QLD	Cannon Hill	996 Wynnum Road, 4170	1/12/2014	30/11/2017	73,466.66	File and record storage	N/A
QLD	Brisbane	Levels 4-8, 259 Queen Street, 4000	27/01/2011	26/01/2019	2,702,412.54	Administration & shop front for client services	N/A
QLD	Townsville	Level 1, 520 Flinders Str, 4810	1/10/2015	30/09/2020	84,243.25	Shop front for client services	N/A
QLD	Aitkenvale	Suit G2/340 Ross River Rd, 4817 (Townsville)	01/12/2015	30/11/2020	81,720.98	Shop front for client services	N/A
QLD	Broadbeach	Level 3b & 11 Niecon Tower 17 Victoria Avenue, 4218	1/06/2014	31/05/2021	96,204.65	Shop front for client services	N/A
QLD	Spring Hill	15 Astor Terrace, 4000	1/06/2014	31/05/2022	157,189.19	Shop front for client services	N/A
SA	Adelaide	Ground Floor, 99 Frome Street, 5000	1/07/2015	30/06/2018	82,878.00	Administration & shop front for client services	N/A
SA	Adelaide	199 Grenfell Street Adelaide, 5000, Levels G to 2	1/11/2011	31/10/2019	581,892.92	Shop front for client services	N/A
TAS	Launceston	105/287 Charles Street, 7250	1/05/2013	30/04/2018	15,064.35	Shop front for client services	N/A
TAS	Hobart	Barrack Place 254-286 Liverpool St, 7001	1/05/2009	30/04/2019	399,180.45	Administration & shop front for client services	N/A
VIC	Port Melbourne	620 to 622 Lorimer Street, 3207, Fishermans Bend	1/03/2016	28/02/2018	144,621.59	File and records storage	N/A
VIC	Wodonga	81 Hume Street, 3690	01/07/2013	30/06/2016	40,814.00	Shop front for client services	N/A
VIC	Melbourne	Level 4 / 440 Elizabeth Street, 3000	1/06/2015	31/05/2018	135,809.36	Administration & shop front for client services	N/A
VIC	Melbourne	Lvs 11-13, 300 La Trobe Street, 3000	1/07/2011	30/09/2019	1,053,712.99	Shop front for client services	N/A
WA	Applecross	7 Kintail Road, 6153	1/02/2014	31/01/2017	128,818.91	Shop front for client services	N/A
WA	Perth	140 St Georges Tce, 6000	5/10/2011	4/10/2019	760,354.02	Administration & shop front for client services	N/A
<b>Total Cost of Leases</b>					<b>13,522,897.00</b>		



**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 77**

**Outcome: All Program: All**

**Topic: Government Advertising/Marketing**

(Written Question on Notice)

**Senator LUDWIG asked:**

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.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Answer**

1. (1-5) The Department acquits all marketing and advertising spends as being the same activity. Please refer to Answer 2.
2. (1) The total cost for all advertising for the period 14 September 2015 to 29 February 2016 was \$288,457.72 (GST excl).

(2)

<b>Purpose</b>	<b>Amount (GST excl)</b>	<b>Outlets paid</b>
Recruitment advertising	\$35,819.91	Dentsu Mitchell
Program, support services and public notice advertising	\$252,637.81	Dentsu Mitchell
<b>TOTAL</b>	<b>\$288,457.72</b>	

\* Please note that figures presented are those that have been paid to Dentsu Mitchell within the specified period. Other funds may have been committed yet do not appear in this table as they have not been invoiced/acquitted.

- (3) The funds were expended on advertising to promote policy and programs, as well as recruit staff; and to inform veterans about client services, mental health programs and commemorative activities. The advertisements were placed in various online, print and media channels in accordance with recommendations by Dentsu Mitchell.
- (4) In each of the instances, the approving officer was the relevant Senior Executive Service (SES) officer.
- (5) Nil.
- (6) See Answer for 2.(2).
3. The Department will continue to conduct campaign and non-campaign advertising in accordance with '*Guidelines on Information and Advertising Campaigns by non-corporate Commonwealth entities*' issued by the Department of Finance which came into effect on 1 February 2015. The funds will be expended on advertising to promote policy and programs and to inform veterans about client services and mental health programs. Non-campaign advertising will also be conducted for tender, public notices and recruitment as required.
  - (1) The total cost for current media bookings is \$41,587 (GST excl).
  - (2) Defence Service Homes Insurance awareness campaign - \$41,587 (GST excl).

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

- (3) The advertisements will be placed in various online, print and media channels in accordance with recommendations by Dentsu Mitchell.
- (4) The approving officer will be the relevant SES officer.
- (5) Nil.
- (6) All non-campaign and campaign advertising will be arranged through Dentsu Mitchell as the Government's master media placement agency.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 25 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 78**

**Outcome: 1 Program: 1.2, 1.6**

**Topic: Cessation of DART counselling from 30 June 2016**

(FADT Hansard Proof 25 February 2016, p 6)

**Senator GALLACHER asked:**

**Senator GALLACHER:** When did the department first receive advice that the DART was ceasing counselling from 30 June?

**Ms Foreman:** I am sorry, we will have to take that on notice.

**Senator GALLACHER:** When did you first become aware that 30 June was the end date for counselling?

**Mr Lewis:** It would be several months. If you want the precise date, I need to take that on notice.

**Senator GALLACHER:** It was several months, and you can provide the precise date on notice...

**Answer**

On 8 December 2015, the chair of the Defence Abuse Response Taskforce (DART) wrote to the Secretary of the Department of Veterans' Affairs advising of the expiration of the DART's Terms of Reference on 31 March 2016. In subsequent conversation with the DART, it was confirmed that the expiration of the Terms of Reference involved the cessation of counselling from 30 June 2016.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 25 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 79**

**Outcome: 1 Program:**

**Topic: Claims of abuse DVA has received from children between 1948 and 1993**

(FADT Hansard Proof 25 February 2016, p 7)

**Senator LAMBIE asked:**

**Senator LAMBIE:** You had 30,000 children employed as apprentices between 1948 and 1993. How far back have you gone through claims that you have put on the shelf—where people have made claims of abuse and you have done nothing about it? How many? Have you gone through all your records of those 30,000 apprentices to see whether claims of abuse were ever put in?

**Ms Spiers:** I will attempt to answer the question as best I can. If we have a compensation claim from the particular people you are referring to—and I do not know if the 30,000 number is correct—then we assess that compensation claim. They are actually not our employees; they are Defence employees, and I suspect that some of the issues that you are referring to were raised with Defence—

**Senator LAMBIE:** Ms Spiers, I just want to know how many claims have you had over the years since 1948 from apprentices who served in our defence forces. There are 30,000 of them, I can assure you; there is a book written about it. How many abuse claims have come through DVA over the years that are sitting on the shelf or been knocked back? Please tell me that you have been through your stuff to give me those numbers. If you have not, I will put that on notice.

**Mr Lewis:** We have certainly not been through our pile back to 1948, but we will take it on notice to provide whatever information we have.

**Answer**

While some claims were noted as relating to sexual abuse, prior to 2012, the Department of Veterans' Affairs (DVA) did not keep comprehensive statistics on claims relating to sexual abuse.

However, between 1 January 2011 and 30 November 2015, DVA has had 575 claims recorded as wholly or partly related to sexual or physical abuse. It is not possible to identify how many of those claims were received from apprentices as DVA does not record the employment category of those claiming compensation.



**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 25 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 80**

**Outcome: 1 Program:**

**Topic: Number of Gold Cards issued to veterans of conflicts from 1999 onwards**

(FADT Hansard Proof 25 February 2016, p 8)

**Senator LAMBIE asked:**

**Senator LAMBIE:** How many gold cards have the DVA issued to those who have served in the Middle East and East Timor since 1999?

**Mr Lewis:** I will see whether we can provide that.

**Ms Foreman:** I will have to take that on notice.

**Mr Lewis:** We can give you broad dissections of gold cards. I am not sure we have it for that particular time period, but we can certainly do it on notice. I am just not sure we have got it right with us.

**Mr Harrigan:** These individuals you are talking about would be covered under the MRCA, which has applied since 2004—to most of them anyway. Under the MRCA, about 800 to 900 gold cards have been issued to individuals who are eligible under that act. They may or may not have served in Afghanistan or in the Middle East.

**Senator LAMBIE:** How many people have served since that time in war or warlike conditions—since 1999? You are telling me you have 900 gold cards? Can you tell me how many have served?

**Mr Harrigan:** That is a question I will have to take on notice.

**Mr Orme:** My understanding is that number is in the order of 70,000. That is not necessarily the exact number, but it is of that order. Seventy thousand people have served in warlike operations, including that part of the Timor operation which was considered to be warlike—not all of the Timor operation was warlike. It does not include the Solomon Islands and it does not include offshore protection, but it does include those operations in the Middle East under Operation Slipper. Since the finish of Operation Slipper in mid-2014, it also includes elements of Operation Okra in Iraq, and Operation Highroad in Afghanistan.

**Senator LAMBIE:** Out of that 70,000 people, I would like to know how many have received a gold card. Could you please tell me how many have been rejected and stopped from having a gold card—people who served in those operations since 1999?

**Mr Orme:** Could I just clarify—gold cards are provided to people for two reasons. One is for their degree of impairment. There is a point where they qualify for the gold card. The second is when they reach the age of 70.

**Senator LAMBIE:** Mr Orme, I simply ask: for the people who have served since 1999, how many have been issued with gold cards? We have had about 70,000 serving in war or warlike zones. I just want to know, since that period, out of those 70,000 who have served, how many have received gold cards. It is as simple as that, please.

**Mr Orme:** I think Mr Harrigan indicated the number was in the order of 800.

**CHAIR:** I think Mr Harrigan said that, from 2004 under MRCA, we know the number is between 800 and 900. You have taken on notice 1999 through to 2004, and we think, from you, Mr Orme, that we are talking about 70,000 people having served—70,000 who would be eligible for a gold card if they met the criteria.

**Mr Orme:** They will be eligible for the gold card at 70, regardless of any kind of claim made beforehand. That is the second basis for a card being issued. They would also be eligible for the service pension at age 60 because of their qualifying service, their warlike service. The other

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 25 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

category is those who would be provided with a gold card because of the nature of their commitments.

**Mr Lewis:** We will try to get the precise number for Senator Lambie, both in terms of those who have served since 1999 and also those in receipt of the gold card.

**Answer**

The number of those who have served in war-like conflicts needs to come from the Department of Defence.

As at 1 January 2016 DVA had 10,217 clients identified as having participated in the-post 1999 conflicts of East Timor and the Middle East.

1,904 of these clients held a Gold Card as at 1 January 2016.

897 (living and deceased) of the 10,217 post-1999 conflict clients have been assessed as Special Rate under the *Veterans' Entitlements Act 1986* or the equivalent Special Rate Disability Pension (SRDP) under the *Military Rehabilitation and Compensation Act 2004*, and are automatically eligible for a Gold Card.

The remaining clients who held a Gold Card were eligible either due to their level of service-related disabilities or to their being 70 years of age or older and having qualifying service (which is essentially service in a war or conflict).

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 25 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 81**

**Outcome: 1 Program:**

**Topic: Cost of DVA medical advisers**

(FADT Hansard Proof 25 February 2016, p 10)

**Senator LAMBIE asked:**

**Senator LAMBIE:** So they are on contract, but do they have outside businesses as well? Are they completely and utterly at DVA's disposal? Are they there for DVA and DVA only, or do they have dual jobs? Are they running their own practices?

**Mr Carmody:** I would like to pass that question on.

**Dr Gardner:** I can answer the question in relation to this. All of our contracted medical advisers around the country are on part-time contracts. The contracts specify theoretically up to 40 hours per week; the vast majority do less than that. On Monday of this week, I was in Melbourne talking with the management team and the medical advisers. They have a need, based on their processing, for about 450 hours of clinical input per month, just in the Victorian office, and they handle about 40,000 files there per year. As the assistant secretary said, they do have delegates frequently walk from me to you—very close by—to ask questions or for explanations of medical fact, if there is any uncertainty in the medical reports as to what the level of evidence might be.

**CHAIR:** If there was a circumstance in which one of the officers needed medical advice but there was not a doctor available to them at the time, can you take us through what the situation would be at that time?

**Dr Gardner:** In the unlikely event that there was no-one available in that location—as the secretary said, there are medical advisers around the country—we have at least three that have the title of senior medical adviser who the staff can escalate matters to. On request, and normally through the operating unit, they can contact me. I would personally get involved in probably 10 to 15 of these cases per week, on escalation.

**Senator LAMBIE:** How much is that costing DVA every 12 months to employ the 27 doctors?

**Mr Lewis:** We would have that number.

**Ms Foreman:** We would have to take that on notice.

**Senator LAMBIE:** If you could provide that, that would be great.

**Answer**

In 2014-15, the Department of Veterans' Affairs (DVA) paid \$1,505,042 to Contracted Medical Advisers.

As at 25 February 2016, there were 27 Contracted Medical Advisers, each engaged for up to 40 hours per week, to support claims assessors in the interpretation of medical evidence.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 25 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 82**

**Outcome: All Program: General**

**Topic: Number of threats of physical harm received by DVA in the last five years and description of what complaints were about.**

(Proof Hansard 25 February 2016 p.10)

**Senator LAMBIE asked:**

**Senator LAMBIE:** How many threats of physical harm does DVA receive a day from those who have served that are really annoyed with your system? I imagine you keep a tally of that.

**Mr Carmody:** We have a complaints and feedback management system where we log formal complaints and formal compliments. I do not have the facts to hand. We could provide those facts on the complaints and feedback management system, which should provide some indication.

**Senator LAMBIE:** So I would be able to see all the complaints that have been made to you in the last five years and see what the complaints are about?

**CHAIR:** It may be that the complainants do not want that shared with us.

**Mr Carmody:** We do have some statistics here that I might be able to share with you. I was not aware that we had them, but we can provide some now.

**Mr Winzenberg:** In the 2015 calendar year, we had 344 security incidents, of which 70 were referred to emergency services. The year before there were 287, and in 2013 there were 255.

**Senator LAMBIE:** Do they get referred to police?

**Mr Winzenberg:** Some do.

**Ms Dotta:** Just to add to Mr Winzenberg's statistics, in 2014, 48 referrals went to the police and, in 2013, 22 referrals went to the police.

**Senator LAMBIE:** Was there a reason I cannot get a list of what those complaints were about? I am happy to put up a notice of motion and ask for that to be presented, so we can do it either the easy way or the hard way.

**Mr Lewis:** We should be able to work out a way to provide some detail on that.

**Mr Carmody:** We might have to de-identify them.

**Senator LAMBIE:** That is fine. I just need to see what the complaints were over the past five years, if that is okay.

**Answer**

The Department of Veterans' Affairs (DVA) has a national system to support the monitoring and review of its service delivery performance. The Client Feedback Management System (CFMS) enables all complaints, compliments and suggestions to be recorded by staff and facilitates complaint assessment, response and finalisation.

DVA's definition of a complaint (which is consistent with Australian/NZ Standard 10002-2014) is an: *'Expression of dissatisfaction made to or about DVA, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.'* While a security incident may initially be received through a complaint, the priority is for the incident to be appropriately assessed by DVA Security.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 25 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

DVA publishes data on feedback in our Annual Reports. These statistics are total numbers of feedback categories. Individual complaints or specific categories of complaints are not published due to privacy. For the reasons provided, and due to the system capabilities, it would also not be possible to provide the number of complaints recorded that may contain a security incident.

By their nature, security incidents may involve, for example, actual or perceived threats of self-harm to clients and/or threats against DVA staff or property. These type of incidents are dealt with using a separate process and are not recorded in CFMS, which is the centralised system for feedback issues.

**Security incident figures from January 2012 to February 2016:**

<b>Year</b>	<b>Total number of Security Incidents</b>	<b>Total number of Security referrals to emergency services</b>	<b>Total number that included threats of physical harm.</b>
<b>1 Jan 2016– 29 Feb 2016</b>	48	11	33
<b>2015</b>	344	70	219
<b>2014</b>	287	50	198
<b>2013</b>	255	23	156
<b>2012</b>	245	47	142

**DVA feedback figures for the past five years:**

<b>Financial year</b>	<b>2010-11</b>	<b>2011-12</b>	<b>2012-13</b>	<b>2013-14</b>	<b>2014-15</b>
<b>Number of Complaints</b>	2,170	2,290	2,031	2,021	3,013
<b>Number of Compliments</b>	923	968	1,116	964	730

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 25 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 83**

**Outcome: 1 Program:**

**Topic: Cost of 'automatic' Gold Card**

(FADT Hansard Proof 25 February 2016, p11)

**Senator LAMBIE asked:**

**Senator LAMBIE:** If we were to put in an automatic gold card for those who have done warlike service, could you provide me with the costings of those and the modelling that you have done for that?

**Mr Lewis:** We will take that on notice. Don't we have a question from you to us to respond to regarding eligibility for the gold card?

**Senator LAMBIE:** No, I am simply asking for the costings for an automatic gold card and the modelling that DVA has done. If you could provide that to me, that would be wonderful. I am assuming that DVA has done that.

**Mr Lewis:** Like I said, haven't we got a question from you on that?

**Senator LAMBIE:** When did you do that? When did the Department of Veterans' Affairs carry those costings out?

**Mr Lewis:** We do not have that.

**Senator LAMBIE:** Have you done the costings for an automatic gold card, Mr Lewis, or have you not?

**Ms Foreman:** Yes, we have.

**Senator LAMBIE:** When did you do that? When did you do those costings for an automatic gold card?

**Ms Foreman:** Just recently—in the last few months. Are you talking about your bill that has been tabled?

**Senator LAMBIE:** That is correct.

**Ms Foreman:** Yes, we have provided advice to government on the costings for that.

**Senator LAMBIE:** Could you provide the advice to me on the costings?

**Ms Foreman:** We can.

**Mr Lewis:** With the concurrence of the minister, that would be fine.

**Senator LAMBIE:** I am assuming they have taken the Medicare costs out of them and all that stuff?

**Ms Foreman:** Yes.

**Senator LAMBIE:** I would need to see that. Have you have done modelling as well for those costs? I need to see modelling that you have provided to the government to show me how you have come up with those costs.

**Ms Foreman:** Yes, that is fine. We can do that.

**Mr Lewis:** It would be a net cost.

**Answer**

**Cost**

The total net cost of providing a Gold DVA Health Card to all veterans with operational-type service in line with this proposal is an additional \$1.5 billion over four years and \$11 billion over 20 years.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 25 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Modelling**

**Gold Card Population**

At September 2015 the average annual cost of a Gold Card is \$22,400 per person. This cost estimate is based on a majority of Gold Card clients being over the age of 80 or having high levels of disability. So, it is not appropriate to use this cost for the cohort that would benefit from any expansion to Gold Card eligibility.

New modelling was developed to estimate costs to provide an automatic Gold Card to those who have done operational-type service (which includes warlike service).

The potential eligible client population under any expansion was based on the Department's estimates of the number of veterans with operational-type service for post 1972 conflicts and operations, less the number of Gold Cards on issue for this cohort.

This population was then adjusted to allow for anticipated mortality rates and projected out to the 2035/2036 financial year.

It is estimated that approximately 70% of this population have existing eligibility for a Gold Card at the age of 70 and the model adjusts for this.

In the 2015/2016 financial year 44% of potential clients are less than 45 years of age, but by 2025/2026 that figure drops to less than 11%.

Costs are adjusted by a 4% inflation rate for health items.

**Costs and offsets included in the model:**

The net costs of the following have been included:

- Medicare Benefits Schedule (MBS) items - DVA pays above the scheduled fee in recognition that service providers cannot charge the card holder an additional fee. The average MBS cost per capita (by age group) obtained from Medicare is deducted to identify the addition DVA cost.
- Non MBS - DVA specific Medical items
- Private Hospital costs
- Rehabilitation Appliance Program
- Veterans Home Care
- All allied health programmes including (Physiotherapy, Psychology, Dental and Optical)
- Community Nursing

**Please note –**

- Pharmacy costs were not included as the difference between the PBS and RPBS item range was judged to be minor for the purposes of this model. Instead an estimated difference in client contribution (of \$25.40) was applied to the number of scripts as potential clients are likely to be paying the full contribution.
- Public Hospital costs were not included.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 84**

**Outcome: 1 Program: 1.1, 1.2, 1.3**

**Topic: Declining number of DVA clients and ten year DVA budget forecasts**

(FADT Hansard Proof 10 October 2016, p 45)

**Senator LAMBIE asked:**

**Senator LAMBIE:** Can you please explain to me—there is a scale at the moment. You have 330,000 veterans—is it gold card 330,370?

**Mr Carmody:** Not quite—309,000 clients as of December last year. About 160,000 or 170,000 of those are veterans. The remainder are dependants.

**Senator LAMBIE:** How many of those dependants and those people on a gold card, between the Vietnam veterans and what is left out of World War II, are you expecting to lose over the next 10 years, and how much money is that going to save DVA?

**Mr Lewis:** The answer to that is, as I think we might have touched on at a previous estimates hearing, that our good friends in the central agencies, particularly in the Department of Finance, work through amortisation stats and they automatically adjust our funding lines in the light of the rate at which our clients decline. When you look at the forward estimates, we have the budget here, and then years 1, 2 and 3 of the forward estimates. There are automatic adjustments to a whole range of our appropriation lines in light of the expected decline in client numbers we will have in each of those years. We will have a significant reduction arising from the amortisation of our older clients, but also we will have inflow from new clients coming in, principally in the MRCA but also occasionally from the SRCA and the VEA.

**Senator LAMBIE:** What I am asking you for is: can I have those numbers, please. In 10 years time, predict for 10 years time—

**Mr Lewis:** We have published stats on this we can provide to you—no trouble at all. Of course, they are predictions, so we might get it wrong, but we have projections going all the way through to 2025.

**Mr Carmody:** On client numbers.

**Mr Lewis:** We can give you all of that, Senator.



**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Answer**

DVA client numbers for December 2015 and projected client numbers for 2025 are as follows:

	2015 (actual)	2025 (forecast)
<i>Total Veterans</i>	168,832	152,700
<i>Total Dependants</i>	141,994	73,800
<b><i>Nett Total Clients</i></b>	<b>309,557</b>	<b>226,100</b>
<i>Gold Card Holders</i>	153,033	80,300
<i>White Card Holders</i>	55,148	66,900
<b><i>Total Treatment Population</i></b>	<b>208,181</b>	<b>147,200</b>

**Please note:**

Veteran and Dependant totals have been sourced from the Dec 2015 DVA [Executive Summary](#) (for Dec 2015 and Jun 2025) as published on the DVA statistics website.

Gold and White Card totals have been sourced from the Dec 2015 [Treatment Population](#) (for Dec 2015 and Dec 2025) as published on the DVA statistics website.

Further details on population projections can be accessed on DVA's website at <http://www.dva.gov.au/statistics.htm>

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 25 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 85**

**Outcome: 1 Program:**

**Topic: Number of DVA clients awarded Totally and Permanently Incapacitated (TPI) status since 1999**

(FADT Hansard Proof 25 February 2016, p 14)

**Senator LAMBIE asked:**

**Senator LAMBIE:** How many TPIs have been given out since 1999? We will go back to the Gold Coast. How many TPIs have been given out to those who have served in East Timor or in the Middle East since 1999? How many TPIs have been awarded?

**Ms Foreman:** I would have to take that on notice. I do not have those figures here.

**Senator LAMBIE:** How many have been rejected?

**Ms Foreman:** We will take that on notice as well.

**Answer**

Of the Post 1999 conflict clients that are currently Department of Veterans' Affairs clients, a total of 897 clients have been assessed as Special Rate under the *Veterans' Entitlements Act 1986* or the equivalent Special Rate Disability Pension under the *Military Rehabilitation and Compensation Act 2004*.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 25 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 86**

**Outcome: 1 Program:**

**Topic: Cost of TPI since 1999**

(FADT Hansard Proof 25 February 2016, p 14)

**Senator LAMBIE asked:**

**Senator LAMBIE:** Can you also give me the cost to the government for the TPIs since that time?

**Ms Foreman:** Do you mean what our forward estimates projections are?

**Senator LAMBIE:** No, what the cost has been since 1999 for however many TPIs you have actually put through—how much is the government—

**Mr Lewis:** If I understand correctly, you are asking for the annual spend on TPI pensions since 1999?

**Senator LAMBIE:** Yes, for those people that have done the tours since 1999. I am not talking about the Vietnam veterans or anything like that.

**Mr Lewis:** Are our systems able to do that?

**Ms Foreman:** I do not think so. We will have a look to see whether we can, but we may not actually be able to do that.

**Mr Lewis:** Without that last qualifier, we would have no problem, but if you want a subcategory which is only those that arise from incidents since 1999, I am not sure we can help you—for the reasons we have discussed before which go to the quality of our antiquated IT.

**CHAIR:** If you can provide the committee with what you are able to obtain from your files, that would be fantastic.

**Mr Lewis:** Yes, we will do that

**Answer**

A total of 897 veterans who participated in the post 1999 conflicts have been assessed as Special Rate under the *Veterans' Entitlements Act 1986* or the equivalent Special Rate Disability Pension (SRDP) under the *Military Rehabilitation and Compensation Act 2004*.

Within the provided timeframe it was not possible to provide the actual expenditure on this group of veterans back to 1999.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 87**

**Outcome: All Program: All**

**Topic: ICT Systems Upgrade**

(FADT Hansard Proof 25 February 2016, p15)

**Senator LAMBIE asked:**

1. Were there any overseas contracts given out?
2. Would you be able to give me a list of what that money – those however many millions of dollars – has provided to the updating of the systems in the last two years?

**Answer**

1. No.
2. The actual contracted expenditure for updating ICT systems over the two financial years, 2014-15 and 2015-16, is:

<b>Contracted Expenditure</b>	<b>2014-15 Full Year</b>	<b>2015-16 Year to Date (31/3/16)</b>
Implementing legislative requirements (Government directed initiatives)	\$5.1m	\$1.6m
Online and other systems	\$9.6m	\$2.7m
<b>TOTAL</b>	<b>\$14.7m</b>	<b>\$4.3m</b>

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 25 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 88**

**Outcome: All Program: General**

**Topic: Number of DVA clients currently with the CLU**

(FADT Hansard Proof 25 February 2016, p 16)

**Senator LAMBIE asked:**

**Senator LAMBIE:** So that client liaison unit, the one I am talking about where you are on your last legs or you have tried to take your own life--they go to the client liaison unit—

**Mr Orme:** I want to be clear about the support we provide to our clients. Some of our clients have significant physical disabilities and they may not have family support. They can be in the client liaison unit and have a high level of client support for a whole range of reasons. Some of those relate to mental health, and some of those people are in a very bad way and need support.

**Senator LAMBIE:** How many do you have at this point in time in that high-level support?

**Mr Orme:** To provide you with the exact figure, I would have to take that on notice. The figure changes over time because as a client's need for support changes, they may move from level 3 to level 2. If we get them into a stable situation, which is our intent, we would then move them back. If that were not working, we would go further and provide more support. People can come in and come out. Some people are in there for a longer period of time, given the nature of their condition, and others move through the system, up and down.

**Answer**

There are currently 98 clients being supported through the Client Liaison Unit (CLU) with the following breakdown:

- 80 active clients - that is, clients who have ongoing contact with their single point of contact (SPOC) within the CLU within a 6 to 12 month period; and
- 18 clients who are non-active – that is, there is minimal contact from the client and will only make contact as required.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 25 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 89**

**Outcome: All Program: General**

**Topic: Number of suicide cases of DVA clients referred to CLU**

(FADT Hansard Proof 25 February 2016, p 17)

**Senator LAMBIE asked:**

**Senator LAMBIE:** That is fine. How many people who have been under that have taken their own lives in the last seven or eight years?

**Mr Orme:** You raise the issue of suicide. I discussed earlier that I do not have those figures. We could look to see that. The challenge is identifying those people who have committed suicide—

**Senator LAMBIE:** Mr Orme, I am talking about the client liaison unit. They are a one-stop shop. You are very close to the rehabilitator. You must know the numbers. Your people in that unit would know if anyone has taken their life. You have not had a great deal of people go through it.

**Mr Lewis:** Whilst being a client?

**Senator LAMBIE:** Under the client liaison unit.

**Mr Orme:** We will take that on notice. But I also highlight that there are challenges around identification, and there are any number of coroners around the country who are still determining the nature of death. We rely on the coroner's decision and determination about the nature of a particular death.

**Answer**

Nil known.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 25 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 90**

**Outcome: All Program: General**

**Topic: Number of CLU cases currently at the coroner**

(FADT Hansard Proof 25 February 2016, p 17)

**Senator LAMBIE asked:**

**Senator LAMBIE:** How many cases—that belonged to that unit and that have taken their own lives, or whatever happened to them—are at the coroner's right now? How many of those people are with the coroner?

**Mr Orme:** I would have to take that question on notice. I do not have that answer in the detail. What I was alluding to is the complexity around this issue. It is not really a simple issue of saying yes or no. It sounds as though it should be, but there are many things to it, like using medication. Sometimes people can have an accident with their medication and find they have taken more than they should have. The question there becomes: what is the nature of that death? That is the complexity around that. It is a really important issue—

**Senator LAMBIE:** Could you give me the number of those client liaison unit people you have had since it started who are sitting there waiting for a decision on whether they took their own life or not.

**Mr Orme:** Certainly.

**Answer**

DVA does not receive notification of cases with the Coroner.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 25 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 91**

**Outcome: All Program: General**

**Topic: Number of CLU cases that have dropped out of the program**

(FADT Hansard Proof 25 February 2016, p 17)

**Senator LAMBIE asked:**

**Senator LAMBIE:** Could you also give me the number of people who have dropped out of that client liaison unit and who you have never heard from again, so I know who they are.

**Mr Orme:** One of the issues with our new coordinated approach is actually a follow-up. We now have the capacity to go to what is almost an outreach program where we are reviewing clients who have been under management before and whom we have not had contact with for a while. One of the great things that is coming out of this new resource is to start following up on clients who we have not spoken to for a while to ensure they are travelling well.

**Answer**

Clients are accepted into the Client Liaison Unit (CLU) because their needs are best supported through a single point of contact in the Department. Once accepted into the CLU, clients who require ongoing assistance remain with the CLU. It is not possible to provide details on the number of people who we have not heard from again as the support is not closed and they may be supported by the CLU again if they require further assistance in the future.

See also Question on Notice 88 which identifies active and non-active clients.



**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 92**

**Outcome: 2 Program: N/A**

**Topic: DVA response to veteran incarceration and homelessness over last decade**  
(FADT Hansard Proof 25 February 2016, p 19)

**Senator LAMBIE asked:**

**Senator LAMBIE:** In reference to incarceration and homelessness, this has been a problem for years. What finally jolted you to do this in August last year?

**Mr Lewis:** I do not know if it 'finally jolted', Senator. I suppose we are pulling every lever. We had been working informally with our state and territory colleagues beforehand. I suppose I was escalating the issue writing to my level to the states with a view to formalising responses from them. I think the fact that we had the intention of setting up a federal-state territory veterans' affairs forum was further indication of our emphasis on trying to draw the states and territories in to help tackle the problem with us.

**Senator LAMBIE:** Could you provide me details of before August, when you let out the letters and looked at the incarceration rates, of what DVA had actually done for the 10 years prior to that—in relation to incarcerations and homelessness.

**Mr Lewis:** Did you say the 10 years prior to that?

**Senator LAMBIE:** Yes. You just said that you have attempted things in the past, or you have had a look at this in the past. I would like to know exactly what you have done about that before August last year.

**Mr Lewis:** Prior to August last year?

**Senator LAMBIE:** Yes.

**Mr Lewis:** Okay. We will take that on notice.

**Answer**

The information relating to all activities undertaken in the last ten years by the Department of Veterans' Affairs (DVA) in response to homelessness and incarceration among former members of the Australian Defence Force (ADF) is not readily available. Provision of a comprehensive response would require an unreasonable diversion of resources.

Federal support and policy responsibility for homelessness is the responsibility of the Department of Social Services, with states and territories assuming responsibility for service delivery. DVA has no legislative authority or funding to provide housing services to homeless clients. Likewise, the states and territories assume responsibilities with regard to the administration of the prison system in each jurisdiction.

While DVA has no legislative authority in relation to veterans' housing or incarceration, it is a priority focus for DVA to address the underlying risk factors for homelessness and offending leading to incarceration. Mental health issues and drug and alcohol issues are identified as key risk factors. A wide range of strategies have been implemented and resources committed to improve early intervention and access to mental health services and support for former members of the ADF.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Mental health support**

In 2013-14, DVA spent around \$182 million on supporting the mental health needs of its clients. This includes funding for online mental health information and support, general practitioner services, psychologist and social work services, specialist psychiatric services, pharmaceuticals, trauma recovery programmes, in-patient and out-patient hospital treatment and services through the Veterans and Veterans Families Counselling Service (VVCS). Funding for mental health treatment is demand driven, and is not capped.

DVA continues to implement the *Veteran Mental Health Strategy 2013–2023*, and has released the *Social Health Strategy 2015-2023 for the Veteran and Ex-Service Community* and *Veteran Mental and Social Health Action Plan 2015 and 2016*, as part of its 10-year strategic framework for mental and social health care for former serving members of the ADF and their families.

DVA can pay for treatment for diagnosed post-traumatic stress disorder, anxiety disorder, depressive disorder, alcohol use disorder or substance use disorder, whatever the cause. The condition does not have to be related to service. This is available to anyone who has deployed on operations overseas, and many who have more than three years peacetime service. These arrangements are known as non-liability healthcare.

In an activity conducted in 2009 focused on improving support for veterans at risk, DVA commissioned Professor David Dunt, a public health specialist and epidemiologist from the University of Melbourne, to conduct the *Independent Study into Suicide in the Ex-Service Community* in 2009. Professor Dunt's recommendations have been fully implemented and cover wide ranging matters, including strengthening mental health programmes, suicide prevention, improving compensation schemes, and simplifying administrative processes.

**Homelessness**

In terms of significant activities in the past 10 years which have focussed on homelessness, in 2008 DVA commissioned Thomson Goodall Associates to examine the prevalence and needs of homeless veterans. The main focus of the recommendations in the report from the *Veterans At Risk* review was about achieving greater liaison and coordination with relevant Government agencies and service providers in order to meet the needs of homeless veterans and those at risk. Since its release DVA has undertaken considerable work to address the recommendations in the report, noting DVA does not have authority to deliver housing or accommodation services to homeless former members of the ADF.

In practical terms, for many years it has been DVA's practice when a former member of the ADF who is homeless or at risk of homelessness comes to DVA's notice, DVA staff will - with the individual's permission – refer them to local homelessness agencies and ensure they are receiving all benefits and entitlements that DVA and/or Centrelink can provide, as well as referring them to VVCS and/or to local ex-service organisations.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

On 2 July 2015, the Secretary of DVA wrote to 112 ex-service organisations seeking information about any services they provide to support former members of the ADF who are homeless or at risk. This information is published on the 'Homelessness' page on the DVA website. The Secretary has also written, through Homelessness Australia, to all homelessness service providers in Australia, to advise of the services and support DVA can provide to entitled former members of the ADF. In addition, Deputy Commissioners in each state and territory have written to local ESOs to connect our services for homeless and at risk of homelessness.

**Incarceration**

At the request of the Prime Ministerial Advisory Council on Veterans' Mental Health, the Secretary of DVA wrote to State and Territory Commissioners of Correctional Services on 23 June 2015 to inquire if data was collected on the number of former members of the ADF in prisons. The only jurisdiction that advised that it does collect this information is Western Australia. Other jurisdictions indicated that they could consider doing so with varying degrees of difficulty and associated cost.

It was intended that these issues, and a range of other issues of common interest to the Commonwealth and states and territories, would be discussed at a forum of Veterans' Affairs Ministers organised by the former Minister for Veterans' Affairs. That forum was postponed and a new date is yet to be identified.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 93**

**Outcome: Program:**

**Topic: Number of complaints to Ombudsman in relation to CDDA in the past 12 months**  
(FADT Hansard Proof 25 February 2016, p 20)

**Senator LAMBIE asked:**

**Senator LAMBIE:** Really? How many complaints have been made against the department to the Commonwealth Ombudsman in reference to compensation for defective administration in the past 12 months?

**Mr Lewis:** If I heard that question right, I think you are asking: how many complaints to the Ombudsman have been made in relation to CDDA claims?

**Senator LAMBIE:** Yes, in the past 12 months.

**Ms Spiers:** To the best of my knowledge, I am not aware of any complaints that have gone to the Ombudsman about our CDDA matters. I can give you figures on CDDA applications we have received, but I do not have any information on complaints about CDDA matters that have gone to the Ombudsman. I am happy to take that on notice.

**Senator LAMBIE:** Yes, that would be great.

**Mr Lewis:** If a matter did go to the Ombudsman which was a complaint of that kind, would it be ordinary practice, Ms Spiers, for the department to be consulted in relation to that matter?

**Ms Spiers:** Correct, yes.

**Mr Lewis:** So we would expect to know about it as a consequence of the Ombudsman considering the issue.

**Ms Spiers:** Correct. I am responsible for the managing the CDDA claims and, to the best of my knowledge, I am not aware of anything from the Ombudsman's office querying the CDDA work.

**Mr Lewis:** We will check that and, if that is wrong, we will put it back on notice, but I am not aware of any.

**Answer**

The Commonwealth Ombudsman's office has advised the Department of Veterans' Affairs (DVA) that, in the past 12 months to 25 February 2016, two (2) complaints were received against DVA relating to the Compensation for Detriment caused by Defective Administration (CDDA) scheme. One of those complaints was resolved by the Ombudsman's office without investigation and the second complaint has been recently received and is being assessed by that Office.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 94**

**Outcome: DVA General Program: DVA General**

**Topic: Number of complaints about DVA to Ombudsman**

FADT Hansard Proof 25 February 2016, p 20

**Senator LAMBIE asked:**

Okay. What about complaints in general to the Ombudsman in reference to anything across veterans affairs?

**Answer**

The Commonwealth Ombudsman received 130 complaints about DVA during the period 1 January 2015 to 31 December 2015.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 95**

**Outcome: DVA General**

**Topic: Number of applications for CDDA in last five years**

(FADT Hansard Proof 25 February 2016, p 20).

**Senator LAMBIE asked:**

**Senator LAMBIE:** What about in reference to compensation for detriment for defective admin? How many of those complaints have you had in the last five years?

**Ms Spiers:** I have information on the CDDA applications we have received. Your question seems to be a subset of that—complaints about the CDDA. I do not have that information with me this afternoon. I can research that. I can give you the CDDA application numbers but not complaints about CDDA.

**Senator LAMBIE:** I assume that is the same as maladministration. How many complaints does DVA get about maladministration?

**Ms Spiers:** Maybe we are talking a little bit at cross purposes. If someone is unhappy with how DVA has managed a particular aspect of their compensation claim or advice that has been given, they have the capacity to make a claim against the department for what you have termed as maladministration; the technical name is compensation for detriment caused by defective administration.

**Senator LAMBIE:** So it is the same.

**Ms Spiers:** It is the same. We do not treat it as a complaint; we treat it as an application for CDDA. I have those figures here, if you wish, but not complaints about the CDDA process, which I thought was your subsequent question.

**Senator LAMBIE:** I will take both, if that is okay.

**Answer**

Claims received by DVA under the Scheme for Compensation for Detriment caused by Defective Administration (CDDA Scheme) over the past five years:

	CDDA claims received
1 July 2010 – 30 June 2011	25
1 July 2011 – 30 June 2012	25
1 July 2012 – 30 June 2013	24
1 July 2013 – 30 June 2014	18
1 July 2014 – 30 July 2015	18
1 July 2015 – 25 February 2016	17

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Budget Estimates 2015-16; 25 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 96**

**Outcome: 1 Program: 1.6**

**Topic: Times Taken to process under MRCA**

(FADT Hansard Proof 25 February 2016, p 21)

**Senator LAMBIE asked:**

**Senator LAMBIE:** With respect to MRCC, what figures are available to confirm whether the time frame to finalise the claim within 120 days has been achieved?

**Mr Orme:** We monitor the time taken to process on a regular basis. I chair a monthly committee. We have a series of data that we look at. The time taken to process has been coming down and we look at that regularly. We can get you specific data on notice.

**Senator LAMBIE:** Yes, that would be good.

**Mr Orme:** We monitor that very closely. Time taken to process is one of our key measures of performance.

**Senator LAMBIE:** How far back does that data for the MRCC go?

**Ms Foreman:** To 2004.

**Mr Orme:** Till the start of the MRCC, when the Military Rehabilitation and Compensation Act was first enacted and the MRCC came into existence—it was previously the Repatriation Commission. We can provide the data to you.

**Senator LAMBIE:** Thank you.

**Answer**

The average times taken to process (TTTP) initial liability claims under the *Military Rehabilitation and Compensation Act 2004* (MRCA) since 2004-05 were as follows:

<b>Financial Year</b>	<b>Average TTTP MRCA claims</b>
2004-05	90 days
2005-06	146 days
2006-07	188 days
2007-08	153 days
2008-09	143 days
2009-10	152 days
2010-11	150 days
2011-12	158 days
2012-13	155 days
2013-14	144 days
2014-15	109 days

In 2004-05, 343 MRCA initial liability claims were finalised which has grown to the 6,242 MRCA initial liability claims being finalised in 2014-15.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 97**

**Outcome: Australian War Memorial Program: N/A**

**Topic: Reflections project**

(Written Question on Notice)

**Senator REYNOLDS asked:**

1. Is the Australian War Memorial (AWM) aware of the Reflections project being undertaken by the Australian Institute of Professional Photographers (AIPP)?
2. Has the AWM received any requests for financial support for the Reflections project?
3. Does the AWM intend to display or exhibit any of the images from the Reflections project?
4. Does the AWM consider the Reflections project an important, compelling and interesting way to commemorate Australia's World War Two veterans?
5. What criteria are applied to AWM collections, exhibits, and special projects when assessing their eligibility for AWM financial or other support?

**Answers:**

1. Yes – The Memorial was approached by the Australian Institute of Professional Photographers for name association, guidance on metadata and to archive the images.
2. No financial support has been formally requested. Mr John de Rooy, the project manager for the Reflections Project proposed that the Memorial be associated by name with the Project and the images be archived with the Memorial at the conclusion of the project.
3. The archive will be available online with metadata created by the photographers using a standard format for the Project.
4. It is one of many interesting and worthwhile commemorative projects proposed in the Centenary of the First World War and its theme of commemorating a Century of Service. In May 2015, the National President of the Australian Institute of Professional Photographers (AIPP) asked Dr Brendan Nelson to be the Patron of the Reflections Project to which Dr Nelson agreed.
5. The Memorial has a collection development plan which identifies areas of collecting priority and interest. Exhibitions are guided by the Corporate Plan; the Exhibition Development Program and the Gallery Master Plan which is currently being reviewed as part of the Memorial's Master Plan. Special projects have to have a link with our display and collecting priorities, relevance to a collecting area or research projects conducted by the Memorial or in partnership with it. Financial support will depend on the availability of funds having considered current commitments, relevance and fit with those activities, whether it is something that could and should raise its own funds, and awareness that the Memorial cannot fund the many proposals put to it because of its own work and resource constraints.



**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 98**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Taxi Costs**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

- 1) \$13,033.74

<b>Branch</b>	<b>Total</b>
National Collection	\$ 3,143.78
Public Programs	\$ 3,023.30
Corporate Services	\$ 5,425.15
Spirit of Anzac Centenary Experience	\$ 1,441.51
<b>Total</b>	<b>\$ 13,033.74</b>

- 2) All taxi charges relate to travel for official purposes. Refer to Q128 for reasons for travel.
- 3) No taxi charges were incurred for the Minister or the Minister's office.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 99**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Hospitality and entertainment**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. \$26,118.71.
2. N/A.
3. Nil.
4. N/A.
5. \$5,192.45 for hosting of VIP guests for the period March to June 2016.
6. N/A.
7. Nil.
8. N/A.
9. The Memorial limits expenditure on official hospitality where appropriate, however the nature of some events require the provision of a modest level of catering for stakeholders and official representatives.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 100**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Executive coaching and leadership training**

(Written Question on Notice)

**Senator LUDWIG asked:**

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 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.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Answer**

1. \$4,042.50
2. 143 - SES Band 1, EL2, EL1, APS 6 and APS 5
3. 33
  - 3@ SES Band1- no study leave required
  - 14 @ EL2 - no study leave required
  - 3 @ EL1- no study leave required
  - 4 @ APS 6- no study leave required
  - 9 @ APS 5- no study leave required
4. Davidson Trahaire Corpsych
  1. Managing Change Workshop for Managers and Supervisors
  2. Group based
  3. Refer to the response for Q3.
  4. Hours:
    - SES Band 1    6 hours
    - EL2            28 hours
    - EL1            6 hours
    - APS 6          8 hours
    - APS 5          18 hours
  5. Refer to the response for Q1.
  6. Per workshop.
5. N/A – services were delivered onsite.
  1. N/A
  2. N/A
  3. N/A
  4. N/A
6. None.
- 7.

**APS 4**

- Master of Cultural Heritage
- Bachelor of Educational Studies

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**APS 5**

- Masters of Cultural Material Conservation

**APS 6**

- PhD in Film Studies
- CPA Professional
- PhD in History

**EL1**

- Bachelor of Law

**AWM BB3**

- PhD in Modern History
- Masters of Studies (History, Museums and Collection)
- Masters of Information Studies x 2
- Bachelor of Historical Inquiry and Practice

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 101**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Staffing profile**

(Written Question on Notice)

**Senator LUDWIG asked:**

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

1. Has there been any change to the staffing profile of the department/agency?
2. Provide a list of changes to staffing numbers, broken down by classification level, division, home base location (including town/city and state)

**Answer**

1. Yes – see table below

Changes to Staffing Profile:

	14-Sep-15	29-Feb-16	Change
Casual	33	31	-2
Non-ongoing	23	25	2
On-going	242	250	8
<b>Total</b>	<b>298</b>	<b>306</b>	<b>8</b>

\* Excl. Principal Exec Off

2. There are two tables below demonstrating changes in staffing numbers by classification level and Branch. All staff are located in the ACT.
  - a) Changes to staffing numbers by classification level

<b>Classification Level</b>	14-Sep-15	29-Feb-16	Change
APS Officer Level 2	26	30	4
APS Officer Level 3	62	58	-4
APS Officer Level 4	31	33	2
APS Officer Level 5	24	29	5
APS Officer Level 6	55	50	-5
BASE BROADBAND	2	2	0
AWM Broadband 1	3	4	1
AWM Broadband 2	1	0	-1
AWM Broadband 3	32	32	0
AWM Broadband 4	4	4	0
Executive Officer Level 1	38	44	6
Executive Officer Level 2	17	17	0
Senior Executive Service Band 1	3	3	0
Statutory Office Holder	1	1	0
<b>Total</b>	<b>299</b>	<b>307</b>	<b>8</b>

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

b) Changes to staffing numbers by Branch

<b>Branch</b>	<b>14-Sep-15</b>	<b>29-Feb-16</b>	<b>Change</b>
Corporate Services	76	75	-1
National Collection	117	120	3
Public Programmes	104	110	6
Spirit of Anzac Centenary Experience	2	2	0
<b>Total</b>	<b>299</b>	<b>307</b>	<b>8</b>

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 102**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Staffing reductions**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. None.
2. N/A.
3. In September 2014 financial modelling indicated that in order to meet the ongoing efficiency dividend, the Memorial would have to reduce its workforce by 23 positions over the next three years. Since that time there have been six involuntary redundancies and twelve voluntary redundancies. Any further action is to be determined, but will minimise any impact on service and program delivery.
4. Ongoing impact of the efficiency dividend.
5. Refer to response to question 3 above.
6. Since 14 September 2015, no staff reductions or voluntary redundancies have occurred.
7. N/A.
8. N/A.
9. N/A.
10. N/A.



**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 103**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Staffing recruitment**

(Written Question on Notice)

**Senator LUDWIG asked:**

**Answer**

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

1. How many ongoing staff have been recruited? What classification are these staff?

There were 13 on-going staff recruited between the period 14 September 2015 to 29 February 2016. The classification levels for these staff are in the table below.

<b>Classification Level</b>	
APS Officer Level 2	7
APS Officer Level 4	2
APS Officer Level 6	1
Executive Officer Level 1	3
<b>Total</b>	<b>13</b>

2. How many non-ongoing positions exist or have been created? What classification are these staff?

25 non-ongoing positions exist as at 29 February 2016.

There were 15 non-ongoing commencements between the periods 14 September 2015 to 29 February 2016. The classification levels for these staff are in the table below.

<b>Classification</b>	
APS Officer Level 3	1
APS Officer Level 4	3
APS Officer Level 5	3
APS Officer Level 6	4
AWM Broadband 1	1
AWM Broadband 3	2
Executive Officer Level 2	1
<b>Total</b>	<b>15</b>

3. How many staff have been employed on contract and what is the average length of their employment period?

At 29 February 2016, 89 staff were contracted to the Memorial through Recruitment Agencies. The average length of the contract is 311 days.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 104**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Kitchen appliances**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. No.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 105**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Boards**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. The Council of the Australian War Memorial has met once: 10 November 2015.
2. Travel expenses are provided to interstate Council members in accordance with Remuneration Tribunal Determination 2015/11 – Official Travel by Office Holders <http://www.remtribunal.gov.au/media/documents/2016/2015-determinations/2015-11-determination-official-travel-by-office-holders/2015-11-Official-Travel-by-Office-Holders-30-August-2015.pdf> - refer to Part 3 – Travel Expenses on page 3.
3. 92% at the Council meeting and 75% at the Finance, Audit and Compliance Committee meeting.
4. Apology: Mr James McMahon. Attended: Rear Admiral Ken Doolan, Mr Kerry Stokes, The Hon Graham Edwards, Mr Les Carlyon, Ms Jillian Segal, Ms Josephine Stone, Brigadier Alison Creagh, Major General Greg Melick, Ms Gabrielle Trainor, Lieutenant General Angus Campbell, Vice Admiral Tim Barrett, Air Vice-Marshal Warren McDonald.
5. As part of the preparation of the Memorial's financial statements, members are required to sign an annual declaration of material interest form in relation to companies with whom the Memorial has contracts. During the course of Council meetings, members should disclose the nature of any direct or indirect pecuniary interest in a matter being considered by Council, and as a result not take part in the deliberation.
6. Nil.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

7. Council members are remunerated in accordance with Remuneration Tribunal Determination 2015/20 – Remuneration and Allowances for Holders of Part-Time Public Office. See <http://www.remtribunal.gov.au/media/documents/2016/2015-determinations/2015-20-principal-determination-remuneration-and-allowances-for-holders-of-part-time-public-office/2015-20-PTOH-Determination-1.1.2016.pdf>
8. In accordance with Section 14(2)(b) of the *Australian War Memorial Act 1980*.
9. Nil.
10. Mr James McMahon – newly appointed in late October 2015 and did not attend the November meeting.
11. \$1,047 total cost of catering for one morning tea and one lunch. Council Finance, Audit and Compliance Committee morning tea was \$129. Council lunch was \$918.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 106**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Corporate Cars**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. Nil - no cars are owned by the Australian War Memorial.
  1. N/A
  2. N/A
  3. N/A
  4. N/A
2. The Australian War Memorial leases seven (7) vehicles.
  1. Three vehicles are located at the Treloar Technology Centre at Callum Street Mitchell ACT. The remaining four vehicles are located at the main Memorial site, Treloar Crescent Campbell ACT.
  2. Staff travel between sites and to meetings; transportation of collection items and workshop items.
  3. and 4.

	Vehicle Type	Total Cost*	Estimated Dist Travelled (km) **
1	Pool vehicle - Pantech truck	\$14,964.61	2,501
2	Pool vehicle - Small Van	\$7,161.26	1,943
3	Pool vehicle - wagon	\$3,690.29	2,102
4	Pool vehicle - wagon	\$1,582.66	4,452
5	Pool vehicle - ute	\$5,573.48	3,412

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

6	Pool vehicle - sedan	\$5,665.40	5,438
7	Pool vehicle - Big Van	\$10,611.14	1,632

\* Figures are GST exclusive

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 107**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Government payments of accounts**

(Written Question on Notice)

**Senator LUDWIG asked:**

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? f) How many payments owed (as a number and as a percentage of the total) have been paid in over 120 days?
6. 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?
7. Where interest is being paid, what rate of interest is being paid and how is this rate determined?

**Answer**

1. The Memorial pays vendors on average 7 days after the due date.
2. 1,928 invoices (51% of invoices) were paid within 30 days.
3. 1,849 invoices (49% of invoices) were paid between 30 and 60 days.
4. 0 invoices were paid between 60-90 days.
5. 1 invoice was paid between 90-120 days.
6. The Memorial has not paid interest for overdue accounts to a supplier.
7. N/A Department of Finance Resource Management Guide No. 417 Supplier Pay On-Time or Pay Interest Policy does not apply to the Memorial as it is a corporate Commonwealth entity under the PGPA Act.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 108**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Hire cars**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. \$9,270.29

**Car Hire 14 September 2015 to 29 February 2016**

<b>Branch</b>	<b>Total</b>
National Collection	\$2,287.21
Public Programs	\$2,350.84
Corporate Services	\$ -
Spirit of Anzac Centenary Experience	\$4,632.24
<b>Total</b>	<b>\$9,270.29</b>

2. All hire car charges are related to official business travel.
3. Not applicable, no travel organised for the Minister or the Minister's office.



**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 109**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Credit cards**

(Written Question on Notice)

**Senator LUDWIG asked:**

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. Has 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**

1. N/A. There have been no changes to employee classifications that have access to credit cards, which are issued to Executive Level 2 staff and Senior Executive Service officers only.
2. No.
3. No.
4. No.
5. N/A.
6. No.
7. N/A.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 110**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Functions**

(Written Question on Notice)

**Senator LUDWIG asked:**

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
2. 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**

1. N/A

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 111**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Red Tape Reduction**

(Written Question on Notice)

**Senator LUDWIG asked:**

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. Lease 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**

1. The Memorial's acting Assistant Director, Corporate Services is the Memorial's contact for this initiative. There is no formal structure, taskforce or officials assigned.
  1. The Memorial has reduced external red tape by decentralising requests from the general public/community or veterans associations for commemorative ceremonies to produce a better customer service outcome. It has reduced internal red tape by streamlining internal reporting, increasing the use of procurement panels, and conducting certain exhibition maintenance works during business hours.
2. No staff have been specifically assigned to this initiative.
3. N/A.
4. N/A.
5. N/A.
6. N/A.
7. N/A.
8. N/A.
9. N/A.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 112**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Land Costs**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. The Memorial owns approximately 15.83 hectares of land, representing the Campbell Precinct and Treloar D, E and F at Mitchell. Please note that Treloar A, B and C were transferred to the Department of Finance in 1995-1996.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

2.

Land	Land Area/hectares	Address	Value as at 29 Feb 2016
Campbell Precinct	Area of some 14 hectares	Sections 1 and 2, Block 39 Campbell	\$8,450,000
Treloar D, Mitchell	Area of some 0.48 hectares	Block 9 Section 21 Mitchell	\$1,250,000
Treloar E, Mitchell	Area of some 0.69 hectares	Block 17 Section 21 Mitchell	\$1,200,000
Treloar F, Mitchell	Area of some 0.66 hectares	Block 18 Section 21 Mitchell	\$1,485,520

3. (a. b. and c.)

Building Name	Occupancy	Occupant	Value as at 29 Feb 2016	Contracts in place
<b>Campbell Precinct</b>				
Main Building	100%	Memorial	\$68,464,131	None
Anzac Hall	100%	Memorial	\$9,692,492	None
CEW Bean Building	100%	Memorial	\$9,342,524	None
Administration Building	100%	Memorial	\$9,032,811	None
Poppy's Café & Car Park	100%	Memorial	\$15,236,242	None
<b>Mitchell Precinct</b>				
Treloar D Building	100%	Memorial	\$843,923	None
Treloar E Building	100%	Memorial	\$1,233,915	None
Treloar F Building	0%	Tenant	\$1,553,981	Lease agreement

4. The Memorial owns 11 buildings and does not lease any buildings.

5.

Building Name	Building Area/m <sup>2</sup>	Address	Value as at 29 Feb 2016
Main Building	Area of some 17,660 m <sup>2</sup>	Sections 1 and 2, Block 39 Campbell	\$68,464,131.00
Anzac Hall	Area of some 3,500 m <sup>2</sup>	Sections 1 and 2, Block 39 Campbell	\$9,692,492.00
CEW Bean Building	Area of some 3,115 m <sup>2</sup>	Sections 1 and 2, Block 39 Campbell	\$9,342,524.00
Administration Building	Area of some 5,995m <sup>2</sup>	Sections 1 and 2, Block 39 Campbell	\$9,032,811.00
Poppy's Café & Car Park	Area of some 6503m <sup>2</sup>	Sections 1 and 2, Block 39 Campbell	\$15,236,242.00
Treloar A Building	Area of some 1,860 m <sup>2</sup>	Block 12 Section 20 Mitchell	\$4,346,520.00
Treloar B Building	Area of some 1,249 m <sup>2</sup>	Block 16 Section 21 Mitchell	\$1,002,494.00
Treloar C Building	Area of some 2,505 m <sup>2</sup>	Block 16 Section 21 Mitchell	\$5,300,162.00
Treloar D Building	Area of some 1,482 m <sup>2</sup>	Block 9 Section 21 Mitchell	\$843,923.00
Treloar E Building	Area of some 1,489 m <sup>2</sup>	Block 17 Section 21 Mitchell	\$1,233,915.00
Treloar F Building	Area of some 957 m <sup>2</sup>	Block 18 Section 21 Mitchell	\$1,553,981.00

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

6.

<b>Building Name</b>	<b>Occupancy Rate</b>	<b>What is remaining space used for</b>
Main Building	100%	
Anzac Hall	100%	
CEW Bean Building	100%	
Administration Building	100%	
Poppy's Café	100%	
Underground Car Park	100%	
Treloar A Building	100%	
Treloar B Building	100%	
Treloar C Building	100%	
Treloar D Building	100%	
Treloar E Building	100%	
Treloar F Building	0%	This property is leased to a third party.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 113**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Contracts for temporary staff**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. During the period 14 September 2015 to 29 February 2016 the Memorial spent \$2,607,942 on temporary (non-ongoing), casual and contract staff.
2. 15 temporary (non-ongoing) and three casual staff were engaged as new hires during the period 14 September 2015 to 29 February 2016.
3. As at 29 February 2016 the total number of temporary or contract staff employed were:
  - 25 Non-ongoing staff;
  - 31 Casual staff; and
  - 89 Contract staff
4. Since 14 September 2015, \$13,647 was paid by the Memorial in agency finder fees.
5. No.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 114**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Printing**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1.

DATE	Publication title	QUANTITY
22/10/2015	AWM Seasonal Brochure Spring	15,000
22/12/2015	AWM Seasonal Brochure Summer	15,000
26/02/2016	AWM Seasonal Brochure Autumn	10,000
10/12/2015	Remembrance Day – Order of Service	4,000
10/12/2015	AWM Guide (visitor guidebook)	10,000
17/12/2015	AWM Christmas Gift Guide (Memorial Shop products)	10,000
16/02/2016	Education Resources brochure (for annual DVA mailout)	14,000

1. Produced online

22/10/2015	AWM Seasonal Brochure Spring
22/12/2015	AWM Seasonal Brochure Summer
26/02/2016	AWM Seasonal Brochure Autumn



**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

2. The Memorial uses subcontracted print services.

1. Print companies

<b>DATE</b>	<b>Publication title</b>	<b>Supplier</b>
22/10/2015	AWM Seasonal Brochure Spring	Paragon Print
22/12/2015	AWM Seasonal Brochure Summer	Paragon Print
26/02/2016	AWM Seasonal Brochure Autumn	Union Offset
10/12/2015	Remembrance Day – Order of Service	Union Offset
10/12/2015	AWM Guide (visitor guidebook)	Screen Offset
17/12/2015	AWM Christmas Gift Guide (Memorial Shop products)	Stuart Robertson
16/02/2016	Education Resources brochure (for annual DVA mailout)	Screen Offset

2. How were companies selected

<b>DATE</b>	<b>Publication title</b>	<b>Selection</b>
22/10/2015	AWM Seasonal Brochure Spring	RFQ
22/12/2015	AWM Seasonal Brochure Summer	RFQ
26/02/2016	AWM Seasonal Brochure Autumn	RFQ
10/12/2015	Remembrance Day – Order of Service	RFQ
10/12/2015	AWM Guide (visitor guidebook)	Direct
17/12/2015	AWM Christmas Gift Guide (Memorial Shop products)	Direct
16/02/2016	Education Resources brochure (for annual DVA mailout)	RFQ

3. Total cost of printing by item

<b>DATE</b>	<b>Publication title</b>	<b>COST ex gst</b>	<b>UNIT</b>
22/10/2015	AWM Seasonal Brochure Spring	\$7,467.00	\$0.49
22/12/2015	AWM Seasonal Brochure Summer	\$8,059.00	\$0.53
26/02/2016	AWM Seasonal Brochure Autumn	\$5,280.00	\$0.52
10/12/2015	Remembrance Day – Order of Service	\$1,270.00	\$2.60
10/12/2015	AWM Guide (visitor guidebook)	\$12,000.00	\$1.20
17/12/2015	AWM Christmas Gift Guide (Memorial Shop products)	\$1,812.00	\$0.45
16/02/2016	Education Resources brochure (for annual DVA mailout)	\$4,200.00	\$0.30

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 115**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Communications staff**

(Written Question on Notice)

**Senator LUDWIG asked:**

1. For all departments and agencies, please provide – in relation to all public relations, communications and media staff – the following:
2. How many ongoing staff, the classification, the type of work they undertake and their location.
3. How many non-ongoing staff, their classification, type of work they undertake and their location
4. How many contractors, their classification, type of work they undertake and their location
5. How many are graphic designers?
6. How many are media managers?
7. How many organise events?

Have these arrangements changed since the change of Prime Minister on 14 September, 2015?  
If yes, please detail.

**Answer**

1. The current arrangements have not changed since 14 September 2015. Details below:
2. There are currently 11 ongoing staff in Canberra:

<b>Classification Level</b>	<b>Job Title</b>
APS Officer Level 5	Communications Coordinator
APS Officer Level 5	Media Officer
APS Officer Level 5	Friends Coordinator
APS Officer Level 5	Web/Social Media Officer
APS Officer Level 6	Publications Officer
APS Officer Level 6	Web Programmer
EL1	Web Manager
EL1	Web Production
EL1	Marketing Manager
EL1	Media Manager
EL2	Section Head

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

3. There are currently 2 non-ongoing staff in Canberra:

<b>Classification Level</b>	<b>Job Title</b>
APS Officer Level 5	Marketing Officer
APS Officer Level 3	Data Processor

4. There is currently one contractor in the Communications and Marketing Section:

<b>Classification Level</b>	<b>Job Title</b>
EL1	Corporate Business Analyst

5. None.
6. One.
7. None – the Memorial has a separate Section that organises events – the Commemoration and Visitor Engagement Section.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 116**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Reviews**

(Written Question on Notice)

**Senator LUDWIG asked:**

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
  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

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

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 on-going?
  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**

1. The Memorial has not commenced any new reviews since the change in Prime Minister.
  1. N/A.
  2. N/A.
  3. N/A.
  4. N/A.
  5. N/A.
  6. N/A.
  7. N/A.
  8. N/A.
  9. N/A.
  10. N/A.
  11. N/A.
  12. N/A.
2. N/A.
  1. N/A.
  2. N/A.
  3. N/A.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

4. N/A.
5. N/A.
6. N/A.
7. N/A.
8. N/A.
  1. N/A.
  2. N/A.
  3. N/A.
  4. N/A.
  5. N/A.
3. N/A. The Memorial is not currently undertaking any reviews.
  1. N/A.
  2. N/A.
4. N/A.
5. N/A.
6. N/A.
7. N/A.
8. N/A.
  1. N/A.
  2. N/A.
  3. N/A.
  4. N/A.
  1. N/A.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 117**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Commissioned reports**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. No reports have been commissioned by the Australian War Memorial since the change of Prime Minister.
  1. N/A.
2. N/A.
3. N/A.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 118**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Appointments**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

The responses to questions 1 and 2 relates to the period from 14 September 2015 to 29 February 2016.

1. There was one new appointment to the Council of the Australian War Memorial as a part-time member – Mr James McMahon DSC DSM who was appointed on 29 October 2015.
2. As at 29 February 2016, the gender ratio of the Council is four women and nine men.
3. N/A – appointments to the Council of the Australian War Memorial are made by the Minister for Veterans' Affairs. The Memorial is not aware of a specific gender ratio target or any other policy intended to increase the participation rate of women on the Australian War Memorial Council.
4. N/A.



**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 119**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Stationery Requirements**

(Written Question on Notice)

**Senator LUDWIG asked:**

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 stationery 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**

1. Nil by the Australian War Memorial.
  1. Nil.
  2. Nil.
2. \$29,107 was spent in the period 14 September 2015 – 29 February 2016.
3. Nil by the Australian War Memorial.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 120**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Electronic equipment**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. The Memorial did not provide any electronic equipment to the Minister of Veterans' Affairs office.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 121**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Media Subscriptions**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. Until December 2015, the Australian War Memorial had a Foxtel subscription which included a basic entertainment package.
  1. Sky News – for the purposes of media monitoring.
  2. The total cost was \$409.10 GST exclusive.
  3. The Memorial does not provide pay TV subscriptions for the Minister or his office.
  4. N/A.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

2. The newspaper subscriptions of the Australian War Memorial are The Canberra Times, The Australian, the Sydney Morning Herald and The Daily Telegraph.
  1. All papers are selected to inform senior management of current events, political and social issues, industry and market news, media monitoring and advertising purposes at a local and national level.
  2. The total cost was \$2,876.91 GST exclusive.
  3. Nil – the Memorial does not provide newspaper subscriptions to the Minister or his office.
  4. N.A
3.
  1. See table below for a list of subscriptions and memberships, which include magazines or journals, provided for staff knowledge, training and development during the period 14 September 2015-29 February 2016.

<b>Title</b>
AUSTRALASIAN SOUND RECORDINGS ASSOCIATION - Membership (Includes Australasian Sound Archive and Occasional Paper)
ECONOMIST
ART MONTHLY AUSTRALIA (AMA) (E1, ESA) -Print only
ARTAND Australia previously ART AND AUSTRALIA : Online only
ARTLINK
AUDIOTECHNOLOGY
AUSTRALASIAN REGISTRARS COMMITTEE (ARC) INSTITUTION MEMBERSHIP Includes AUSTRALASIAN REGISTRARS COMMITTEE JOURNAL
AUSTRALIAN ART COLLECTOR
AUSTRALIAN COPYRIGHT COUNCIL - PRACTICAL GUIDES & DISCUSSION PAPERS Subscription (NAE)
AUSTRALIAN DIGITAL ALLIANCE - Membership
AUSTRALIAN DIRECTORY OF PHILANTHROPY - Online Only
AUSTRALIAN INSTITUTE FOR THE CONSERVATION OF CULTURAL MATERIAL (AICCM )Institutional Membership Includes AICCM BULLETIN & NATIONAL NEWSLETTER
AUSTRALIAN PERSONAL COMPUTER (APC) (E1)
AUSTRALIAN SOCIETY OF ARCHIVISTS – includes e-newsletters and the Society's journal, Archives and Manuscripts;
BRITISH JOURNAL OF PHOTOGRAPHY
CAPTURE
CLASSIC MILITARY VEHICLE Incorporating MILITARY MACHINES INTERNATIONAL

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

<b>Title</b>
CORROSION - Online Only
CURATOR: The Museum Journal - Print plus Online
CX Magazine
DIGITAL SCHOLARSHIP IN THE HUMANITIES Previously LITERARY & LINGUISTIC COMPUTING (LLC) - Online Only
FUNDRAISING & PHILANTHROPY AUSTRALASIA (NAE)
HISTORY TEACHERS ASSOCIATION OF VICTORIA Institutional Membership - Includes AGORA & NEWSLETTERS - Online only
IASA Membership (including IASA JOURNAL and Information Bulletin) - Information Bulletin is now an eBulletin only available online
INSTITUTE OF CONSERVATION FULL Organisation Membership - Includes ICON NEWS, CONSERVATOR, PAPER CONSERVATOR and MEMBERSHIP DIRECTORY
INTERNATIONAL ASSOCIATION FOR MEDIA & HISTORY - Institutional membership Includes HISTORICAL JOURNAL OF FILM, RADIO & TELEVISION
INTERNATIONAL INSTITUTE FOR CONSERVATION OF HISTORIC AND ARTISTIC WORKS Membership - Includes STUDIES IN CONSERVATION and NEWS IN CONSERVATION
IQ THE RIM PROFESSIONALS AUSTRALASIA QUARTERLY (IQ)
JOURNAL OF FILM PRESERVATION
JOURNAL OF MUSEUM EDUCATION (E1) -For Museum Organizations Print & Online
MEDAL NEWS (E1)
MULTIMEDIA INFORMATION & TECHNOLOGY (MMIT) - Online only
ORAL HISTORY (NAE)
ORAL HISTORY AUSTRALIA - Membership -Includes JOURNAL and VOICEPRINT (E-Newsletter)
ORAL HISTORY REVIEW - Print & Online (ESA)
PRINT COUNCIL OF AUSTRALIA - Membership Includes IMPRINT
SILICON CHIP (ESA) Print only
SOCIAL EDUCATION ASSOCIATION Membership - Includes SOCIAL EDUCATOR
UNIFORMES
WIRED (NAE)

2. The cost of the subscriptions renewed during the period was \$5,253.56 GST exclusive.
3. Nil – the Memorial does not provide magazine subscriptions to the Minister or his office.
4. N/A.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

4.

1. A small number of low value publications were purchased for staff reference and professional libraries since the change in Prime Minister. A full publication listing is not available in the timeframe required.
2. \$1,365.06 GST exclusive.
3. Nil – the Memorial does not provide publications to the Minister or his office.
4. N/A

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 122**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Meeting Costs**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. Nil.

*Note:* The Memorial holds meetings with external stakeholders and contractors particularly regarding the status of key projects. Minimal catering (tea/coffee/plain biscuits) is provided however, details re location, purpose and specific costs are not readily available and compilation of the answer would be an unreasonable diversion of resources. It should be noted that as much as possible the Memorial avoids travel expenses by using technology such as conference calls and Skype for meetings with interstate contractors.

2. N/A.
3. The Memorial does not compile budgets at the level of detail requested.
4. N/A.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 123**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Media Training**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. No media training services have been purchased since the change in Prime Minister.



**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 124**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Consultancies**

(Written Question on Notice)

**Senator LUDWIG asked:**

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 (ie. 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**

1. None.
2. None planned.
3. N/A.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 125**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Provision of equipment - Ministerial**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. The Memorial does not provide mobile phones to Ministers and/or Parliamentary Secretaries and/or their offices.
  1. N/A.
2. N/A.
3. N/A.
4. N/A.
5. N/A.
6. N/A.
7. N/A.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 126**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Provision of equipment - departmental**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. No – no new or additional equipment has been provided since 14 September 2015 however the following equipment continues to be provided.
2. to 6 : Per table below.

Item (Q2)	Cost (approx.) (Q3)	Staff position (Q6)	Classification (Q6)	Ongoing cost (Q4)
Laptop computer	\$2,500	Director	SES-B3	Nil
Laptop Carry bag	Included above	Director	SES-B3	Nil
Mobile phone	\$1,000	Director	SES-B3	Varies
Phone case	\$100	Director	SES-B3	Nil
Laptop computer	\$2,500	Assistant Director	SES-B1	Nil
Laptop Carry bag	Included above	Director	SES-B1	Nil
Mobile phone	\$1,000	Assistant Director	SES-B1	Varies
Otter cover	\$100	Assistant Director	SES-B1	Nil
Mobile phone	\$1,000	Assistant Director	SES-B1	N/A

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 127**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Computers**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. The Memorial does not provide any such equipment available to the Minister's office.
2. The Memorial operates a fleet of 470 desktop and 30 laptop computers. Most of this equipment has been extended in operation to the end of its useful life (now five years) and is about to be replaced. Leasing costs over a five year period total \$627,000. The computers are located throughout the Memorial's various buildings at both the Campbell and Mitchell sites.
3. The Memorial currently utilises Microsoft Window 7 across most desktop and laptop computers. Licences for this operating system software were provided as part of the original equipment manufacturer (OEM) supply of the equipment and there are no ongoing software licence or maintenance costs.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 128**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Travel Costs - Department**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. No. Approval is required by the Minister for Veterans' Affairs for international travel that exceeds \$20,000. International travel is governed by the Department of Finance Whole of Government travel policy – see travel policy Finance Circular No. 2013/06.
2. Whole of Government travel policy issued under Finance Circular No. 2013/06.
3. The policy is available on the Department of Finance website at:  
<http://www.finance.gov.au/archive/procurement/travel-and-related-services/finance-circulars/2013/06.html>
4. 16 December 2013.
5. Refer to policy document.
6. N/A.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

7. For the period 14 September 2015 to 29 February 2016, the Memorial spent \$172,363.51 on travel for staff. This figure includes domestic and overseas travel. The expenditure breakdown is shown in the table below. The reasons for travel by Memorial staff include:

- Collection related                      Development / acquisition / assessment / auction attendance; Training e.g. risk management; conservation; research
- Exhibition related                      Install / demount exhibitions; attend launches; deliver public programs
- Meetings                                      Exhibition designers; consultants / contractors; stakeholders; sponsors
- Conference/Presentation              Presentations; attendance; community presentations; professional development

<b>Travel Type</b>	<b>Expenditure</b>
Fares and booking fees (all flights were economy class)	\$52,262.97
Accommodation	\$44,574.42
Other (meals and incidentals)	\$75,526.12
<b>TOTAL</b>	<b>\$172,363.51</b>

**Note:** Figures are GST exclusive.

8. N/A.

9. N/A.

10. Travel with the Memorial is carried out on an as needs basis. As at 1 March 2016, a total of 15 domestic travel requests have been approved for reasons similar to those above.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 129**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Grants**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. N/A.
2. N/A.
3. N/A.
4. N/A.
5. N/A.
6. N/A.
7. N/A.
8. N/A.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 130**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Departmental Rebranding**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. No.
2. N/A.
3. N/A.
4. N/A.
5. N/A.
6. N/A.
7. N/A.
8. N/A.



**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 131**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Media Monitoring**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. The Australian War Memorial does not provide a media monitoring service to the Minister or his office.
  1. N/A.
  2. N/A.
  3. N/A.
2. \$36,074.10 GST exclusive
  1. iSentia
  2. \$36,074.10 GST exclusive
  3. See the table below:

	<b>September 2015</b>	<b>October 2015</b>	<b>November 2015</b>	<b>December 2015</b>	<b>January 2016</b>	<b>February 2016</b>	<b>TOTALS</b>
<b>Media Services Fee</b>	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$30,000
<b>Copyright media clips</b>	\$176.88	\$105.60	\$143.88	\$88.44	\$58.08	0	\$572.88

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

	<b>September 2015</b>	<b>October 2015</b>	<b>November 2015</b>	<b>December 2015</b>	<b>January 2016</b>	<b>February 2016</b>	<b>TOTALS</b>
<b>Downstream fee – media clips</b>	\$44.22	\$26.40	\$35.97	\$22.11	\$14.52	0	\$143.22
<b>Buzz Numbers (social media)</b>	\$893.00	\$893.00	\$893.00	\$893.00	\$893.00	\$893.00	\$5,358.00
						<b>GRAND TOTAL</b>	<b>\$36,074.1 0</b>

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 132**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Procedure Manual - Ministerial**

(Written Question on Notice)

**Senator LUDWIG asked:**

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

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**

1. No.
2. N/A
3. N/A
4. N/A
5. N/A

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 133**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Enterprise Bargaining Agreements**

(Written Question on Notice)

**Senator LUDWIG asked:**

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.

**Answers**

1. Australian War Memorial Teamwork Agreement 2011-2014.
2. The Memorial's current Teamwork Agreement commenced on 28 November 2011 nominally expired on 30 June 2014. The current agreement remains in effect until a new Teamwork Agreement has been accepted by staff.
3. The Memorial has been negotiating a new Teamwork Agreement since May 2014, with over twenty bargaining meetings since that time. The Memorial's remuneration offer of 6% over three years, and the proposed Agreement, were approved by the APSC in January 2016. The proposed Agreement was voted down 54% to 46% on 10 February 2016. Further consultations are now underway with staff to identify the issues of concern. The Memorial is seeking to conclude further negotiations by the end of June 2016.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 134**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Existing Resources Program**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. Nil.
2. N/A.
3. N/A.
4. N/A.
5. N/A.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 135**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Conditions of Government Contracts and Agreements**

(Written Question on Notice)

**Senator LUDWIG asked:**

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 contract. 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 on 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**

1. No.
2. N/A.
3. No.
4. N/A.
5. N/A.
6. No.
7. N/A.
8. N/A.
9. N/A.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 136**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Statutory Review Provisions**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. Nil.
- 2-16. Not Applicable

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 137**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Sunset Provisions**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. Not Applicable.
2. No.



**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 138**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Legal Costs**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. & 2.

<b>Legal costs</b>	<b>Cost</b>	<b>Solicitors</b>	<b>Hours taken to prepare advice</b>	<b>Counsel Level</b>	<b>Internal / External</b>
Drafting of MOU with South Australian History Trust	\$5,528.00	Australian Government Solicitor	14.1	Lawyer/ Senior Lawyer	External
Legal advice missing funds claim	\$4,749.66	Australian Government Solicitor	14.55	Lawyer/ Senior Lawyer	External
Professional fee - Privacy Act	\$103.00	Australian Government Solicitor	0.2	Senior Executive Lawyer	External
Legal advice for Emerson-Elliott	\$5,336.40	Australian Government Solicitor	11.05	Senior Executive Lawyer	External
General legal advice	\$230.00	Australian Government Solicitor	0.2	Senior Executive Lawyer	External
AAT Proceedings	\$824.00	Australian Government Solicitor	1.6	Senior Executive Lawyer	External
Exhibitions Panel Review	\$3,750.00	Minter Ellison	9	Partner/ Associate	External
Legal review "The Good Neighbour"	\$7,500.00	Gilbert and Tobin	13.8	Partner	External

NOTE: Cost includes costs associated with briefing Counsel which are provided in Question 3.

NOTE: Hours includes hours briefing Counsel which are provided in Question 3.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

3.

<b>1. List Legal costs</b>	<b>3. Cost to brief Counsel</b>	<b>3. Hours briefing Counsel</b>	<b>3. Direct / Indirect briefing</b>	<b>3. Gender ratio of Counsel (M:F)</b>	<b>3. Counsel engagement (departmental / ministerial)</b>
Drafting of MOU with South Australian History Trust	\$600	1.5	Direct	2:0	Departmental
Legal advice missing funds claim	\$1,110	1.1	Indirect	1:1	Departmental
Professional fee - Privacy Act	\$103	0.2	Indirect	1:0	Departmental
Legal advice for Emerson-Elliott	\$0	0	N/A	1:1	Departmental
General legal advice	\$230	0.2	Indirect	0:1	Departmental
AAT Proceedings	\$412	0.8	Direct	1:0	Departmental
Exhibitions Panel Review	\$38.39	0.1	Indirect	2:0	Departmental
Legal review "The Good Neighbour"	\$0	0	N/A	1:0	Departmental

4. The Memorial engages Legal Counsel from the Legal Services Multi-use List.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 139**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Procedure Manuals - Departmental**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. No.
2. N/A.
3. N/A.
4. N/A.
5. N/A.
6. N/A.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 140**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Vending Machines**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. No.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 141**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Self Initiated Work**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. No - all work undertaken is approved via the Business Planning process.
2. N/A.
3. N/A.
4. N/A.
5. N/A.
6. N/A.
7. N/A.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 142**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Staff Awards**

(Written Question on Notice)

**Senator LUDWIG asked:**

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** (separated for staff and volunteers)

**Australian War Memorial Staff:**

1. Yes.
  1. Length of Service Medal.
  2. Given to employee on resignation/retirement if length of service is 10 years or more.
  3. Medallion.
  4. \$172 per medallion (three were awarded since 14 September 2015).
2. Length of service medals are generally presented at an informal farewell morning tea.
3. Section or Branch Head.
4. No.
  1. N/A.
  2. N/A.
  3. N/A.
  4. N/A.
  5. N/A.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

6. N/A.

Australian War Memorial Volunteers:

1. Yes.

1. Annual recognition of length of service at the Australian War Memorial and successful completion of Basic Voluntary Guide Training. 49 volunteers were recognised in December 2015.
  2. Volunteers are recognised when reaching specific lengths of service: Voluntary Guides – 5, 10, 15 and 20 years (life membership); Other Volunteers – 200, 500, 1000, 1500 and 2000 hours, and 15 and 20 years voluntary service; Trainee Voluntary Guides – upon successful completion of basic training receive a Statement of Attainment towards a *Certificate IV in Library, Information and Cultural Services* issued by the Canberra Institute of Technology (CIT).
  3. Engraved badges representing lengths of service and CIT Statements of Attainments for trainee voluntary guides.
  4. Length of service badges cost approximately \$30. The Statements of Attainment are cost neutral on account of a Memorandum of Understanding between the CIT and the AWM.
2. A formal presentation ceremony is included in an annual function where volunteers are recognised in front of their peers and the Memorial's Corporate Management Group.
3. The length of service awards were presented by the respective volunteers' Branch Head. The Statements of Attainment were presented by the CIT.
4. Yes
1. Anzac Hall, Australian War Memorial
  2. N/A.
  3. \$5,796.
  4. 150 people.
  5. No.
  6. No.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 143**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Change Management**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. No, the Australian War Memorial has not introduced a new Change Management Policy since the change of Prime Minister.
  1. N/A.
  2. N/A.
  3. N/A.
  4. N/A.
  5. N/A.



**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 144**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Departmental Staff Misconduct**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. The Australian War Memorial complies with the Code of Conduct set out in Section 13 of the *Public Service Act 1999*.
2. No.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 145**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Fee for Services**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. No.
2. N/A.
3. N/A.
4. N/A.
5. N/A.
6. N/A.
7. N/A.
8. N/A.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 146**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Documents provided to Minister**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. Nil.
2. N/A.
3. N/A.
4. N/A.
5. N/A.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 147**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Merchandise or promotional material**

(Written Question on Notice)

**Senator LUDWIG asked:**

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?
10. How was that person selected?
11. How many individuals or groups were considered in selecting who to create the material?

**Answer**

1. The Australian War Memorial has purchased Poppy and Rosemary Seeds produced in Memorial specific packaging.
2. The custom seed packaging promotes the Friends of the Memorial membership program and is also used for general promotional activities and thank you gifts.
- 3 & 4. The Poppy Seeds (5,000) and Rosemary seeds (1,000) costs \$0.75 per unit. Total \$4,500.00 ex GST.
5. The poppy seeds were introduced in 2007 at the suggestion of the former Marketing Manager for use as a promotional product.
6. Head of Communications and Marketing.
7. N/A. Delegate approval is captured electronically in the Financial Management Information System.
8. N/A. The *Australian War Memorial Act 1980* does not require Ministerial approval of low value procurements.
9. Material was created through Seed Creations, a division of Mr Fothergills.
10. Competitive market testing and value for money assessment.
11. One provider was considered for the production of the promotional seeds based on previous market testing.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 148**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Domain Usage**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. N/A - the Memorial does not provide internet domains for the Minister or his office.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 149**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Ministerial Website**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. Nil - the Memorial is not responsible for the Minister's website.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 150**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Report Printing**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. No.
2. N/A.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 151**

**Outcome: 1 Program: Australian War Memorial**

**Topic: FoI Requests**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. The Memorial received three requests for documents under the FOI Act between 14 September 2015 and 29 February 2016.
2. Of these, one document was determined to be a deliberative document.
3. To be determined.



**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 152**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Ministerial Motor Vehicle**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. Nil – the Memorial does not provide a vehicle to the Minister, or access to one.
  1. N/A
  2. N/A
  3. N/A
  4. N/A
  5. N/A
  6. N/A
  7. N/A
  8. N/A
  9. N/A
  10. N/A

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 153**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Ministerial Staff Vehicles (non-MoPS)**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. Nil – the Memorial has not provided the Minister's staff with a motor vehicle outside the MoPS Act entitlements.
  1. N/A
  2. N/A
  3. N/A
  4. N/A
  5. N/A
  6. N/A
  7. N/A
  8. N/A
  9. N/A
  10. N/A

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 154**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Lobbyist Register Meetings**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. Two interactions between the Australian War Memorial with a representative listed on the lobbyist register.
2. Ms Gabrielle Trainor, who is listed on the lobbyist register, is a Council member of the Australian War Memorial and the Memorial's Finance, Audit and Compliance Committee (FACC) of Council. Both Council and FACC have met on one occasion each (10 November 2015) since the change of Prime Minister.

The Council and FACC meetings typically address ongoing business matters related to the Australian War Memorial, and the interactions with Ms Trainor were strictly in her capacity as an officially appointed Council member.

3. Nil.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 155**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Workplace Assessments**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. \$267.00 was spent on an external consultant to conduct a specialist workplace ergonomic assessment.

1.

Quantity	Item	Cost
1	Ergonomic Chair	\$ 353.00
1	Footrest	\$ 186.36
		<b>\$ 539.36</b>

2. Yes - in-house ergonomic assessments have been undertaken resulting in changes to both workplace equipment and set up.

3.

Quantity	Item	Cost
17	Ergonomic Chairs	\$6,255.00
4	Hand Shoe Mouse	\$ 709.08
2	Short Keyboard	\$ 240.00
1	Numerical Key Pad	\$ 103.00
4	Document Holders	\$ 60.00
4	Footrests	\$ 745.44
1	Evoluent Mouse	\$ 135.00
		<b>\$8,247.52</b>

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 156**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Freedom of Information – Stats**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. Three.
2. Two were finalised within the regular timeframe. One recent request is not yet finalised but will be actioned within the required timeframe.
3. Nil.
4. Nil.
5. Nil.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 157**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Multiple Tenders**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. No tenders were re-issued or issued multiple times.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 158**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Market Research**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1.
  - Benchmark audience research profile General Visitor Survey 2014-2015
  - Catering contract performance
  - Reality in Flames special exhibition summative evaluation
  - Afghanistan gallery summative evaluation
  - Mephisto tank temporary display summative evaluation
1. \$22,105.
2. Expenditure incurred by the Evaluations program in Public Programs branch was:

General Visitor Survey	\$10,000
Café catering performance	\$4,500
Reality in Flames Special exhibition	\$2,250
Afghanistan gallery	\$2,395
Mephisto tank temporary display	\$2,960
<b>Total</b>	<b>\$22,105</b>

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

3. Surveying was conducted in-house by contracted casual staff.
4. Selection of interviewers was conducted by the Evaluation and Visitor Research Manager based on previous experience.
5. On location at the Memorial: including main exit, special exhibition gallery, First World War Gallery and Cafés.
6. Exit surveys conducted by interviewers.
7. No, visitor surveying was the research tool used.
8. Random sampling methodology applied as visitors exited the relevant area.
9. Interview staff were employed through the Memorial's contracted supplier of casual and temporary staff, Hoban Recruitment.
10. Nil.
11. N/A.
12. N/A.



**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 159**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Departmental Upgrades**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. Yes.
  1. Treloar A Building, Mitchell, Textile Store refurbishment.
  2. 3. & 4:

Built Pty Ltd	Construction management and building works for improved textile storage area including removal of internal walls and asbestos glue under floor tiles, new ceilings, lighting and flooring for additional compactus.	\$ 306,784.00
Robson Environmental	Asbestos sampling and air Monitoring during removal.	\$2,980.00
TOTAL		\$309,764.00

5. Supplier selected from panel (Department of Employment- SON3279935).
6. April 2016.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 160**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Wine Coolers-Fridges**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. No.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 161**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Office Plants**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. Yes.
  1. Plant hire for Poppy's Café.
  2. \$2,045.45 (ex GST).
  3. Only one item of expenditure.
  4. Plants are hired from Capital Indoor Plant Hire Pty Ltd ABN 42 008 510 101.
  5. Quotations were sought from three, local plant hire companies.
  6. Poppy's Café.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 162**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Office Recreation Facilities**

(Written Question on Notice)

**Senator LUDWIG asked:**

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**

1. The Memorial has not purchased or leased or constructed any office recreation facilities, activities for games.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 163**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Building Lease Cost**

(Written Question on Notice)

**Senator LUDWIG asked:**

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.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Answer**

1. The Memorial does not currently lease any buildings.
2. N/A.
3. N/A.
4. The Memorial does not expect to lease any buildings in the next 12 months.
5. The Memorial owns:

Building Name	Occupancy Rate	What is remaining space used for
Main Building	100%	
Anzac Hall	100%	
CEW Bean Building	100%	
Administration Building	100%	
Poppy's Café & Car Park	100%	
Treloar A Building	100%	
Treloar B Building	100%	
Treloar C Building	100%	
Treloar D Building	100%	
Treloar E Building	100%	
Treloar F Building	0%	This property is leased to a third party.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

**Question 164**

**Outcome: 1 Program: Australian War Memorial**

**Topic: Government advertising/marketing**

(Written Question on Notice)

**Senator LUDWIG asked:**

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.
4. 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.

**Answers:**

1. Marketing spend from 14 September 2016 – 29 February, 2016 itemised below:
  1. Total marketing spend \$274,431.54 GST exclusive.
  2. Providing a response to the level of detail requested would result in an unreasonable diversion of resources from critical tasks.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Additional Estimates 2015-16; 10 February 2016**  
**Answers to questions on notice from the Veterans' Affairs portfolio**

3. Depending on the value, marketing expenditure is authorised by the Head of Communication and Marketing or the Assistant Director, Public Programs.
  4. Nil
  5. Various - providing a response to the level of detail requested would result in an unreasonable diversion of resources from critical tasks.
- 
2. \$7,259.91 GST exclusive has been spent on Australian War Memorial job ads during this period.
    1. \$7,259.91 GST exclusive
    - 2 & 3. Providing a response to the level of detail requested would result in an unreasonable diversion of resources from critical tasks.
    4. Depending on the value, recruitment advertising is authorised by the Head of Human Resources or the Assistant Director, Corporate Services.
    5. Nil.
    6. Various - providing a response to the level of detail requested would result in an unreasonable diversion of resources from critical tasks.
  3. Australian War Memorial government job advertising is not a forecasted expense and is managed as required.
    1. N/A.
    2. N/A.
    3. N/A.
    5. N/A.
    6. N/A.
  4. N/A.