

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2012–13; 29 May 2012
Answers to questions on notice from Department of Veterans' Affairs

Question 1

Outcome All: Program All

Topic: AWM Board

(FADT Hansard Proof 29 May 2012, p 92)

Senator RONALDSON asked:

Senator RONALDSON: When did the minister inform Dr Hawke that he was going to be appointed to the War Memorial board?

Mr I Campbell: I do not know the day of that; I would have to take that on notice.

Answer

Consistent with longstanding practice, discussions held by the Minister regarding potential candidates for Board or Council appointments are confidential.

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Question 2

Outcome All: Program All

Topic: AWM Council

(FADT Hansard Proof 29 May 2012, p 94)

Senator RONALDSON asked:

Senator RONALDSON: Who first approached Dr Hawke about taking the role on the War Memorial? Was it the minister? Was it you?

Mr I Campbell: It certainly was not me. I would have to take that on notice. I do not know who first broached the issue of him going onto the War Memorial Council.

Answer

The Minister for Veterans' Affairs.

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Question 3

Outcome All: Program All

Topic: Dr Hawke's Appointment

(FADT Hansard Proof 29 May 2012, p 95)

Senator RONALDSON asked:

Senator RONALDSON: Did the minister or his staff discuss Dr Hawke's appointment review and when?

Mr Campbell: The discussion with me on Dr Hawke's appointment was because, once the minister makes a decision about the recommendation he is going to take to cabinet, the department then prepares the various documents for cabinet, including certain interest statements that have to be made by the individual. Then when it goes to cabinet, if cabinet approves it, the department prepare the papers for Executive Council.

Senator RONALDSON: When did you prepare the papers?

Mr Campbell: I would have to take that on notice.

Senator RONALDSON: You must have a rough idea. You said cabinet approved it on 15 March. Was it two days before or two weeks before?

Mr Campbell: No, in a certain time frame. Probably February.

Senator RONALDSON: February?

Mr Campbell: January or February, more likely late January.

Senator RONALDSON: Dr Hawke's appointment had already been raised with you in January and February?

Mr Campbell: As I said, from memory—because there is an approach and my staff have to go to the individual and get declarations of interest done—I think that was done, but I will take it on notice for final confirmation, in January.

Answer

The Department of Veterans' Affairs started preparing appointment documentation on 11 January 2012.

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Question 4

Outcome All: Program All

Topic: Dr Hawke – Government's Preferred Candidate

(FADT Hansard Proof 29 May 2012, p 98)

Senator RONALDSON asked:

Senator RONALDSON: I think it might be a judge alone, and that is you. I do not think the jury is with you at all, Parliamentary Secretary. Was Dr Hawke the government's preferred candidate to replace General Cosgrove as the chair of the Australian War Memorial?

Senator Feeney: I am afraid I cannot assist you with that. It is not a matter I—

Mr Campbell: As I have indicated already the government—

Senator RONALDSON: Parliamentary Secretary, will you take that on notice?

Senator Feeney: Sure.

Answer

The selection of the Chair of the Australian War Memorial Council is the responsibility of members of the Council.

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Question 5

Outcome All: Program All

Topic: Discussion's between Dr Hawke and Minister

(FADT Hansard Proof 29 May 2012, p 98)

Senator RONALDSON asked:

Senator RONALDSON: Will you also take this on notice: were there any discussions between Dr Hawke and the minister, or anyone else in government, in relation to the government's desire for Dr Hawke to take over as chair of the War Memorial? Will you take that on notice.

Senator Feeney: I am happy to take that on notice. It is known to me and you and most obviously to the minister that the question of who is the chairman is one for the board. It is not a matter for the minister.

Answer

The selection of the Chair of the Australian War Memorial Council is the responsibility of members of the Council.

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Question 6

Outcome All: Program All

Topic: Course of Action with Graham Edwards

(FADT Hansard Proof 29 May 2012, p 99)

Senator RONALDSON asked:

Senator RONALDSON: I accept that, but if you join all the dots in relation to this you have Dr Hawke being advised in January—he may have been advised earlier than that, but certainly the department started preparing a brief in relation to Dr Hawke in January. Then, on 2 March, a day after a PMAC meeting where there was no mention of it at all, he suddenly resigned from the chair of PMAC. Then, remarkably, on the morning of 8 March you are telling us that for some extraordinary reason Graham Edwards decided to move a motion that there be an interim chair appointed and that he be it. Remarkably, Dr Hawke was appointed on 22 March and would have been available to chair the memorial had the council not moved itself on 8 March to appoint a permanent chairman. Parliamentary Secretary, what do you think the board might have been telling the government about what was going on?

Senator Feeney: From my vantage point it does not seem to have been telling the government anything. It seems to have been conducting its own affairs in accordance with custom and practice.

Senator RONALDSON: Just so I am clear, did you say that Graham Edwards did this completely off his own bat or—

Senator Feeney: I am not in a position to tell you.

Senator RONALDSON: But you have taken on notice as to whether the minister or someone in the minister's office or someone else in government actually discussed this course of action with Graham Edwards prior to 2 March.

Senator Feeney: I am happy to take that on notice.

Answer

The selection of the Chair of the Australian War Memorial Council is the responsibility of members of the Council.

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Question 7

Outcome All: Program All

Topic: Resignation of Chairman of PMAC

(FADT Hansard Proof 29 May 2012, p 92 & 93)

Senator RONALDSON asked:

Senator RONALDSON: Can you tell me what date the minister was informed that Dr Hawke had resigned as chairman of PMAC?

Mr I Campbell: I would have to take that on notice.

Senator RONALDSON: And the grounds of the resignation?

Mr I Campbell: I would have to take that on notice as to whether or not he did give any particular reasons to the minister.

Senator RONALDSON: When was Mr Edwards advised that he would be appointed chair?

Mr I Campbell: I would have to take that on notice. I was not party to that discussion between the minister and Mr Edwards.

Answer

- a) The Minister was informed on 1 March 2012.
- b) Mr Edwards was advised on 1 March 2012.

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Question 8

Outcome All: Program All

Topic: Resignation of Dr Hawke

(FADT Hansard Proof 29 May 2012, p 94)

Senator RONALDSON asked:

Senator RONALDSON: When were you made aware of it?

Mr I Campbell: I think it was on the 2nd that I was aware that Allan Hawke was going to say that he was resigning. No; I might have found out on 1 March.

Senator RONALDSON: That was the first discussion you had?

Mr I Campbell: No. I knew that Allan Hawke had indicated to the minister some time earlier that he might not see out his full reappointment term.

Senator RONALDSON: When was that discussion?

Mr I Campbell: I cannot give you a date for that but I knew that some time before the reappointment occurred in December last year.

Senator RONALDSON: So he was reappointed in December.

Mr I Campbell: And he had indicated to the minister that he was happy to go through for a little while but he did not think that he would take the full term. I was aware of that.

Senator RONALDSON: Why would he be appointed for four years when most of the others had then been appointed for three years, if that was the basis?

Mr I Campbell: As I have indicated already, these appointments are made by the minister. I cannot answer that question. I will take it on notice.

Answer

Members of the First Prime Ministerial Advisory Council on Ex-Service Matters (PMAC), including Dr Hawke, were appointed for a term of three years.

The Conditions of Appointment for PMAC Members states:

Appointment to membership of the Prime Ministerial Advisory Council on Ex-Service Matters (PMAC) will be for a term of three years for new Members and two years for reappointed Members.

On 1 December 2011, Dr Hawke and five other members of the First Council were reappointed by the Minister for a further 2 years.

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Question 9

Outcome All: Program All

Topic: PMAC Costs and Meeting Dates

(FADT Hansard Proof 29 May 2012, p 93)

Senator RONALDSON asked:

Senator RONALDSON: What is the cost of running PMAC? How often did it meet last year and how often has it met this year?

Mr I Campbell: I think for that detail I will have to ask one of my colleagues to come to the table.

Major Gen. Cosson: I actually do not have the breakdown of costs for PMAC at the moment but we can certainly take that on notice and get that to you as soon as possible.

Senator RONALDSON: What about the other questions? How often did they meet last year and how often did they meet this year?

Major Gen. Cosson: We can get all of that for you.

Answer

Since its inception in 2008-09, the average annual administrative cost of PMAC has been approximately \$55,000 (GST incl).

In 2011, PMAC had three face-to-face meetings, one video-conference meeting and one teleconference meeting.

In 2012, PMAC has met face-to-face on one occasion and by video-conference also on one occasion.

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Question 10

Outcome All: Program All

Topic: Mr Carlyon – No be Reappointed

(FADT Hansard Proof 29 May 2012, p 94 & 95)

Senator RONALDSON asked:

Senator RONALDSON: When was Mr Carlyon advised that he would not be reappointed?

Mr I Campbell: Again, I do not know that. I could take that on notice. Again, it was something the minister would have done.

Answer

The Minister spoke with Mr Carlyon in February and then formally wrote to him on 19 March 2012.

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Question 11

Outcome All: Program All

Topic: Discussion of Replacement of Chair of War Memorial Council

(FADT Hansard Proof 29 May 2012, p 95 & 96)

Senator RONALDSON asked:

Senator RONALDSON:Were you present at a meeting in the minister's office in October, November or December of last year with General Cosgrove and Major General Gower, where the replacement chair of the War Memorial Council was discussed?

Mr Campbell: No, I was not present at any such meeting.

Senator RONALDSON: Are you aware of any endeavour by the minister's office to clarify those quite serious matters raised in the *Canberra Times*?

Mr Campbell: I am not aware of the minister or the minister's office doing anything to seek clarification on that article.

Senator RONALDSON: You would be unaware, then, that it is alleged that, at that meeting with Mr Gower and General Cosgrove, the issue of the chairmanship of the War Memorial was raised with the minister, that the minister was advised that the board had been canvassed in relation to Mr Carlyon's chairmanship, that the board was supportive of Mr Carlyon's chairmanship and that the minister raised no objection to that course of action. Are you aware of those allegations?

Mr Campbell: Only through reading the article of 19 April in the *Canberra Times*.

Senator RONALDSON: Are you able to comment on that, other than what you read?

Mr Campbell: No, Senator.

Senator RONALDSON: Will you take that on notice, Parliamentary Secretary, as to whether that is indeed an accurate record of those discussions.

Senator Feeney: I don't know if there is a record of those discussions. I am guessing that—

Senator RONALDSON: Will you take it on notice to ascertain from the minister whether indeed there was a meeting between himself, Major General Gower and General Cosgrove at which the chairmanship of the War Memorial was discussed, whether he was advised that the board members were supportive of Mr Carlyon taking over as the board chairman and whether indeed the minister raised no objection to that course of action.

Senator Feeney: I am happy to ask the minister what his recollection is of that meeting, assuming it happened.

Answer

Consistent with longstanding practice, discussions held by the Minister and the Chair of the Council on matters relating to the Council are confidential.

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Question 12

Outcome All: Program All

Topic: Letter to General Cosgrove - Tabled

(FADT Hansard Proof 29 May 2012, p 98)

Senator RONALDSON asked:

Senator RONALDSON: You just said yourself, Parliamentary Secretary, that he wanted to tell them prior to the meeting—

Senator Feeney: I indicated I was speculating.

Senator RONALDSON: I am not speculating; that is what you said. Why would he be ringing the service chiefs about something that was not going to occur at a meeting the next day unless he believed something was going to occur the next day?

Senator Feeney: Senator, I have some correspondence here which I hope assists, dated 6 March. It is correspondence from the Minister for Veterans Affairs directed to General Cosgrove, which I am happy to tender, if that would be of assistance. It reads:

Dear General Cosgrove

I am writing to inform you and council members that I have progressed the appointment process to fill the vacancy following your recent resignation. At the same time I am recommending the appointment of Mr Les Carlyon's successor and the filling of the current vacancy on the council. I expect to be able to formally announce these appointments later this month.

It seems to me that the courtesy call was made to the chiefs, or their nominees. It happened in the context of following up that correspondence.

Senator RONALDSON: Was that a private and confidential letter to the chairman, or was that to be tabled at a meeting.

Senator Feeney: It was to be tabled.

Senator RONALDSON: Was it tabled?

Mr Campbell: I would have to take that on notice. I do not know what happened at the council meeting, but as the parliamentary secretary said it was with a view to being tabled at the meeting.

Answer

Council members were aware of appointments being made and there was no need to table the letter at the AWM Council meeting.

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Question 13

Outcome All: Program All

Topic: Appointment of new Director AWM

(FADT Hansard Proof 29 May 2012, p 99 & 100)

Senator RONALDSON asked:

Senator RONALDSON: Can I now turn please to the appointment of the new director for the Australian War Memorial. I presume that under the Faulkner protocols we discussed in February that the minister has written to Major General Gower regarding the expiry of his appointment and whether he is going to appoint or not reappoint or advertise the position?

Mr I Campbell: I think the so-called Faulkner guidelines—

Senator RONALDSON: Protocols.

Mr I Campbell: Protocols, yes—have it that there is a deadline of between three and six months before the termination of or the expiry of the appointment in question. However, this one is a little different. When the announcement was made in November 2010 that General Gower was being reappointed for 18 months, the minister also announced at that time—and obviously General Gower was aware of it—that General Gower was retiring at the end of that 18-month period and that a process would be undertaken to recruit a new director. That was announced in the minister's press release that he issued on I think probably 12 or 13 November at that time in 2010.

Senator RONALDSON: So the answer to my question is that because there had been an indication and a de facto resignation that the Faulkner protocols did not apply? If that is the situation, that is fine.

Mr I Campbell: They apply because the Faulkner protocol applies if no indication has already been given. What the Faulkner protocols say is that you cannot leave people hanging on until the last minute, so they have the three- and the six-month rule. What I am saying here is that it was actually announced in November 2010 that General Gower would not be seeking reappointment and would not be reappointed when his term expired at the end of August 2012.

Senator RONALDSON: I am not entirely sure whether the protocols go to that extent, but if you just take that on notice, though I accept what you are saying.

Mr I Campbell: Okay.

Mr Campbell: Excuse me, Senator, if I could just correct it. I now realise how I made the mistake—the minister, in discussions with General Gower, told him on 11 November that he was going to recommend his reappointment for 18 months. That then had to go to cabinet, obviously, and the minister actually announced it on 24 February 2011. I apologise for saying the minister announced it in November; it was actually after it went through cabinet in February 2011. I do know that he told General Gower I think on 11 November 2010.

Senator RONALDSON: I accept that the Faulkner protocols—I would be interested to see that part of it—in that situation, they do not apply.

Answer

The Protocols do apply and have been complied with where required during this process.

In addition to the prior notification in the Minister's Media Release of 24 February 2011:

- The incumbent wrote to the Minister on 27 November 2010 advising his intention to stand down from his role at the expiry of his next 18 month term. Accordingly, the Minister was

not required to advise the incumbent in writing at least four months before the expiry of their appointment of his proposed action (addresses Protocol 1.1- 1. and 2.1);

- The Secretary advised the Minister for Veterans' Affairs of the upcoming expiry of appointment and also sought his advice on a proposed recruitment process more than six months before the expiry date (addresses Protocol 2.1); and
- The Secretary advised the Public Service Commissioner (through the appropriate Departmental officials) of the upcoming expiry of appointment and the proposed recruitment process in November 2011 (addresses Protocol 2.1).

In addition to the Protocols, the Secretary wrote to the Chairman, Council of the Australian War Memorial, General Peter Cosgrove (Retd) AC MC on 20 January 2012 to advise of the commencement of the recruitment process for a new Director.

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Question 14

Outcome All: Program All

Topic: Appointment of new Director AWM

(FADT Hansard Proof 29 May 2012, p 101)

Senator RONALDSON asked:

Senator RONALDSON: When was the panel first constituted?

Mr Campbell: I would have to take that exact date on notice.

Answer

The Selection Panel was formally constituted on 25 January 2012.

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Question 15

Outcome All: Program All

Topic: AWM Selection process – Faulkner Protocols

(FADT Hansard Proof 29 May 2012, p 101)

Senator RONALDSON asked:

Senator RONALDSON: Can I take you to the selection process, please. Under section 2.5 of the Faulkner protocols—I am trying to see if I can walk and chew gum here—under sections 3 and 4: 'The minister remains responsible for making the final recommendation to the Prime Minister. The minister is responsible for advising the secretary of his or her views on the scope of advertising and any additional selection criteria and contacting and encouraging particular candidates to apply if he or she wishes. Is that right?

Mr Campbell: I do not have the protocols in front of me but I take your word for it.

Senator RONALDSON: It is 2.5. If there is any concern about whether indeed I am giving you the right information, I am happy to pass it to you.

Mr Campbell: I understand I am getting a copy from behind me as well.

Senator RONALDSON: You can rightly assume that I am quoting from a document. I hope I have quoted correctly. Can you provide the committee with the details of any candidates which the minister may have contacted or encouraged to apply, details of any that you may have encouraged to apply?

Mr Campbell: I am not aware of any candidate who had been in the process—and of course it is quite an extensive process—who has been encouraged by the minister to apply. That is a question that would have to be taken on notice by the minister. I am not aware of any candidate.

Senator RONALDSON: Parliamentary Secretary, will you take that on notice?

Senator Feeney: Yes, I will.

Senator RONALDSON: Has the minister met with any one or more of the recommended candidates?

Mr Campbell: Not that I am aware of, but of course the minister goes a lot of places in the country and he may well have been somewhere where there may well be a candidate and he might not have even known that this person was a candidate. I am not aware of any such meeting.

Senator RONALDSON: You will take that on notice, Parliamentary Secretary?

Senator Feeney: Sure.

Answer

Consistent with longstanding practice, discussions held by the Minister regarding potential candidates for Board or Council appointments are confidential.

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Question 16

Outcome All: Program All

Topic: Staffing

(Written Question on Notice)

Senator EGGLESTON asked:

1. How many ongoing staff recruited this financial year to date? What classification are these staff?
2. How many non ongoing positions exist or have been created this financial year to date? What classification are these staff?
3. This financial year to date, how many employees have been employed on contract and what is the average length of their employment period?

Answer

1. Table 16.1 below has the number of ongoing staff recruited financial year 2011-12 to 31 May 2012 by classification.

Table 16.1 Numbers of Ongoing recruitments by classification

Ongoing Hires 1 July 2011 to 31 May 2012	
APS1	10
APS2	8
APS3	65
APS4	11
APS5	16
APS6	18
EL1	12
EL2	9
PAO 2	1
PAO 3	2
SES 1	3
Total	155

2. Table 16.2 below has the number of non-ongoing positions existing or created this financial year to 31 May 2012 by classification.

Table 16.2 Numbers of Non-Ongoing positions existing or created, by classification

Non-ongoing Hires 1 July 2011 to 31 May 2012	
APS1	1
APS2	14
APS3	101
APS4	23
APS5	4
APS6	22
EL1	4
EL2	3
PAO 2	1
PAO 3	1
SES 1	1
Total	175

3. 175 non-ongoing staff have been employed on contract this financial year to 31 May 2012. The total includes rehires. The average length of employment is 19 weeks.

Included in this total is one SES Band 1 officer on a five year ongoing fixed term contract.

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Question 17

Outcome All: Program All

Topic: Staffing

(Written Question on Notice)

Senator EGGLESTON asked:

Provide details of what staffing changes have occurred in each department/agency from the 2012-13 Budget. Provide a list of additional and/or redundant positions, the classification and the program those positions are part of or have been taken from.

Answer

Additional funding was provided within the 2012-13 budget for 28 ASL. Funding for these positions was provided in the Centenary of ANZAC (22 ASL) and the Response to the Review of Military Compensation Arrangements (6 ASL).

The table below outlines the classification and programs for the additional 28 ASL.

ASL for 2011-12 Budget Measures

Program	EL 2	EL 1	APS 6	APS 5	APS 4	APS 3	PAO 3	Total
Program 1.2, 1.5 and 1.6	1	1	1	3	-	-	-	6
Program 3.1 and 3.2	2	6	7	1	1	4	1	22
Total	3	7	8	4	1	4	1	28

Please refer to the answer to Question on Notice 21 for redundancy positions.

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Question 18

Outcome All: Program All

Topic: Staffing

(Written Question on Notice)

Senator EGGLESTON asked:

Please list the SES positions you have in your department/agency in the years this financial year to date. Identify the different levels and how many are permanent positions.

Answer

The total number of Department of Veterans' Affairs (DVA) SES positions this financial year, as at 31 May 2012, is 29. There are also three SES positions at the Australian War Memorial (AWM).

In addition to SES positions, there is the Secretary of the Department (who is also the President of the Repatriation Commission and the Chair of the Military Rehabilitation and Compensation Commission). There is also the Deputy President of the Repatriation Commission and the Repatriation Commissioner (who are both members of the Military Rehabilitation and Compensation Commission), the Director of the Office of Australian War Graves, the Principal Member of the Veterans' Review Board and the Director of the Australian War Memorial.

The total for SES Band 1 level in DVA is 21. All positions are a permanent part of our establishment. One position is filled on a five year fixed term contract; all others are filled with permanent on-going employees. The three SES Band 1 level positions in the AWM are permanent and are filled with permanent on-going employees.

The total for SES Band 2 level is eight. All positions are filled with permanent on-going employees.

Class	Title
SES Band 1	AS - ANZAC Centenary & Planning
SES Band 1	AS - Case Escalation & MRCA Review
SES Band 1	AS - Client & Communication
SES Band 1	AS - Commemorations
SES Band 1	AS - Community, Aged Care & Transport
SES Band 1	AS - Determination Support & Reviews
SES Band 1	AS - Hospitals & Defence Home Services
SES Band 1	AS - ICT Solutions (CIO)
SES Band 1	AS - Income Support & Grants
SES Band 1	AS - Mental & Social Health
SES Band 1	AS - Parliamentary & Governance
SES Band 1	AS - People Services
SES Band 1	AS - Primary Health Care
SES Band 1	AS - Rehabilitation & Entitlements Policy
SES Band 1	AS - Research & Development
SES Band 1	AS - Resources (CFO)
SES Band 1	AS - Service Development & Defence Relations

SES Band 1	AS - VVCS
SES Band 1	Deputy Commissioner SA
SES Band 1	Deputy Commissioner WA
SES Band 1	Principal Legal Advisor
SES Band 1	Assistant Director - National Collection (AWM)
SES Band 1	Assistant Director - Public Programs (AWM)
SES Band 1	Assistant Director - Corporate Services (AWM)
SES Band 2	Deputy Commissioner NSW
SES Band 2	Deputy Commissioner Qld
SES Band 2	Deputy Commissioner VIC
SES Band 2	FAS - Client & Commemorations
SES Band 2	FAS - Corporate
SES Band 2	FAS - Health & Community Services
SES Band 2	FAS - Rehabilitation & Support
SES Band 2	Principal Medical Advisor

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Question 19

Outcome All: Program All

Topic: Staffing

(Written Question on Notice)

Senator EGGLESTON asked:

Will there be any training after the 2012 Calendar year for 2012 Graduates? If yes, please detail, including costs and what the training is.

Answer

Following completion of the 2012 graduate development year, at the end of December 2012, all graduates will attend the Looking Forwards Program (LFP), DVA's leadership development program for APS3 – 6 level staff.

All further training is determined on an individual needs-basis, through discussion between the graduate and their supervisor.

All staff, including graduates, are required to have a current performance agreement in place. This includes an Individual Development Plan (IDP) which details the development needs and opportunities for the individual.

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Question 20

Outcome All: Program All

Topic: Staffing

(Written Question on Notice)

Senator EGGLESTON asked:

What was the cost for recruiting 2012 Graduates? Please itemise and detail costs.

Answer

The Department conducts one recruitment and selection per year for the Graduate Development Program. For the 2012 graduate intake, the Department engaged an external provider, Hoban Recruitment, to assist with the recruitment process. The Department received approximately 400 applications for the 2012 intake and recruited a total of 15 graduates.

The following table outlines the costs associated with recruiting 2012 Graduates:

Item	Cost
Online and paper based advertising	\$15,842.68
Recruitment Provider - initial shortlisting of candidates, scribing services, drafting selection reports	\$38,430.52
Travel costs for the Selection Advisory Committee and Scribe	\$9,336.16
Provisioning for the assessment centres	\$819.27
Pre-employment health checks	\$1,530.00
Security checks for successful candidates	\$8,311.65
Relocation (including removalists, accommodation and travel)	\$31,658.19
Total	\$105,928.47

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Question 21

Outcome All: Program All

Topic: Staffing

(Written Question on Notice)

Senator RONALDSON asked:

1. Will the Department confirm the headline job loss figure of 90 staff as noted on page 6-73 of Budget Paper 1 compared to the net loss of 62 staff noted in the DVA PBS 2012-13.
2. Will the Department also provide a breakdown of the areas where these staff have been lost, how many of these staff will be lost due to natural attrition and how many staff have been offered voluntary redundancy? Will the Department also provide an age profile of staff who have lost their jobs?

Answer

1. The gross reduction initially reported in Budget Paper No.1 was estimated at 90 FTE. This number took into account the increase in the efficiency dividend. Within the 2012-13 Budget process, DVA was allocated additional funding for new measures of 28 FTE resulting in an estimated net reduction of 62 FTE. Some job losses were in part time positions with this equating to 67 positions lost.
2. Refer to Chart 1 for a breakdown of the division, method, section and classification of the 67 positions. Refer to Chart 2 for the age profile of the 43 staff who accepted the offer of a voluntary redundancy.

Chart 1

Division	Method	Section	Level
Client & Commemorations	VR	Combine Secretariat functions for multiple forums	APS5
Corporate	Natural	Property & Services section	
Corporate	Natural	Business Integrity Intelligence section	
Corporate	VR	Business Integrity Intelligence section	APS5
Corporate	VR	Business Integrity Intelligence section	EL1
Corporate	VR	Business Integrity Intelligence section	APS6
Corporate	VR	Business Integrity Intelligence section	APS6
Corporate	VR	Resources – Internal Budgets	APS6
Corporate	VR	Resources – Internal Budgets	APS6
Corporate	VR	Resources – Internal Budgets	APS6
DC GROUP QLD	VR	SRCA/MRCA: move to purchaser/provider model	APS5
DC GROUP QLD	VR	SRCA/MRCA: move to purchaser/provider model	APS5
DC GROUP QLD	VR	SRCA/MRCA: move to purchaser/provider model	APS5
DC GROUP NSW	VR	SRCA/MRCA: move to purchaser/provider model	APS5
DC GROUP NSW	VR	SRCA/MRCA: move to purchaser/provider model	APS5
DC GROUP NSW	VR	SRCA/MRCA: move to purchaser/provider model	APS5
DC GROUP QLD	Natural	SRCA/MRCA: move to purchaser/provider model	
DC GROUP QLD	VR	SRCA/MRCA: move to purchaser/provider model	APS6
DC GROUP QLD	VR	SRCA/MRCA: move to purchaser/provider model	APS6
DC GROUP QLD	VR	SRCA/MRCA: move to purchaser/provider model	APS6
DC GROUP QLD	Natural	SRCA/MRCA: move to purchaser/provider model	
DC GROUP VIC	Natural	SRCA/MRCA: move to purchaser/provider model	
DC GROUP VIC	Natural	SRCA/MRCA: move to purchaser/provider model	
DC GROUP VIC	Natural	SRCA/MRCA: move to purchaser/provider model	
DC GROUP NSW	VR	SRCA/MRCA, reduce items requiring prior approval	APS5
DC GROUP NT	VR	SRCA/MRCA, reduce items requiring prior approval	APS5
DC GROUP VIC	VR	SRCA/MRCA, reduce items requiring prior approval	APS5
DC GROUP QLD	Natural	SRCA/MRCA, reduce items requiring prior approval	
Health & Comm Services	VR	Hospital & Defence Home Services	APS6
Health & Comm Services	Natural	Hospital & Defence Home Services	
Health & Comm Services	Natural	Hospital & Defence Home Services	
Health & Comm Services	VR	Contract Support Medical & Allied Health	APS5
Health & Comm Services	VR	Contract Support Medical & Allied Health	APS5
Health & Comm Services	VR	Contract Support Medical & Allied Health	APS5
Health & Comm Services	VR	Medicare Australia Liaison & Contract Management	APS6
Health & Comm Services	VR	Medicare Australia Liaison & Contract Management	APS5
Health & Comm Services	VR	Veterans Transport Services	APS3
Health & Comm Services	VR	Veterans Transport Services	APS3
Health & Comm Services	VR	Veterans Transport Services	APS5
Health & Comm Services	Natural	Family Studies Program	
Health & Comm Services	Natural	Family Studies Program	
Health & Comm Services	Natural	Community Aged Care & Transport	
Health & Comm Services	Natural	Community Aged Care & Transport	
Health & Comm Services	Natural	Community Aged Care & Transport	
Health & Comm Services	Natural	Community Aged Care & Transport	

Health & Comm Services	Natural	Community Aged Care & Transport	
Health & Comm Services	Natural	Community Aged Care & Transport	
Health & Comm Services	Natural	Community Aged Care & Transport	
Rehabilitation & Support	VR	Application Maintenance & Support section	EL1
Rehabilitation & Support	VR	Application Maintenance & Support section	APS6
Rehabilitation & Support	VR	Application Maintenance & Support section	APS6
Rehabilitation & Support	Natural	Divisional Support Unit	
Rehabilitation & Support	VR	Divisional Support Unit	APS6
Rehabilitation & Support	VR	Divisional Support Unit	APS6
Rehabilitation & Support	VR	Divisional Support Unit	APS6
Rehabilitation & Support	VR	VEA Appeals & Reviews	APS6
Rehabilitation & Support	VR	VEA Appeals & Reviews	APS2
Rehabilitation & Support	VR	VEA Appeals & Reviews	APS6
Rehabilitation & Support	VR	VEA Appeals & Reviews	EL1
Rehabilitation & Support	VR	VEA Appeals & Reviews	APS6
Rehabilitation & Support	VR	Compliance Reviews	APS5
Rehabilitation & Support	Natural	Compliance Reviews	
Rehabilitation & Support	Natural	Compliance Reviews	
Rehabilitation & Support	VR	Departmental Initiated Reviews	APS6
Rehabilitation & Support	VR	Departmental Initiated Reviews	EL1
Rehabilitation & Support	Natural	Departmental Initiated Reviews	
VVCS	Reassignment	VVCS – Contractor administration	

Note: levels are provided for VR staff only

Chart 2

26-30	31 - 35	36 - 40	41 - 45	46 - 50	51 - 55	56 - 60	61 - 65	66+
1	1	1	3	1	7	9	18	2

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Question 22

Outcome All: Program All

Topic: Government Advertising

(Written Question on Notice)

Senator EGGLESTON asked:

1. What was the total cost of all advertising for the financial year to date?
2. Is the advertising campaign or non-campaign advertising? Provide details of each advertising, including the program the advertising was for, the total spend and the business that provided the advertising services.
3. Has the Department of Finance and Deregulation provided any advice about the advertising? Provide details of each advertising item.
4. Has the Peer Review Group (PRG) and/or Independent Communications Committee (ICC) provided any advice about the advertising? Provide details of each advertising item.
5. Did the Advertising comply with the Guidelines on Information and Advertising Campaigns by Australian Government Departments and Agencies? Provide the details for each advertising item.
6. Provide details for any other communications program, including details of the program, the total spend and the business that provided the communication services.
7. What advertising – Campaign and Non-Campaign – and other communications programs is the Department/Agency undertaking, or are planning to undertake?

Answer

1. Total cost for all advertising for this financial year to 31 May 2012 was \$558,039.07
2. All non-campaign advertising was provided by Adcorp, and was conducted for the purpose of tender, public notices and recruitment advertising. The total cost of all non-campaign advertising for the 2011-12 financial year to 31 May 2012 was \$287,968.19.

All campaign advertising was provided by Universal McCann, with the total cost for the 2011-12 financial year to 31 May 2012 being \$270,070.88. The table below provides a breakdown of campaign advertising expenditure and the program the advertising was for.

Program	Purpose	Amount (ex-GST)
Compensation for F-111 fuel tank maintenance workers	To ensure all people who are eligible for compensation and health care are in contact with DVA.	\$35,770.76
Defence Service Home Insurance Scheme	To inform eligible people (veteran, a serving Defence Force member, war widow or a peacekeeper) about the availability of insurance products.	\$102,446.00
Review of Military Compensation Arrangements	To invite community members to attend public consultations.	\$65.32

Wellbeing Toolbox	To inform potential users of this confidential online mental health support for ex-service men and women their families and friends.	\$31,261.60
Gallipoli and France Registration	To encourage people planning to attend commemorative services in Gallipoli or France to register for SMS updates.	\$100,527.20
Total		\$270,070.88

3. Yes, the Department of Finance and Deregulation (Finance) provided general advice about advertising for the financial year to date.
4. Advertising undertaken by the Department during these periods did not exceed the \$250,000 threshold which requires consultation with the Review Group (PRG) and/or the Independent Communications Committee (ICC).
5. Yes, all advertising for the financial year to date complied with the Guidelines on Information and Advertising Campaigns by the Australian Government Departments and Agencies.
6. The following table provides details of other communication activities (market research), the amounts paid from 1 July 2011 to 31 May 2012 and the businesses that provided the communication services.

Provider	Nature of research	Amount paid (ex-GST)
Colmar Brunton	Research related to a motif for the Anzac Centenary.	\$104,671
Colmar Brunton	Community social research to support Anzac Centenary planning	\$20,000
Colmar Brunton	Brief the Anzac Centenary Working Groups on the findings of the social research conducted to assist in planning for the Anzac Centenary.	\$2,500
Colmar Brunton	Review of the Veterans' Satisfaction Survey	\$10,240
Elliot & Shanahan Research	The provision of qualitative research into the promotion of Operation Life workshops, and provision of online training and resources.	\$70,000
Orima Research	Research to inform the development of a mental health literacy communication campaign	\$131,234
Ultrafeedback	Survey of practice managers	\$7,000
Westwood Spice Pty Ltd	Research on the experiences and needs of younger DVA clients who have been seriously injured or wounded.	\$37,000
TOTAL		\$382,645

Information about other communication activities, such as direct mail, is not readily available. The time and effort to accurately provide this information would be too resource intensive.

7. The Department will continue to advertise the Defence Service Home Insurance Scheme this financial year and tender, public notices and recruitment advertising will be conducted as required.

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Question 23

Outcome: All: Program All

Topic: Hospitality and Entertainment

(Written Question on Notice)

Senator EGGLESTON asked:

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

Answer

1 and 3.

This financial year to 31 May 2012, DVA spent \$20,810 on hospitality/entertainment. This amount is exclusive of GST and is predominantly for small purchases of refreshments for meetings and forums involving external parties, in particular ex-service organisations. To attempt to provide meaningful detail on date and location would involve an unreasonable diversion of departmental resources.

2 and 4.

Cost	Date	Location	Purpose
\$705.70	8 May 2012	Minister's Office Parliament House	Minister briefed representatives of key national ex-service organisations on veterans issues in the 2012-13 Budget

5 and 7.

Assuming the Department conducts a similar number of meetings and forums as last year, the expectation is that approximately the same amount would be spent.

6 and 8.

As has been practice in previous years, it is likely that the Minister will brief representatives of key national ex-service organisations on veterans' issues in the 2013-14 Budget in his Parliament House office. It is expected that costs would not vary significantly from the Budget 2012-13 event.

9. No.

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Question 24

Outcome All: Program All
Topic: Board Appointments
(Written Question on Notice)

Senator EGGLESTON asked:

1. List all of the boards within this portfolio, including: board title, terms of appointment, tenure of appointment and members.
2. What is the gender ratio on each board and across the portfolio?
3. Please detail any board appointments for this financial year to date.

Answer

1. A list of all boards within this portfolio as at 31 May 2012 is available at Attachment A.
2. As at 31 May 2012, the gender composition of boards, including ex-officio members, across the portfolio was as follows:

Body	Female		Male	
Repatriation Commission	0	0%	3	100%
Military Rehabilitation and Compensation Commission	0	0%	5	100%
Veterans' Review Board	12	31%	27	69%
Repatriation Medical Authority	1	20%	4	80%
Specialist Medical Review Council	4	14%	24	86%
Australian War Memorial Council	3	23%	10	77%
Prime Ministerial Advisory Council	4	40%	6	60%
Anzac Centenary Advisory Board	5	24%	16	76%
National Advisory Committee – VVCS	2	15%	11	85%
The Veterans' Children Education Boards/Military Rehabilitation and Compensation Act Education and Training Boards	25	45%	30	55%

3. This information is provided as part of Senate Order on Government Appointments prior to each Estimates hearing.

Attachment A

Member Name	Position	Current Term		Date of first appointment
		Start Date	End Date	
Repatriation Commission				
Mr Ian Campbell PSM	President	22 September 2008	21 September 2013	22 September 2008
Mr Shane Carmody	Deputy President	15 June 2009	14 June 2014	15 June 2009
Major General Mark Kelly AO DSC	Commissioner	1 July 2010	30 June 2015	1 July 2010
Military Rehabilitation and Compensation Commission				
Mr Ian Campbell PSM	Chair	n/a ex-officio	n/a ex-officio	22 September 2008
Mr Shane Carmody	Member	n/a ex-officio	n/a ex-officio	15 June 2009
Major General Mark Kelly AO DSC	Member	1 July 2010	30 June 2015	1 July 2010
Mr Paul O'Connor	Member	25 November 2009	23 August 2014	25 November 2009
Major General Gerard Fogarty AM	Member	29 September 2011	28 September 2016	29 September 2011
Veterans' Review Board				
Mr Douglas Humphreys	Principal Member	22 March 2010	21 March 2015	22 March 2010
Mr Gary Charles Barrow	Senior Member	1 January 2011	30 September 2015	1 October 2007
Mr Patrick Callioni	Senior Member	1 January 2011	30 September 2014	1 January 2011
Ms Alison Colvin	Senior Member	1 January 2011	30 September 2015	1 January 2011
Ms Jennifer D'Arcy	Senior Member	1 January 2011	30 September 2015	1 June 2001
Ms Jackie Fristacky	Senior Member	1 January 2011	30 September 2015	1 October 1997
Mr Edward Jolly	Senior Member	1 January 2011	30 September 2015	1 October 2007
Mr Christopher Keher	Senior Member	1 January 2011	30 September 2015	31 March 2008
Ms Hilary Kramer	Senior Member	1 January 2011	30 September 2015	30 July 1998
Ms Sylvia Winters	Senior Member	1 January 2011	30 September 2015	1 October 2006
Mr Christopher Charles Hamilton Wray	Senior Member	1 January 2011	30 September 2015	1 October 2006
Colonel Leslie Young (Ret'd)	Senior Member	1 January 2011	30 September 2015	1 October 1997
Mr Graham Quinlivan	Senior Member	7 December 2011	30 September 2015	7 December 2011

Mr Allan Anforth	Member	1 January 2011	30 September 2014	1 January 2011
Ms Zita Antonios	Member	1 January 2011	30 September 2015	1 June 2001
Ms Moira Brophy	Member	1 January 2011	30 September 2014	1 January 2011
Mr Scott Clark	Member	1 January 2011	30 September 2014	1 January 2011
Dr Rhonda Galbally	Member	1 January 2011	30 September 2014	1 January 2011
Mr Peter Gaughwin	Member	1 January 2011	30 September 2014	1 January 2011
Commodore Simon Hart (Ret'd)	Member	1 January 2011	30 September 2014	1 January 2011
Mr Geoffrey Hourn	Member	1 January 2011	30 September 2015	1 January 2011
Ms Morag McColm	Member	1 January 2011	30 September 2015	1 January 1998
Ms Jillian Moir	Member	1 January 2011	30 September 2014	1 January 2011
Mrs Carmel Morfuni	Member	1 January 2011	30 September 2015	1 January 2011
Lieutenant Colonel Francis Brown (Ret'd)	Services Member	7 December 2011	30 September 2015	1 June 2001
Group Captain Dr Robert Black AM RFD	Services Member	1 January 2011	30 September 2014	1 October 2006
Wing Commander Stuart Bryce (Ret'd)	Services Member	1 January 2011	30 September 2015	25 November 1991
Air Commodore Frank Burt OBE (Ret'd)	Services Member	1 January 2011	30 September 2015	1 January 1998
Ms Janet Hartmann	Services Member	1 January 2011	30 September 2015	1 June 2001
Lieutenant Colonel Alexander Main (Ret'd)	Services Member	1 January 2011	30 September 2015	1 October 2006
Major Gregory Mawkes MBE	Services Member	1 January 2011	30 September 2014	1 January 1997
Colonel Robin Regan CSC (Ret'd)	Services Member	1 January 2011	30 September 2015	28 May 1999
Colonel Roger Tiller AM CSC (Ret'd)	Services Member	1 January 2011	30 September 2015	1 October 2006
Air Commodore Bruce Robert Wood (Ret'd)	Services Member	1 January 2011	30 September 2015	1 October 2006
Major Warwick Anthony Young	Services Member	1 January 2011	30 September 2015	31 March 2008
Brigadier Mark Bornholt AM (Ret'd)	Services Member	1 January 2011	30 September 2015	1 January 2011
Captain James Craig Bruce (Ret'd)	Services Member	7 December 2011	30 September 2015	7 December 2011
Commander Iain Alexander Whitehouse (Ret'd)	Services Member	7 December 2011	30 September 2015	7 December 2011
Brigadier Christopher Hamilton	Services Member	7 December 2011	30 September 2015	7 December 2011
Repatriation Medical Authority (RMA) ¹				
Professor Ken Donald AO	Chairperson	1 July 2011	30 June 2012	20 July 1994
Professor Andrew Wilson	Deputy Chair	1 October 2010	30 September 2015	1 October 2002

Professor Gerard Byrne	Member	1 July 2009	30 June 2012	1 July 2009
Professor Flavia Cicuttini	Member	1 July 2009	30 June 2012	1 July 2009
Professor John Kaldor	Member	2 February 2011	1 February 2016	1 February 2000
Specialist Medical Review Council (SMRC) ²				
Associate Professor Jonathan Phillips	Convenor	1 July 2010	30 June 2012	5 March 2002
Professor Richard Bryant	Councillor	1 October 2010	30 June 2014	1 October 2010
Professor Rachelle Buchbinder	Councillor	1 July 2011	30 June 2016	1 July 2011
Professor Robert Cumming	Councillor	1 March 2011	28 February 2016	1 February 2009
Professor Albert Frauman	Councillor	1 March 2011	28 February 2016	1 February 2009
Professor John Funder AO	Councillor	1 March 2011	28 February 2016	1 February 2009
Professor Adele Green AC	Councillor	1 October 2010	30 June 2014	1 October 2010
Professor Andrew Grulich	Councillor	1 March 2011	28 February 2016	1 February 2009
Dr Charles Guest	Councillor	1 April 2010	31 March 2015	10 August 1997
Professor David Handelsman	Councillor	1 March 2011	28 February 2016	1 February 2009
Associate Professor John Hart	Councillor	1 March 2011	28 February 2016	17 November 1996
Professor Helen Herrman	Councillor	1 October 2010	30 June 2014	1 October 2010
Professor Ken Ho	Councillor	1 October 2010	30 June 2014	28 October 2005
Dr Michael Izard	Councillor	1 October 2010	30 June 2014	3 October 2002
Dr David Joske	Councillor	1 March 2011	28 February 2016	21 December 2001
Professor Geoffrey Littlejohn	Councillor	1 March 2011	28 February 2016	17 November 1996
Mr Glenn McCulloch	Councillor	1 October 2010	30 June 2014	1 October 2010
Professor Robyn McDermott	Councillor	1 October 2010	30 June 2014	1 October 2010
Professor Alexander (Sandy) McFarlane AO	Councillor	1 October 2010	30 June 2014	1 October 2010
Professor Paul Mitchell	Councillor	1 October 2010	30 June 2014	1 October 2010
Professor Eric Morand	Councillor	1 July 2011	30 June 2016	1 July 2011
Associate Professor Stephen Mulligan	Councillor	1 March 2011	28 February 2016	1 February 2009
Associate Professor Peter Nash	Councillor	1 July 2011	30 June 2016	1 July 2011
Dr David Glen Newman	Councillor	1 October 2010	30 June 2014	3 March 2006
Professor Justin O'Day	Councillor	1 October 2010	30 June 2014	1 October 2010

Professor Derrick Silove	Councillor	1 October 2010	30 June 2014	1 October 2010
Dr Constantine Tam	Councillor	1 March 2011	28 February 2016	1 February 2009
Associate Professor Andrew Wirth	Councillor	1 March 2011	28 February 2016	1 February 2009
Council of Australian War Memorial (AWM)				
Rear Admiral Kenneth Allan Doolan AO RAN (Ret'd)	Chair	12 November 2009	11 November 2012	12 November 2009
Mrs Wendy Sharpe	Member	30 June 2011	29 June 2013	25 May 2005
The Honourable Graham Edwards AM	Member	3 June 2010	2 June 2013	3 June 2010
Mr Kerry Stokes AC	Member	7 April 2011	6 April 2014	19 August 2007
Ms Jane McAloon	Member	7 April 2011	6 April 2014	7 April 2011
Air Vice-Marshal Julie Hammer	Member	7 April 2011	6 April 2014	7 April 2011
Mr Kevin Woods CSC OAM	Member	30 June 2011	29 June 2014	30 June 2011
Dr Allan Hawke AC	Member	21 March 2012	20 March 2015	21 March 2012
Major General Paul Stevens AO (Ret'd)	Member	21 March 2012	20 March 2015	21 March 2012
Mr Peter FitzSimons AM	Member	30 April 2012	29 April 2015	30 April 2012
Vice Admiral Ray Griggs AM CSC RAN	Ex-Officio Member	n/a - ex-officio		7 June 2011
Lieutenant General David Morrison AO	Ex-Officio Member	n/a - ex-officio		27 June 2011
Air Marshal Geoff Brown AM	Ex-Officio Member	n/a - ex-officio		4 July 2011
Prime Ministerial Advisory Council (PMAC)				
The Honourable Graham Edwards AM	Chair	1 December 2011	30 November 2014	6 September 2008
Mrs Julie Blackburn	Member	1 December 2011	30 November 2014	1 December 2011
Mr Michael Callan	Member	1 December 2011	30 November 2014	1 December 2011
Mr Andrew Condon CSC	Member	1 December 2011	30 November 2014	1 December 2011
Commodore Nick Helyer MBE RANR	Member	1 December 2011	30 November 2013	6 September 2008
Major Matina Jewell (Ret'd)	Member	1 December 2011	30 November 2014	1 December 2011
Mr Ken Kipping AM	Member	1 December 2011	30 November 2013	6 September 2008
Ms Dannielle Kitchen	Member	1 December 2011	30 November 2014	1 December 2011
Ms Anne Pahl	Member	1 December 2011	30 November 2013	6 September 2008
Mr Philip Pyke	Member	1 December 2011	30 November 2013	6 September 2008

Anzac Centenary Advisory Board (ACAB) ³				
Air Chief Marshal Angus Houston AC AFC (Ret'd)	Chair	6 July 2011	30 June 2012	6 July 2011
Air Marshal Mark Binskin AO	Ex-Officio Member	13 October 2011	30 June 2012	13 October 2011
Mr Ian Campbell PSM	Ex-Officio Member	13 October 2011	30 June 2012	13 October 2011
Rear Admiral Ken Doolan AO RAN (Ret'd)	Ex-Officio Member	13 October 2011	30 June 2012	13 October 2011
His Excellency Major General (Ret'd) Martyn Dunne	Ex-Officio Member	13 October 2011	30 June 2012	13 October 2011
Mr Luke Bowen	Member	13 October 2011	30 June 2012	13 October 2011
Professor Christine Charles	Member	13 October 2011	30 June 2012	13 October 2011
Ms Liz Ellis AM	Member	13 October 2011	30 June 2012	13 October 2011
Mr Peter FitzSimons AM	Member	13 October 2011	30 June 2012	13 October 2011
Professor Margaret Gardner AO	Member	13 October 2011	30 June 2012	13 October 2011
Mrs Kathryn Greiner AO	Member	13 October 2011	30 June 2012	13 October 2011
Mr Sandy Hollway AO	Member	13 October 2011	30 June 2012	13 October 2011
Professor David Horner AM	Member	13 October 2011	30 June 2012	13 October 2011
Major General Brian Howard AO MC ESM (Ret'd)	Member	13 October 2011	30 June 2012	13 October 2011
Dr Jackie Huggins AM FAHA	Member	13 October 2011	30 June 2012	13 October 2011
The Honourable Sandy Macdonald	Member	13 October 2011	30 June 2012	13 October 2011
Brigadier Bill Rolfe AO (Ret'd)	Member	13 October 2011	30 June 2012	13 October 2011
The Honourable Con Sciacca AO	Member	13 October 2011	30 June 2012	13 October 2011
His Honour Judge Rauf Soulio	Member	13 October 2011	30 June 2012	13 October 2011
Mr James Strong AO	Member	13 October 2011	30 June 2012	13 October 2011
Rear Admiral Davyd Thomas AO CSC RAN	Member	13 October 2011	30 June 2012	13 October 2011
National Advisory Committee on the VVCS – Veterans and Veterans Families Counselling Service (NAC)				
Dr Tony Austin AM – Veteran	Chairman	14 April 2009	13 April 2012	14 April 2009
Mr Martin Carr - Peacekeeper	Member	1 August 2004	1 December 2012	1 August 2004
Mrs Bronwyn Fullick – Partner and Families	Member	1 July 2007	1 December 2012	1 July 2007
Professor Malcolm Battersby - Psychiatrist	Member	14 April 2009	13 April 2012	14 April 2009

Mr Tim McCombe OAM - Vietnam Veteran	Member	1 July 2007	30 June 2012	24 March 1986-1993
Mr John Ryan OAM - Vietnam Veteran	Member	1 July 2007	30 June 2012	1 July 2007
Ms Tracey Negus - Daughter of Vietnam Veteran	Member	1 July 2007	30 June 2013	1 July 2007
Dr David Monash - General Practitioner	Member	1 July 2007	30 June 2013	1 July 2007
RSM-A Stephen Ward	Ex-Officio Member	n/a ex-officio		
Major General Mark Kelly AO DSC - Repatriation Commission	Ex-Officio Member	n/a ex-officio		
Assoc Professor David Forbes - Director ACPMH	Ex- Officio Member	n/a ex-officio		
Mr Michael Callan - Director General DCO	Ex- Officio Member	n/a ex-officio		
Mr Wayne Penniall - National Manager, VVCS	Ex- Officio Member	n/a ex-officio		
The Veterans' Children Education Boards/Military Rehabilitation and Compensation Act Education and Training Boards⁴				
Dr John Roulston	Member	7 March 2012	31 December 2014	18 April 2006
Mr Cyril Gilbert OAM	Member	7 March 2012	31 December 2014	1 January 1993
Ms Alison Armstrong	Member	7 March 2012	31 December 2014	1 January 1997
Mr Alan Reece	Member	7 March 2012	31 December 2014	15 December 2003
Reverend Samuel Seymour	Member	7 March 2012	31 December 2014	1 January 1990
Mr Phillip Lilliebridge	Member	7 March 2012	31 December 2014	7 March 2012
Mr Tony Smith	Member	7 March 2012	31 December 2014	7 March 2012
Mr Peter Jones	Member	7 March 2012	31 December 2014	7 March 2012
Mr James Davies	Member	7 March 2012	31 December 2014	21 July 1993
Ms Betty Fox	Member	7 March 2012	31 December 2014	1 January 1997
Mr Graeme Gatley	Member	7 March 2012	31 December 2014	22 December 1989
Ms Frances Conroy	Member	7 March 2012	31 December 2014	1 January 2002
Mr Raymond Stanley	Member	7 March 2012	31 December 2014	31 January 2005
Mr Lindsay Strong	Member	7 March 2012	31 December 2014	1 January 1994
Ms Janine Harvey	Member	7 March 2012	31 December 2014	29 September 2006

Tracy Dancer	Member	7 March 2012	31 December 2014	20 October 2009
Ms Denise Wilkowski	Member	7 March 2012	31 December 2014	28 October 2010
Mr Robert Webster	Member	7 March 2012	31 December 2014	1999
Ms Anne O'Kane	Member	7 March 2012	31 December 2014	23 May 2005
Mr Geoffrey Brewer	Member	7 March 2012	31 December 2014	23 July 2001
Mrs Judy Perlstein	Member	7 March 2012	31 December 2014	18 April 2006
Mrs Evelyn Morgan-Brooker	Member	7 March 2012	31 December 2014	23 July 2001
Professor Erica Frydenberg	Member	7 March 2012	31 December 2014	26 March 2003
Mr John Vincent	Member	7 March 2012	31 December 2014	29 September 2006
Mr Neil MacNeill	Member	7 March 2012	31 December 2014	3 February 2003
Mr George Halleen	Member	7 March 2012	31 December 2014	1 January 2000
Mr Malcolm Crosbie	Member	7 March 2012	31 December 2014	1 January 2000
Ms Caroline Payne	Member	7 March 2012	31 December 2014	20 January 2009
Ms Barbara Clinton	Member	7 March 2012	31 December 2014	21 December 1999
Mr Frederic Betts	Member	7 March 2012	31 December 2014	7 August 2003
Mr Lloyd Page	Member	7 March 2012	31 December 2014	3 February 2003
Dr Ian Fraser	Member	7 March 2012	31 December 2014	25 June 2007
Ms Liz Sullivan	Member	7 March 2012	31 December 2014	20 October 2009
Mr Leslie Vincent	Member	7 March 2012	31 December 2014	29 September 2006
Dr Fred Orr	Member	7 March 2012	31 December 2014	1 January 1997
Mr Sheldon Maher	Member	7 March 2012	31 December 2014	1 February 1993
Ms Marie Larkings	Member	7 March 2012	31 December 2014	28 October 2010
Commodore Nick Helyer MBE RANR	Member	7 March 2012	31 December 2014	2006
Mr Maurice L Green APM	Member	7 March 2012	31 December 2014	2006
Mr George Moscos	Member	7 March 2012	31 December 2014	28 October 2010
Ms Ruth Still	Member	7 March 2012	31 December 2014	2006
Dr Anthony McArthur	Member	7 March 2012	31 December 2014	7 March 2012
Ms Brie Backo	Member	7 March 2012	31 December 2014	7 March 2012
Mrs Margaret Green	Member	7 March 2012	31 December 2014	7 March 2012

Mr Byron Nicol	Member	7 March 2012	31 December 2014	1 January 1997
Mrs Dianne Smith	Member	7 March 2012	31 December 2014	4 February 2003
Mr Don Killion	Member	7 March 2012	31 December 2014	4 February 2003
Ms Sandy Verrier	Member	7 March 2012	31 December 2014	6 February 2002
Mrs Lynette Johnston	Member	7 March 2012	31 December 2014	2006
Ms Jan Hyde	Member	7 March 2012	31 December 2014	7 March 2012
Dr Marion Myhil	Member	7 March 2012	31 December 2014	7 March 2012
Ms Judy Travers	Member	7 March 2012	31 December 2014	7 March 2012
Ms Susan Diprose	Member	7 March 2012	31 December 2014	7 March 2012
Ms Maryanne Ryan	Member	7 March 2012	31 December 2014	7 March 2012
Mr Warwick Luttrell	Member	7 March 2012	31 December 2014	7 March 2012

The table provided is as at 31 May 2012.

¹ Professor Nick Saunders will commence as Chairperson of the RMA on 1 July 2012, with term expiry date of 30 June 2017. The Minister signed the instrument of appointment for Professor Saunders on 13 December 2011.

² The SMRC does not have a fixed number of members: a separate panel or 'review council' is constituted for each review and overall member numbers are determined by the number of reviews being managed by the Council at any one time. Length of appointment varies between three and five years. The Veterans' Entitlements Act 1986 (VEA) sets out the term of office for SMRC members, and, whilst a person may not be appointed to office for a period of more than five years, they are eligible for reappointment after that period.

³ The appointment date for ACAB members was previously reported (refer Supplementary Budget Estimates 19 October 2011, Question on Notice 5) as 12 October 2011, however this was the date of announcement. The date of appointment was 13 October 2011. The end date for current contracts is 30 June 2012, however commitment is intended to be for the duration of the program until 2018.

⁴ State based boards provided a one consolidated list. Note: The Boards previously reported on in October 2011 but not February 2012 as the current Boards were appointed in March 2012 and previous Boards ceased on 31 December 2011.

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Question 25

Outcome All: Program All

Topic: Freedom of Information

(Written Question on Notice)

Senator EGGLESTON asked:

1. Has the Department/agency received any updated advice on how to respond to FOI requests?
2. What is the total cost to the department to process FOI requests for this financial year to date?
3. How many FOI requests has the Department received for this financial year to date?
 - a) How many requests have been denied and how many have been granted?
 - b) Has the department failed to meet the processing times outlined in the FOI Act for any requests? If so, how many and why? Do any of these requests remain outstanding? If so, how many and why?
4. How many conclusive certificates have been issued in relation to FOI requests for this financial year to date?

Answer

1. The Department responds to FOI requests in accordance with the provisions of the *Freedom of Information Act 1982* (FOI Act) and Guidelines issued by the Office of the Australian Information Commissioner and the Department of the Prime Minister and Cabinet.
2. For the period 1 July 2011 to 31 May 2012 the cost was \$857,029.
3. a)

FOI Requests	2011-12 (to 31 May 2012)
Received	4,078
Finalised	4,204
Granted in full	3,597
Granted in part	51
Access Refused	37
Transferred	425
Withdrawn	94
Outstanding	239
Response-0 – 30 days	3,544
Response-31 – 60 days (consultation)	28
Response-31 – 60 days	98
Response-61 – 90 days	9
Response-over 90 days	6

One FOI request received prior to 31 May 2012 is being processed and is not overdue. This is a voluminous and complex request that has required the involvement of a number of Departmental officers.

3. b) The FOI Act requires requests to be processed within 30 days of receipt or within an extension of time approved by the Office of the Australian Information Commissioner or the applicant. For the period 1 July 2011 to 31 May 2012, 11 requests were not processed within the statutory timeframe or approved extended times. The Department is aware of its obligation to satisfy the requirements of the FOI Act, but in a small number of instances, where the requests are overly complex or voluminous, they are not finalised during the statutory timeframe or approved extended times. None of the 11 requests are outstanding.
4. Nil. The introduction of *Freedom of Information (Removal of Conclusive Certificates and Other Measures) Act 2009* means that Conclusive Certificates are no longer issued by the Office of the Australian Information Commissioner.

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Question 26

Outcome All: Program All

Topic: Community Cabinet Meetings

(Written Question on Notice)

Senator EGGLESTON asked:

1. What was the cost of Ministers travel and expenses for the Community Cabinet meetings held this financial year to date?
2. How many Community Cabinet meetings has the Minister attended? List date and location.
3. How many Ministerial Staff travelled with the Minister for the Community Cabinet meetings for this financial year to date? What was the total cost of this travel? Which Community Cabinet meetings did the Ministerial Staff attend? List date and location.
4. How many Departmental Officers travelled with the Minister for the Community Cabinet meetings for this financial year to date? What was the total cost of this travel? List travel type, accommodate and any other expenses. Which Community Cabinet meetings did the Departmental Officers attend? List date and location.
5. What was the total cost to the Department and the Ministers office for the Community Cabinet meetings for this financial year to date?

Answer

1, 2 and 3.

Nil in financial year 2011-12 to 31 May 2012.

4 and 5.

There is no change to the answer provided to Question on Notice 45 from Additional Estimates 15 February 2012.

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Question 27

Outcome All: Program All

Topic: Reviews

(Written Question on Notice)

Senator EGGLESTON asked:

For this financial year to date:

1. How many Reviews are being undertaken?
2. What reviews have concluded, and for those that are still ongoing, when will those reviews be concluded?
3. Which of these reviews has been provided to Government?
4. When will the Government be responding to the respective reviews that have been completed?
5. What is the estimated cost of each of these Reviews?
6. What reviews are planned?
7. When will each of these reviews be concluded?

Answer

For 2011-12 financial year to 31 May 2012.

1. Nil.

2 to 7.

Refer to the attached table.

DVA Reviews for the 2011-12 financial year.

Name of Review	Date Completed	Provided to Government	Timing of Government Response to Completed Review	Estimated Cost of Review
Analysis of the possible entitlement of service pension for members of the British Commonwealth Occupation Force (BCOF).	21 August 2011	26 August 2011	The Minister advised the peak BCOF ex-service organization on 7 May 2012 that service with BCOF would remain classified as operational service under the <i>Veterans' Entitlement Act 1986</i> .	The approximate direct cost of the review was \$8,000. This does not include the cost of staff of the Department who provided assistance to the review.
Review of Specialist Medical Review Council and Repatriation Medical Authority	31 August 2011	18 November 2011	The Minister noted the review. Implementation of the recommendations is underway.	The estimated direct cost of this review was \$78,000. This does not include the cost of staff of the Department who provided assistance to the review.

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Question 28

Outcome All: Program All

Topic: Consultancies

(Written Question on Notice)

Senator EGGLESTON asked:

1. How many consultancies have been undertaken this financial year to date? 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.

Answer

1. 57 consultancies have been undertaken this financial year to 31 May 2012 and the details requested are at AusTender (www.tenders.gov.au). The total value for these consultancies over their contract life is \$7.2m.
2. Two consultancies are currently planned for the remainder of this calendar year and these procurement opportunities have been advertised in the Annual Procurement Plan (APP) on the AusTender website (www.tenders.gov.au). The requested details are also available on the APP on the AusTender website.

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Question 29

Outcome All: Program All

Topic: Media Monitoring

(Written Question on Notice)

Senator EGGLESTON asked:

1. What was the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the Minister's office for this financial year to date?
 - a) Which agency or agencies provided these services?
 - b) What is the estimated budget to provide these same services for the year 2011-12?
 - c) What has been spent providing these services this financial year to date?
2. What was the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the department/agency for this financial year to date?
 - a) Which agency or agencies provided these services?
 - b) What is the estimated budget to provide these same services for the year 2011-12?
 - c) What has been spent providing these services this financial year to date?

Answer

1. and 2.

The same press clippings, electronic media transcripts etcetera are provided to the Minister's office and to the Department.

- a) Media Monitors provided these services.
- b) The estimated budget for the year 2011-12 is \$181,852 (ex-GST).
- c) The total expenditure as at 31 May 2012 was \$135,298.73 (ex-GST).

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Question 30

Outcome All: Program All

Topic: Social Media

(Written Question on Notice)

Senator EGGLESTON asked:

Has there been any changes to department and agency social media or protocols about staff access and useage of Youtube; online social media, such as Facebook, MySpace and Twitter; and access to online discussions forums and blogs since publication of the Australian Public Service Commission's Circular 2012/1: Revisions to the Commission's guidance on making public comment and participating online? If yes, please explain and provide copies of any advice that has been issue. If no, please explain why not.

Answer

There is no change to the answer provided to Question on Notice 49 from Additional Estimates 15 February 2012.

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Question 31

Outcome All: Program All

Topic: Contractors

(Written Question on Notice)

Senator EGGLESTON asked:

For this financial year to date:

1. Has the department/agency ever employed Hawker Britton in any capacity or is it considering employing Hawker Britton? If yes, provide details (including the work undertaken and the cost).
2. Has the department/agency ever employed Shannon's Way in any capacity or is it considering employing Shannon's Way? If yes, provide details (including the work undertaken and the cost).
3. Has the department/agency ever employed John Utting & UMR Research Group in any capacity or is it considering employing John Utting & UMR Research Group? If yes, provide details (including the work undertaken and the cost).
4. Has the department/agency ever employed McCann-Erickson in any capacity or is it considering employing McCann-Erickson? If yes, provide details (including the work undertaken and the cost).
5. Has the department/agency ever employed Cutting Edge in any capacity or is it considering employing Cutting Edge? If yes, provide details (including the work undertaken and the cost).
6. Has the department/agency ever employed Ikon Communications in any capacity or is it considering employing Ikon Communications? If yes, provide details (including the work undertaken and the cost).
7. Has the department/agency ever employed CMAX Communications in any capacity or is it considering employing CMAX Communications? If yes, provide details (including the work undertaken and the cost).
8. Has the department/agency ever employed Boston Consulting Group in any capacity or is it considering employing Boston Consulting Group? If yes, provide details (including the work undertaken and the cost).
9. Has the department/agency ever employed McKinsey & Company in any capacity or is it considering employing McKinsey & Company? If yes, provide details.
10. What contractors have been employed by the department/agency? If yes, provide details (including the work undertaken and the cost).

Answer

1. to 9.

The companies listed have not been employed by the department in the financial year 2011-12 to 31 May 2012.

10.

All contracts over \$10,000 are published on AusTender (www.tenders.gov.au) with their services and contract value.

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Questions 32

Outcome All: Program All

Topic: Discretionary Grants

(Written Question on Notice)

Senator EGGLESTON asked:

1. Could the Department provide a list of all discretionary grants, including ad hoc and one-off grants for this financial year to date? Please provide details of the recipients, the intended use of the grants and what locations have benefited from the grants.
2. Has the Department complied with interim requirements relating to the publication of discretionary grants?

Answer

1. All approved grants are published on the Department of Veterans' Affairs (DVA) website. Lists of all approved DVA grants can be found at the following links:

http://www.dva.gov.au/ex-service_organisations/grants/Pages/ApprovedGrantsList.aspx

http://www.dva.gov.au/ex-service_organisations/grants/Pages/OPCMR.aspx

The website lists two rounds of Veteran and Community Grants (July and October 2011); the Building Excellence in Support and Training Round 13 grants (July to August 2011); Phase 1 of the Service Delivery Integration (SDI) Grant (November 2011) and Phase 2 of the SDI Grant (May 2012). The tables provide details of the recipient, the purpose of the grant, the amount paid, the approval date, the term of the grant, the funding location and its postcode.

2. Yes. All grants are published on the DVA website within seven working days after the funding agreement is signed by both parties, noting that Phase 1 SDI Grants information was published between seven and 14 days after signing of the funding agreement.

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Question 33

Outcome All: Program All

Topic: Commissioned Reports

(Written Question on Notice)

Senator EGGLESTON asked:

1. How many Reports have been commissioned by the Government in your portfolio this financial year to date? Please provide details of each report including date commissioned, date report handed to Government, date of public release, Terms of Reference and Committee members.
 - a) How much did each report cost/or is estimated to cost? How many departmental staff were involved in each report and at what level?
 - b) What is the current status of each report? When is the Government intending to respond to these reports?

Answer

1. Nil.

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Question 34

Outcome All: Program All

Topic: Government Payment of Accounts

(Written Question on Notice)

Senator EGGLESTON asked:

For this financial year to date, has the department/agency paid its accounts to contractors/consultants etc in accordance with Government policy in terms of time for payment (i.e. within 30 days)?

1. If not, why not? Provide details, including what has been the timeframe for payment of accounts? Please provide a breakdown, average statistics etc as appropriate to give insight into how this issue is being approached)
2. 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 for the current financial year and the previous financial year?
3. Where interest is being paid, what rate of interest is being paid and how is this rate determined?

Answer

1. For the 2011-12 financial year to 31 May 2012, the Department of Veterans' Affairs (DVA) paid 94.1% of its invoices within 30 days of receipt of a correctly rendered invoice, in accordance with Government policy. Where delays in claims processing have occurred, they can generally be attributed to administrative delays in the validation and handling of claims. The issue continues to be successfully addressed through systems improvements and education which has resulted in incremental improvements in performance over the last three financial years.

1 July 2011 – 31 May 2012	Paid within 30 days	Paid within 31-44 days	Paid within 45- 60 days	Not paid within 60 days	TOTAL
	Paid on-time	(up to 14 days late)	(up to 30 days late)	(30 or more days late)	
Number of Invoices	8,868	253	132	171	9,424
% of invoices by number	94.10%	2.69%	1.40%	1.81%	100.00%

2. No interest has been paid on overdue amounts in the current or previous financial years.
3. Not Negotiable.

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Question 35

Outcome All: Program All

Topic: Stationery Requirements

(Written Question on Notice)

Senator EGGLESTON asked:

1. How much was spent by each department and agency on the government (Ministers/Parliamentary Secretaries) stationery requirements in your portfolio (i.e. paper, envelopes, with compliments slips) this financial year to date?
2. What is the department/agency's stationery costs for the financial year to date?
3. What was the department/agency's stationery costs for 2009-10 and 2010-11?

Answer

1. Expenditure on stationery is recorded for the whole Department under a single account code and it would be too resource intensive to identify what proportion was attributed to the Office of the Minister for Veterans' Affairs.
2. This financial year to 31 May 2012, the Department spent \$361,658 on stationery and office requisites. The Department's chart of accounts does not provide for a distinction between stationery and office requisites.
3. For the financial year 2009-10, the Department spent \$688,956 on stationery and office requisites. In 2010-11, the figure was \$532,098.

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Question 36

Outcome All: Program All

Topic: Government Payment of Accounts – Media Subscriptions

(Written Question on Notice)

Senator EGGLESTON asked:

1. Has there been any change to your pay TV subscription since the 2011-12 Additional Estimates (February 2012)?
 - a) If yes, please provide the reason why, the cost and what channels.
 - b) What is the cost for this financial year to date?
2. Has there been any change to your newspaper subscriptions since the 2011-12 Additional Estimates (February 2012)?
 - a) If yes, please provide the reason why, the cost and what newspapers.
 - b) What is the cost for this financial year to date?
3. Has there been any change to your magazine subscriptions since the 2011-12 Additional Estimates (February 2012)?
 - a) If yes, please provide the reason why, the cost and what magazines.
 - b) What is the cost for this financial year to date?

Answer

1.
 - a) Yes, there was an increase on 2 May 2012 to the Consumer Price Index. Subscription costs have increased by \$8.75 per month. Foxtel provides nine channel services to 11 outlets (connections) within DVA.
 - b) \$2,758.75
2. a) and b) to 3. a) and b).

Expenditure on newspapers and magazines are recorded against two account codes – one is titled 'Newspapers, Subscriptions, Journals, Magazines' and the other is titled 'Funding for the Library' (includes subscriptions for Manuals/Magazines/Journals). To extract details of what proportion was attributed to just magazines and newspapers would be too resource intensive.

The total expenditure against these account codes for this financial year to 31 May 2012 was \$47,320.

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Question 37

Outcome All: Program All

Topic: Travel Costs

(Written Question on Notice)

Senator EGGLESTON asked:

1. For the financial year to date, please detail all travel 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).
2. For the financial year to date, please 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).
3. Are the Government's Lowest Practical Fare travel policy for Domestic Air Travel (Finance Circular No. 2009/10) and Best Fare of the Day for International Air Travel (Finance Circular No. 2009/11) guidelines being followed? How is this monitored? If the guidelines are not being followed, please explain why.
4. Are lounge memberships provided to any employees? If yes, what lounge memberships, to how many employees and their classification, the reason for the provision of lounge membership and the total costs of the lounge memberships.
5. When SES employees travel, do any support or administrative staff (such as an Executive Assistant) travel with them? If yes, provide details of why such a staff member is needed and the costs of the support staff travel.

Answer

1. Please refer to the answer provided to Question on Notice number 56 from Supplementary Budget Estimates 15 February 2012 for the information from 1 July 2011 to 28 February 2012. For the period 29 February 2012 to 31 May 2012, no Departmental staff travelled with the Minister.
2. For the 2011-12 financial year to 31 May 2012 the Department spent \$7,571,853 on employee travel. This figure includes domestic and overseas travel. The expenditure breakup is shown in the table below.

Financial Year 2011/2012 to 31 May 2012

Travel type	Spend
Fares	\$4,369,027
Travel Allowances (meals and incidentals)/Accommodation/Parking/Tolls	\$2,835,370
Car hire	\$ 367,456
Total	\$7,571,853

Note: figures are GST inclusive where applicable

3. Yes. The booking systems used by DVA staff ensure that the Lowest Practical Fare for Domestic Air Travel and Best Fare of the Day for International Air Travel guidelines are being followed. Choice of fares, and the reasons for choosing fares, are monitored by DVA's travel management company and through DVA's travel system.
4. Lounge memberships are provided to employees who qualify. To qualify the employee must travel at least 12 times per year and have the endorsement of their Assistant Secretary. As at 31 May 2012 155 employees held QANTAS lounge memberships. Nineteen of these memberships are held by employees at the Senior Executive Service (SES) level. The remaining 136 memberships are held by non SES employees. Memberships are usually provided for periods of 2 years. The total cost of these memberships is \$65,250.

Eleven employees hold Virgin lounge memberships, ten of which have been provided free of charge by Virgin Australia and one has been paid for by the Department at a cost of \$468.75. Three of these employees belong to the Senior Executive Service (SES). The remaining eight are non SES employees.

5. Support or administrative staff, such as Executive Assistants, do not usually travel with SES employees

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Revised Question 38

Outcome All: Program All

Topic: Legal Costs

(Written Question on Notice)

Senator EGGLESTON asked:

1. What sum did each portfolio department and agency spend on legal services for this financial year to date within the department/agency? Please provide a list of each service and costs.
2. What sum did each portfolio department and agency spend on legal services this financial year to date from the Australian Government Solicitor? Please provide a list of each service and costs.
3. What sum did each portfolio department and agency spend on legal services this financial year to date from private firms? Please provide a list of each service and costs.
4. What sum did each portfolio department and agency spend on legal services this financial year to date from other sources? Please provide a list of each service and costs.

Answer

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.

1. This financial year to 31 May 2012, DVA has spent \$2.75 million on legal services within the department.
2. This financial year to 31 May 2012, DVA has spent \$1.50 million on legal services from the Australian Government Solicitor. **Note that this figure includes some barrister and disbursement costs paid via AGS.**
3. This financial year to 31 May 2012, DVA has spent \$3.20 million on legal services from private firms.
4. This financial year to 31 May 2012, DVA has spent \$0.72 million on legal services from other sources (barristers and disbursements)

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Question 38

Outcome All: Program All

Topic: Legal Costs

(Written Question on Notice)

Senator EGGLESTON asked:

1. What sum did each portfolio department and agency spend on legal services for this financial year to date within the department/agency? Please provide a list of each service and costs.
2. What sum did each portfolio department and agency spend on legal services this financial year to date from the Australian Government Solicitor? Please provide a list of each service and costs.
3. What sum did each portfolio department and agency spend on legal services this financial year to date from private firms? Please provide a list of each service and costs.
4. What sum did each portfolio department and agency spend on legal services this financial year to date from other sources? Please provide a list of each service and costs.

Answer

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.

1. This financial year to 31 May 2012, DVA has spent \$2.75 million on legal services within the department.
2. This financial year to 31 May 2012, DVA has spent \$1.50 million on legal services from the Australian Government Solicitor.
3. This financial year to 31 May 2012, DVA has spent \$3.20 million on legal services from private firms.
4. This financial year to 31 May 2012, DVA has spent \$0.72 million on legal services from other sources (barristers and disbursements)

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Question 39

Outcome All: Program All

Topic: Education Expenses

(Written Question on Notice)

Senator EGCELSTON asked:

1. What are the department/agency's guidelines on study? Please provide details.
2. For this financial year to date, detail all education expenses (i.e. in house courses and tertiary studies) for each portfolio department and agency. Include what type of course, the total cost, cost per participant, the employment classification of each participant, how many participants and the amount of study leave granted to each participant (provide a breakdown for each employment classification). Also include the reason for the study and how it is beneficial for the department/agency.

Answer

1. The Studies Assistance Scheme helps staff develop and enhance their skills and knowledge to meet current and future skill requirements. The Scheme is available for all employees to develop their skills, knowledge and qualifications to meet the current and future skill requirements of DVA and the APS. The Studies Assistance Policy applies to all DVA ongoing employees including ongoing part-time employees.

Generally, studies assistance will not apply to:

- non-ongoing employees;
- employees on probation; or
- Graduate APS (GAPS) employees in their first year of employment with DVA.

If an employee is approved as a student, the employee may be eligible for the following forms of assistance:

- study leave;
- additional leave for travelling to/from workplace to/from the educational institution;
- exam leave;
- financial assistance; and
- worker's compensation.

Applications for Studies Assistance are considered on a case by case basis by line areas.

Students can apply to receive financial assistance from DVA. However, the status of approved student or approved study leave does not automatically entitle a student to financial assistance. Claims for reimbursement are required to be lodged whilst staff members have on-going employment with the Department. The maximum amount of \$3,000 per calendar year may be available to students. In special circumstances, amounts over this can be approved.

2. 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.

Furthermore, in relation to training courses, there is no central recording of all departmental training. Individual business areas arrange training from time to time which is specific only to their area and needs. This training is not centrally recorded.

The time and resource effort to capture the information requested would be too resource intensive.

This financial year to 31 May 2012, the Department's financial management system has recorded expenditure of \$1,143,637 on learning and development activities. This figure is primarily payments to training providers for the design and delivery of courses and associated administrative costs, but does not include staff salary costs.

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Question 40

Outcome All: Program All

Topic: Executive Coaching and Leadership Training

(Written Question on Notice)

Senator EGCELSTON asked:

1. In relation to executive coaching and/or other leadership training services purchased by each department/agency, please provide the following information for this financial year to date:
 - a) Total spending on these services
 - b) The number of employees offered these services and their employment classification
 - c) 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)
 - d) The names of all service providers engaged
2. For each service purchased from a provider listed under 1.d), please provide:
 - a) The name and nature of the service purchased
 - b) Whether the service is one-on-one or group based
 - c) The number of employees who received the service and their employment classification
 - d) The total number of hours involved for all employees (provide a breakdown for each employment classification)
 - e) The total amount spent on the service
 - f) 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:
 - a) The location used
 - b) The number of employees who took part on each occasion (provide a breakdown for each employment classification)
 - c) The total number of hours involved for all employees who took part (provide a breakdown for each employment classification)
 - d) Any costs the department or agency's incurred to use the location

Answer

From time to time, individual business areas arrange coaching and leadership training which is specific only to their area and needs. This training is not centrally recorded and it would be resource intensive to accurately provide this information.

The Department runs two leadership development programs, which are corporately administered. These are the Executive Leadership Program (ELP) for Executive Level staff and the Looking Forwards Program (LFP) for APS 4 to APS 6 level staff. For these leadership development programs the answers are as follows:

1.

- a) \$265,559.
- b) These programs are offered to DVA employees at the relevant classifications – i.e. all Executive level staff and all APS 4 to APS 6 level staff. APS 3 level staff are invited to attend LFP if the program is considered suitable for the individual.
- c) This financial year to 31 May 2012, 48 staff attended ELP and 88 staff attended the LFP. These are internal training programs and therefore, study leave is not required.
- d) Yellow Edge (ELP) and ODS Management Consulting (LFP) were the service providers engaged.

2.

- a) Leadership training.
- b) Group based.
- c) This financial year to 31 May 2012, 48 Executive Level staff attended ELP and 88 APS 4 to APS 6 level staff attended the LFP.
- d) ELP – 26 hours per person / 1,248 hours total.
LFP – 17 hours per person / 1,496 hours total.
The hours indicated do not include preparatory and research work individuals undertake as part of the program. This would be difficult to determine and varies between individuals.
- e) \$265,559
- f) The cost noted above includes facilitation, course material, venue hire for ELP workshops only and travel costs for facilitators. There is a standard cost for the facilitation; however, the total cost of each program varies depending on the number of participants, course material required and location of the program.

3.

- a) The ELP workshop is held at Yellow Edge's premises in Barton, ACT.
- b) This financial year to 31 May 2012, 48 staff attended ELP across 3 programs.
- c) 21 hours per person / 1,008 hours total.
Please note, this does not include approximately 5 hours for recall and associated preparation and debriefing which occurs at DVA's premises.
- d) There is no separate cost to use the location. This is covered in the total contract cost for Yellow Edge's services.

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Question 41

Outcome All: Program All

Topic: Media Training

(Written Question on Notice)

Senator EGGLESTON asked:

1. In relation to media training services purchased by each department/agency, please provide the following information for this financial year to date:
 - a) Total spending on these services
 - b) The number of employees offered these services and their employment classification
 - c) 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)
 - d) The names of all service providers engaged
 2. For each service purchased from a provider listed under 1. d), please provide:
 - a) The name and nature of the service purchased
 - b) Whether the service is one-on-one or group based
 - c) The number of employees who received the service and their employment classification (provide a breakdown for each employment classification)
 - d) The total number of hours involved for all employees (provide a breakdown for each employment classification)
 - e) The total amount spent on the service
 - f) 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:
 - a) The location used
 - b) The number of employees who took part on each occasion
 - c) The total number of hours involved for all employees who took part (provide a breakdown for each employment classification)
- Any costs the department or agency's incurred to use the location

Answer

As at 31 May 2012 the Department had not purchased any media training services.

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Question 42

Outcome All: Program All

Topic: Paid Parental Leave

(Written Question on Notice)

Senator EGGLESTON asked:

1. Please list how many staff in each portfolio department and agency are eligible to receive payments under the Government's Paid Parental Leave scheme?
2. For this financial year to date list which department/agency is providing its employees with payments under the Government's Paid Parental Leave scheme? Please list how many staff and their classification are in receipt of these payments.

Answer

1. All employees with more than 12 months service who earn less than \$150,000 per annum and are the primary care-giver of the child are eligible to receive payment under the government's Paid Parental leave scheme. As eligibility is based on primary caring responsibility, the number of eligible staff cannot be identified.
2. As at 31 May 2012, 20 employees have received payment under the scheme.

Paid Parental Leave by Classification as at 31 May 2012	
Classification	Number
APS3	1
APS4	1
APS5	5
APS6	7
EL1	3
Legal 1	2
PAO3	1
Total	20

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Question 43

Outcome All: Program All

Topic: Training for Portfolio Minister and Parliamentary Secretaries

(Written Question on Notice)

Senator EGGLESTON asked:

1. For this financial year to date, how much has been spent on training for Ministers and Parliamentary Secretaries in your portfolio? Itemise each training, cost and for which Minister and/or Parliamentary Secretary the training was for.
2. For this financial year to date, how much has been spent on training for staff of Ministers and Parliamentary Secretaries in your portfolio? Itemise each training, cost and for which Minister and/or Parliamentary Secretary the training was for.
3. For this financial year to date, how much has been spent on training for designed to better suit the needs of Ministers and Parliamentary Secretaries in your portfolio? Itemise each training, cost and for which Minister and/or Parliamentary Secretary the training was for, and how many employees attended and their classification.

Answer

- 1, 2 and 3.
Nil.

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Question 44

Outcome All: Program All

Topic: Corporate Cars

(Written Question on Notice)

Senator EGGLESTON asked:

Please update if there have been any changes since Additional Estimates 2011-12 (February 2012):

- a) How many cars are owned by each department and agency in your portfolio?
- b) Where is the car/s located?
- c) What is the car/s used for?
- d) What is the cost of each car for this financial year to date?
- e) How far did each car travel this financial year to date?

Answer

a), b) and c)

There is no change to the answer provided to Question on Notice 36 from Supplementary Budget Estimates 19 October 2011.

- d) For this financial year (end May 2012) the running cost of the two cars in Ankara, Turkey was approximately \$10,200.

The running cost of the commercial vehicle located at Port Moresby (Bomana) War Cemetery, Papua New Guinea was approximately \$2,500.

The running cost of the commercial vehicle located at Rabaul (Bita Paka) War Cemetery, Papua New Guinea was approximately \$2,000.

- e) For this financial year the two cars located in Ankara, Turkey have travelled approximately 6,200km (purchased in May 2006) and 36,400km (purchased April 2011) respectively.

The commercial vehicle located at Port Moresby (Bomana) War Cemetery, Papua New Guinea has travelled approximately 14,200km (purchased in February 2010).

The commercial vehicle located at Rabaul (Bita Paka) War Cemetery, Papua New Guinea has travelled approximately 10,800km (purchased in December 2010).

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Question 45

Outcome All: Program All

Topic: Taxi Costs

(Written Question on Notice)

Senator EGGLESTON asked:

1. How much did each department/agency spend on taxis this financial year to date? Provide a breakdown of each business group in each department/agency.
2. What are the reasons for taxi costs?

Answer

1. The spend on taxis for this financial year to 31 May 2012 was \$763,358. The figures provided are inclusive of GST but do not include expenditure on taxis for veterans under the Repatriation Transport Program or for health services to veterans.

The breakdown by business group was:

Business Group	Amount
Secretary, Commissioner and Deputy President	\$ 11,966
State Deputy Commissioners	\$ 91,303
Veterans and Veterans Families Counselling Service	\$ 66,163
Corporate Division and Legal Services	\$108,495
Client and Commemorations Division	\$ 86,548
Rehabilitation and Support Division	\$206,087
Health and Community Services Division	\$156,402
Repatriation Medical Authority	\$ 9,605
Veterans Review Board	\$ 26,788

2. Typically taxis are used in conjunction with official travel. For example, travelling from airport to office. Taxis are also used by staff to travel to external meetings.

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Question 46

Outcome All: Program All

Topic: Credit Cards

(Written Question on Notice)

Senator EGGLESTON asked:

1. Provide a breakdown for each employment classification that has a corporate credit card.
2. Please update if there have been any changes since Additional Estimates 2011-12 (February 2012):
 - a) What action is taken if the corporate credit card is misused?
 - b) How is corporate credit card use monitored?
 - c) What happens if misuse of a corporate credit card is discovered?
 - d) Have any instances of corporate credit card misuse have been discovered? List staff classification and what the misuse was, and the action taken.
 - e) What action is taken to prevent corporate credit card misuse?

Answer

1. The total number of cards issued to Department of Veterans' Affairs employees as at 11 July 2012 was 264. The breakdown by employment classification was:

APS2	7
APS3	22
APS4	41
APS5	31
APS6	56
EL1	38
EL2	37
SES	26
Statutory Position Holders	4
Chair ANZAC Centenary Advisory Board	1
Principal Member-VRB	1
Total	264

2. a), b), c) d) and e).

There is no change to the answer provided to Question on Notice 38 from Supplementary Budget Estimates 19 October 2011.

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Question 47

Outcome All: Program All
Topic: Printing of Documents
(Written Question on Notice)

Senator EGGLESTON asked:

Does the department/agency print any hard copies of reports/statements/papers they produce? If yes, please list how many copies, where they are delivered and the cost.

Answer

Yes. The Department's printing needs for financial year to 31 May 2012 are listed below.

Title	Qty	Cost	Distribution
<i>Veterans' Entitlements Act 1986</i>	1000	\$58,500	External Organisations, Other Government Departments, Overseas Veterans' Affairs Agencies and Australian Embassy in Washington.
DVA Annual Report 2010-11	730	\$13,257	Statutory Requirements plus ad hoc.
VRB Annual Report 2010-11	600	\$4,210	Statutory Requirements plus ad hoc. Copies distributed to Parliament, ex-service organisation, and other Tribunals.
Data Matching Report 2010 – 2011	500	\$2,013	Statutory Requirements plus ad hoc.
Review of Military Compensation Arrangements: Report to Minister for Veterans' Affairs Vol. 1	32	\$330	Distributed to staff and clients on request.
Portfolio Budget Statements	400	\$2,893	House of Representatives, The Senate, Dept of Treasury, Dept of Finance and Deregulation, Minister, Parliamentary Library, Australian National Audit Office, Library Deposit Scheme Distribution Service, Department of Veterans' Affairs officers.
Portfolio Additional Estimates Statements	400	\$1,760	House of Representatives, The Senate, Dept of Treasury, Dept of Finance and Deregulation, Minister, Parliamentary Library, Australian National Audit Office, Library Deposit Scheme Distribution Service, Department of Veterans' Affairs officers.

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Question 48

Outcome All: Program All

Topic: Provision of Equipment

(Written Question on Notice)

Senator EGGLESTON asked:

1. For departments/agencies that provide mobile phones to Ministers and/or Parliamentary Secretaries and/or their offices, what type of mobile phone is provided and the costs.
2. For departments/agencies that provide electronic equipment to Ministers and/or Parliamentary Secretaries and/or their offices, what are the ongoing costs for this financial year to date? What were the running costs for 2009-10 and 2010-11?
3. Is electronic equipment (such as ipad, laptop, wireless card, vascio token, blackberry, mobile phone (list type if relevant), thumb drive (not an inclusive list)) provided to department/agency staff? If yes provide details of what is provided, the purchase cost, the ongoing cost and a breakdown of what staff and staff classification receives it.
4. Please update if there have been any changes since Additional Estimates 2011-12 (February 2012):
 - Does the department/agency provide their Ministers and/or Parliamentary Secretaries and/or their offices with any electronic equipment? If yes, provide details of what is provided, the cost and to who it is provided.

Answers

1. The Minister and his staff have the following mobile phones:
 - Minister – a Nokia C5 mobile phone and a Blackberry 9700;
 - seven staff - each received a Blackberry 9700; and
 - the Department does not provide mobile phones to Parliamentary Secretaries.

Ongoing costs for phone and data plans and usage associated with mobile phones and blackberries are set in accordance with Whole-of-Government panel pricing arrangements.

Costs:

Device	Purchase Price	Usage Costs
Mobile Phone	\$237.00	\$5.00 per month, plus call and SMS costs
Blackberry	\$768.50	\$34.95 per month, plus call and SMS costs and excess data charges

Invoices from the Department's mobile phone provider, Telstra, cover all of the Department's services. Usage costs for the Minister and his staff are not separated. To provide a more detailed breakdown of these costs for each individual device would involve considerable time and effort and be too resource intensive.

2. The Department does not provide electronic equipment to Parliamentary Secretaries. The following electronic equipment has been provided to the Minister and his offices:

Cost of ICT equipment provided to Minister and his offices is:

- Workstations - \$54,072 per annum (includes support);
- Printers - \$375 (for one small portable printer only);
- Video Conferencing unit - \$47,259;
- Laptops - \$8,400;
- iPads - \$2,712; and
- Blackberries - \$5,243.

With the exception of the workstations, costs listed above are for the one-off purchase price of the equipment. Ongoing costs for usage of printers, mobile phone plans and data plans for blackberries, iPads and laptops are in addition to these costs and are set in accordance with Whole-of-Government panel pricing arrangements. To provide an accurate breakdown of these ongoing costs for each device and for previous financial years would involve considerable time and effort and be too resource intensive.

3. All DVA staff are provided with a standard workstation suite of products (PC or thin client, monitor, phone, keyboard, mouse and desktop software) and support of those products is at an average annual cost of \$4,506.00 per person. Support is provided as a managed service under a Memorandum Of Understanding (MOU) with the Department of Human Services. Equipment and support costs are bundled together into a single charge for services provided to end users and cannot be separately identified.

Other equipment required by staff is issued on a case by case basis following approval of the business requirements for the item. Provision of a detailed breakdown of equipment provided to staff by cost and staff level would involve considerable time and effort and be too resource intensive. However, the following additional electronic equipment is provided by the Department via Whole-of-Government panel arrangements:

- Mobile Phones – 359
- Blackberries – 77
- iPads – 30
- Wireless broadband cards – 213
- Laptops – 117

Ongoing costs for phone and data plans and usage associated with mobile phones blackberries, and wireless broadband services for iPads and Laptops are set in accordance with Whole-of-Government panel pricing arrangements. The current cost for each device type across the whole of the agency is as follows:

Device	Usage Costs	Total cost for Department – July 2011 to May 2012
Mobile Phone	\$5.00 per month, plus call & SMS costs	\$120,859.30
Blackberry	\$34.95 per month, plus call & SMS costs and excess data charges	\$ 89,079.11
Wireless Broadband	\$35.00 per month, plus excess data charges	\$144,550.70

To provide a more detailed breakdown of these costs for each individual device and previous years running costs would involve considerable time and effort and be too resource intensive.

4. Yes. There have been changes. Refer to Question 2 above for the current list.

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Question 49

Outcome All: Program All

Topic: Electricity Purchasing

(Written Question on Notice)

Senator EGGLESTON asked:

1. Provide an update of the department/agency electricity purchasing agreement. Provide details of when this was entered into and the length of the agreement.
2. What were the department/agency electricity costs for 2009-10 and 2010-11?
3. What are the department/agency electricity costs for this financial year to date?

Answer

1. DVA's only electricity purchasing agreement is for Lovett Tower (Canberra Office). It is with ERM Power Retail electricity, as contracted by Defence Energy Services, acting on behalf of the Whole of Government. The contract commenced on 1 July 2011 and is for a period of four years.
2. 2009-10 - \$915,682
2010-11 - \$927,177
3. This financial year to 31 May 2012 - \$832,430.

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Question 50

Outcome All: Program All

Topic: Information for the Australian Greens and Independents

(Written Question on Notice)

Senator EGGLESTON asked:

1. Does the department/agency provide any information and/or undertake any requests for the Australian Greens? If yes, please provide the following information:
 - a) How is such work and/or information requests commissioned?
 - b) What work/information requests have been undertaken? Provide details and a copy of each work produced.
 - c) Has any such work and/or information requests been unable to proceed? If yes, provide details including what the work and/or information requests were and why it could not be undertaken.
 - d) How long is spent undertaking work and/or information requests for the Australian Greens? How many staff are involved and how many hours? Provide a breakdown for each employment classification.
2. Does the department/agency provide any information and/or undertake any requests for the Independents? If yes, please provide the following information:
 - a) How is such work and/or information requests commissioned?
 - b) What work/information requests have been undertaken? Provide details, including who the work/information was for and a copy of each work produced.
 - c) Has any such work and/or information requests been unable to proceed? If yes, provide details including what the work and/or information requests were, who they were from, who they were for and why it could not be undertaken.
 - d) How long is spent undertaken work and/or information requests for the Independents? How many staff are involved and how many hours? Provide a breakdown for each employment classification.

Answer

1. a), b), c) and d).

As a follow up to the Senate Inquiry into the provisions of the Veterans' Entitlements Amendment Bill 2011, departmental staff provided further briefing to Senator Penny Wright on the proposed legislation on 22 August 2011 for approximately one hour. This briefing was attended by the following:

- Sean Farrelly, General Manager Support Division (SES Band 2)
- Adam Luckhurst, National Manager, Rehabilitation and Entitlements Group (SES Band 1)
- Luke Brown, Director, Rehabilitation and Entitlements Group (EL2)

Mr Ross Bain, Chief of Staff to the Minister for Veterans' Affairs, was also present at the briefing.

Following this briefing, departmental staff provided a further briefing to Senator Wright on the 13 September 2011 in relation to an overview of the Veterans' Affairs portfolio. This briefing lasted approximately one hour and was attended by the same staff.

2. Nil.

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Question 51

Outcome All: Program All

Topic: Shredders

(Written Question on Notice)

Senator EGGLESTON asked:

Has the department/agencies purchased any shredders in the last 12 months? If yes, provide details of how many shredders were purchased, the cost of each shredder, why each new shredder was needed and the purpose for which the shredder is to be used.

Answer

No.

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Question 52

Outcome All: Program All

Topic: Carbon Tax

(Written Question on Notice)

Senator McKenzie asked:

1. Has the department modelled the impact of the carbon tax on their running costs? If so, what was the outcome? If not, why, not?
2. How much electricity does the department use? What is the department's total electricity spend?

Answer

1. At this point of time, DVA has not modelled the impact of the carbon tax on running costs.
2. The total amount of energy used by DVA in the 2010-11 financial year (the last full year's figures available) was 4,397,375 KwHrs, which cost \$927,177.

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Question 53

Outcome 1: Program 1.2 and 1.6

Topic: Health care - SIIP

(Written Question on Notice)

Senator RONALDSON asked:

On 23 April the Department of Defence released a paper in relation to the Support for Injured and Ill Project (SIIP), which contained 31 recommendations.

Recommendation 2.4: Defence and DVA develop processes and procedures that enable Defence to advise DVA of higher priority claims for liability processing and determination. Agreed service levels and benchmark processing times for these higher priority claims should be developed as part of this recommendation.

1. Has this been implemented?
2. What is the progress?
3. What are the "agreed service levels and benchmark processing times"?

Answer

1. The Department of Veterans' Affairs (DVA) has been working with Defence on the implementation of the Support for Injured and Ill Program (SIIP) recommendation 2.4.
2. The SIIP project was expanded and the title changed to reflect those wounded on operations, and became the Support for Wounded, Injured or Ill Program (SWIIP). The title change recognises the importance of supporting those wounded on combat operations, but also recognises the needs of members injured or ill in any way as a result of their service.

Defence and DVA have agreed to draft principles through which Defence will identify a priority claim and are now finalising processes to implement these draft principles. The process under development includes Defence obtaining individual member consent to raise the case with DVA.

3. DVA will continue to determine claims within the existing benchmarks on average, within 75 days for VEA and 120 days for SRCA/MRCA. However, DVA and Defence will agree on an appropriate timeframe on a case-by-case basis for priority claims. DVA will monitor the time taken to process to ensure the needs of the claimants are being met.

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Question 54

Outcome 1: Program 1.4

Topic: Compensation

(Written Question on Notice)

Senator RONALDSON asked:

In the Addendum to the Explanatory Memorandum accompanying the *Veterans' Entitlements Amendment Bill 2011*, the Government states that:

"The Repatriation Commission will be issuing appropriate policy guidance to Department of Veterans' Affairs staff to ensure offsetting occurs in line with the legislation and longstanding practice as outlined above. Ex-Service Organisations will be consulted during the development of this material."

1. Has 'policy guidance' concerning the offsetting arrangements implemented in this legislation been put into place?
2. What consultation has taken place with the ex-service community?

Answer

Yes. The comprehensive Compensation Offsetting Policies and Procedures Guide was endorsed by the Repatriation Commission on 2 February 2012. This was circulated to staff highlighting the need to adopt a consistent approach to the offsetting process. A review of the policy libraries contained within the Consolidated Library of Information and Knowledge (CLIK) used by staff has also been completed to reflect this policy. The Policies and Procedure Guide is also publicly available in CLIK.

A Commission Guideline to the operation of Chapter 19 of the *Guide to the Assessment of Rates of Veterans' Pensions* (GARP) was endorsed by the Repatriation Commission on 28 May 2012.

The policy resources outlined above, as well as improved communications resources, have been developed in consultation with the Ex-Service Organisation Round Table and the Operational Working Party forums at their meetings since August 2011. A full list is included in the table attached:

FORUM	DATE AND TYPE OF CONSULTATION
Operational Working Party (OWP)	21 November 2011 - letter to OWP members on legislative amendments and Explanatory Memorandum changes
	7 December 2011 meeting - Update on legislative amendments and project work
	27 March 2012 - email sent to OWP members to request feedback on draft Commission Guideline on operation of Chapter 19 of GARP V
	4 May 2012 meeting - Report on project progress and request for feedback on resources created
Ex Service Organisation Round Table (ESORT)	21 November 2011 - letter to ESORT members on legislative amendments and Explanatory Memorandum changes
	24 November 2011 meeting - Update on legislative amendments and project work
	22 March 2012 meeting - Report on project progress and request for feedback on resources created

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Question 55

Outcome 1: Program 1.5

Topic: FTB A and VCES

(FADT Hansard Proof 29 May 2012, p 107)

Senator RONALDSON asked:

Senator RONALDSON: Well, you're the one who said that you are conducting this review. You said that you were conducting a review around the concept of compensation and the concept of income and whether there is a differential there that is appropriate. And if it is not appropriate, the only way to address that would be to de-link, wouldn't it?

Mr Farrelly: That would be one approach. I am not saying it is the only approach, and I am not saying it is the only approach we are looking at.

Senator RONALDSON: Regarding the other matters you are referring to—the other potential options, and children under 16—are you suggesting a partial de-linking for children under 16?

Mr Farrelly: Yes.

Senator RONALDSON: But still attached to the de-linking?

Mr Farrelly: Yes.

Senator RONALDSON: Okay. So the de-linking sits above, and then there are a range of options under that.

Mr Farrelly: Well, there are other options as well for addressing the issue, but we need to work our way through those.

Senator RONALDSON: Perhaps you could take on notice what they are. I do not want to take up the time of the Senate tonight. Can you also guarantee that no family will be worse off under the FTB arrangements—those who are transferring from VCS to FTB?

Answer

The options considered by the Department include:-

- removing the preclusion between VCES/Military Rehabilitation and Compensation Act Education Training Scheme (MRCAETS) and FTB for over 16 year olds so they can access both payments in the same way as those under 16 year olds;
- introducing a new payment, equivalent to the under 16 year old rate, for secondary students aged 16 and over for whom FTB is payable;
- increasing the rate of VCES/MRCAETS to match FTB A and DVA take on the assessment of FTB B for DVA clients.
- increasing the VCES/MRCAETS to match FTB A rate increases and expect clients to access FTB B payments through the Department of Human Services.

Implementing any of these options would ensure a 'de-linking' of the VCES/MRCAETS rates to the Youth Allowance rate. Historically, Youth Allowance (formerly known as Austudy) was the primary payment for students. Therefore, there was a sound basis for a connection between Austudy/Youth Allowance and VCES/MRCAETS. Given the broader changes across Government in relation to student payments and the focus on the family payments, it is timely to consider the appropriate links between DVA student payments and the broader community student payments.

No family will be worse off under the FTB arrangements. If a family chooses to transfer to the FTB payment it will be because they are eligible for a higher payment. Safeguards in the application system ensure that a student will not transfer unless they are eligible for a higher payment under FTB.

In addition, VCES/MRCAETS clients who opt to receive FTB still have access to the additional benefits under the scheme, such as guidance, counselling, tuition and the opportunity to apply for special financial assistance in exceptional circumstances.

Many VCES/MRCAETS families have already established a relationship with the Department of Humans Services (DHS) from when their child was under 16 and eligible to receive both payments. For these families the transition to DHS has been largely straightforward. For those dealing with DHS for the first time, DVA and DHS organised a dedicated team to process FTB claim forms received by VCES/MRCAETS families in order to manage the transition carefully.

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Question 56

Outcome 1: Program 1.5

Topic: Veterans' Children's Education Scheme

(Written Question on Notice)

Senator RONALDSON asked:

On page 107 of the Proof *Hansard* Mr Farrelly indicates that the cost of 'duplicating' FTB payments by the Department of Veterans' Affairs was \$2 million. Can the Department provide a full breakdown of this cost over the forward estimates?

Answer

The following table shows the breakdown of the estimated cost over 4 years associated with:

- increasing the rate of education allowance under the Veterans' Children Education Scheme (VCES) and Military Rehabilitation and Compensation Act Training and Education Scheme (MRCAETS) for secondary and tertiary students living at home aged 16 and 17 years old to the same rate as Family Tax Benefit Part A (FTB A) for that age group; and
- removing the preclusion between the education allowance under the VCES and the orphan's pension paid under the *Veterans' Entitlements Act 1986*.

	Year 1 \$	Year 2 \$	Year 3 \$	Year 4 \$	Total \$
TOTAL ADMINISTERED	0.2M	0.4M	0.4M	0.4M	1.4M
TOTAL DEPARTMENTAL	0.2M	0.1M	0.1M	0	0.4M
TOTAL COST	0.4M	0.5M	0.5M	0.4M	1.8M

Note: A 1 January commencement date is assumed in year 1.

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Question 57

Outcome 1: Program 1.7

Topic: MRCA Review: Recommendation 22.2 – New Methodology

(FADT Hansard Proof 29 May 2012, p 109)

Senator RONALDSON asked:

Senator RONALDSON: Is the \$17.4 million that was announced taken into account as a notional amount for that one in five or is that outside the \$17.4 million?

Mr Bayles: The \$17.4 million is a net figure. It is a government allocation of expenditure of about \$39.6 million over four years with an offsetting saving.

Senator RONALDSON: I understand all that, but that gross—

Mr Bayles: The answer to your question is yes.

Senator RONALDSON: To do that you must have done some work to ascertain how many veterans there are and what the financial consequences of that might be. Can you give me that information, please?

Mr Bayles: Yes. As I said, we have estimated based on a sample that roughly one in five of these cases would have had a lower rate under the new methodology compared with the old, but the cost that has been made of the proposal recognises that we would not reduce the benefit in those cases, and that has been taken into account in the costing.

Senator RONALDSON: On the back of the sample?

Mr Bayles: On the basis of the sample that we looked at, yes. So the cost of the initiative is \$33.7 million over four years, and that estimate of the cost takes into account that some payments will not be reduced because of the principle of not reducing under the new method.

Senator RONALDSON: Can you take on notice how much has been effectively allocated within that cost to account for that, please?

Mr Bayles: I will take that on notice.

Answer

The cost to introduce a new methodology for calculating permanent impairment compensation under the *Military Rehabilitation and Compensation Act 2004* for those with compensation payable under more than one Act was estimated at \$33.7 million over four years. This consists of two components:

- the difference in cost between the old and new methodologies for decisions from 1 July 2013; and
- the cost of increased compensation payable following reassessment of decisions made after 1 July 2004.

The cost of not reducing compensation following reassessment of decisions made after 1 July 2004 is around \$8.3 million and this was taken into account in the \$33.7 million.

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Question 58

Outcome 1: Program 1.4

Topic: MRCA Review: Recommendation 7.7 – Training Courses under TIP

(FADT Hansard Proof 29 May 2012, p 112)

Senator RONALDSON asked:

Senator RONALDSON: Out of interest I have been advised at a recent ESO meeting that training courses under TIP are becoming less frequent and volunteers are required to travel further distances. Are you aware of that Mr Farrelly?

Mr Farrelly: TIP has always been essentially a volunteer organisation—

Senator RONALDSON: As the bulk of the ESO advocates are.

Mr Farrelly: I think an issue was raised in Tasmania about travel costs. The person who raised the issue thought that there had been an instruction go out that people should meet their own travel costs. When we investigated that we found that that was not the case. Is that the issue you have in mind? Because that is the only—

Senator RONALDSON: That has been put to me by one of the ESOs that it is both frequency and further distances are required to travel. Perhaps you could take that on notice.

Mr Farrelly: To my knowledge it is not the case, but I will certainly check it out and take it on notice.

Answer

The number of TIP courses scheduled to take place in 2012 (153) is in line with those scheduled for 2011 (154). Some courses may be cancelled due to insufficient enrolments, with a minimum of six attendees required for a course to be run.

The location and frequency of TIP courses are based on the identified needs of ex-service organisations (ESOs). Each year, ESOs are asked to advise DVA of their training needs for their authorised practitioners and the location they would like the courses to be run. This occurs primarily through the State Training Consultative Group (TCG), members of which are drawn from ESOs providing substantial pension and welfare services to the veteran community. ESOs can also advise their TIP training needs by writing to DVA.

In addition, the TIP training managers ensure that a rolling program of courses is run in each State so that practitioners can update their skills in accordance with insurance requirements.

A schedule is then developed based on the identified training needs and location suitability. The training schedule is ratified by the TCG and published on the DVA website. ESOs are also notified by mail.

Locations for courses are selected on the basis of ESO request and the availability of suitable venues, appropriate accommodation etc. The location of training courses may vary from year to year, however, at all times TIP endeavours to choose the most suitable and convenient location for the majority of participants. Wherever possible, TIP utilises ESO facilities for running training courses.

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Question 59

Outcome 1: Program 1.7

Topic: Review of Military Compensation Arrangements

(Written Question on Notice)

Senator RONALDSON asked:

The Government's response to the Review of Military Compensation Arrangements has a net cost of \$17.4 million over four years. Can the Department provide a year on year breakdown of the costs for each of the recommendations which has a cost, as well as an overall breakdown of the package costs, broken down year by year, over the forward estimates?

Answer

Recommendation/s	2012-13 \$'m	2013-14 \$'m	2014-15 \$'m	2015-16 \$'m	Total* \$'m
6.3	0.017	-	-	-	0.017
6.8	-	0.216	0.152	0.088	0.456
7.5	-	-0.545	-0.590	-0.639	-1.774
7.7 and 7.8	-	0.086	0.085	0.062	0.233
8.6 and 8.7	-	0.515	0.097	0.072	0.683
9.3	0.078	0.160	0.166	0.174	0.578
9.6	-	0.179	0.220	0.261	0.660
9.8	-	0.070	0.079	0.090	0.239
Paragraph 11.43 observation	-	0.051	0.078	0.108	0.236
12.2	-	-	0.033	0.036	0.069
17.1	0.143	0.145	-	-	0.287
17.3	-	-	0.191	0.193	0.383
20.2, 22.1 and 28.1	-	-	0.119	-	0.119
21.1	0.305	- 0.077	- 0.089	- 0.107	0.032
22.2	-	7.111	12.801	13.788	33.700
24.1, 24.2 and 24.3	2.980	- 3.406	- 10.120	- 11.694	- 22.240
29.2	0.129	-	-	-	0.129
DVA Total*	3.652	4.503	3.222	2.432	13.808
Defence (7.5)	-	1.191	1.217	1.165	3.573
Grand total*	3.652	5.694	4.439	3.596	17.381

* Due to rounding of individual components, the totals may not be exactly the sum of the component costs.

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Question 60

Outcome 1: Program 1.7

Topic: Review of Military Compensation Arrangements

(Written Question on Notice)

Senator RONALDSON asked:

Recommendation 10.2 of the Review of Military Compensation Arrangements was accepted by the Government, and an Agency Working Group is to be established. When will this be established, who will Chair it, and what outcomes are expected from it and when?

Answer

A cross-agency working group will be established in the first quarter of 2012-13. It will be chaired by a senior officer of the Department of Veterans' Affairs. The membership and terms of reference are being developed for consideration by relevant stakeholders.

The working group will examine at least the issues identified in Recommendations 10.2 and 12.4 of the report of the Review of Military Compensation Arrangements. At this stage, it is not possible to anticipate what outcomes will eventuate from the working group's consideration of those issues, or the timing of those outcomes.

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Question 61

Outcome 1: Program 1.7

Topic: Implementation of response to the *Review of Military Compensation Arrangements* (the Review)

(Written Question on Notice)

Senator WRIGHT asked:

As part of the 2012 Budget, the government announced its response to the *Review of Military Compensation Arrangements* (the Review)

1. Please provide details of the 'initiatives to better educate claimants, their representatives, and health providers to ensure that they are well informed about MRCA entitlements in the event of injury or death.'
2. What is the increase to the Eligible Young Person periodic payment under the MRCA for compensation following death? Who will be eligible for the increase?

Answer

1. The initiatives announced in the 2012 Budget to better educate claimants, their representatives, and health providers relate to the Government's responses to Recommendations 6.3, 7.7, 7.8, 20.2, 22.1, 24.1, 24.2 and 28.1. The Government's responses to the Review's recommendations are at:
http://www.dva.gov.au/pensions_and_compensation/Military%20Compensation%20Review/Pages/ResponsetoReview.aspx

Specific initiatives to address these recommendations are being developed. Recommendations 24.1 and 24.2 will necessitate departmental engagement with health providers across all health services. This will involve education of providers about DVA's card arrangements.

2. The pension rate for dependent children prescribed at sections 253 and 254 of the *Military Rehabilitation and Compensation Act 2004* (MRCA) will be re-aligned with the corresponding payment for dependent children under the *Safety, Rehabilitation and Compensation Act 1988* (SRCA) on 1 July 2013, subject to the passage of legislation.

The dependent children payments under the MRCA and SRCA are indexed on 1 July each year. As the indexation factors to be applied on 1 July 2013 are not known, it is not possible to determine the exact increase in the MRCA periodic payment rate. The current rates, following indexation on 1 July 2012, are \$87.57 per week under the MRCA and \$130.89 per week under the SRCA.

The increased rate will be payable to those eligible for weekly compensation under section 253 of the MRCA after 1 July 2013, i.e. following the death of a member or former member of the Australian Defence Force, those children under the age of 16, or up to the age of 25 if in full-time education, who have been found to have been wholly or mainly dependent on the member or former member prior to his or her death.

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Question 62

Outcome 2: Programs 2.1

Topic: Mental Health Expenditure

(FADT Hansard Proof 29 May 2012, p102)

Senator WRIGHT asked:

Senator WRIGHT: I have some questions regarding mental health programs and I believe they might be in outcome 2 or 3. Research indicates that veterans and partners of veterans experience higher levels of mental illness than the general population and this has significant implications for their children and extended family. Therefore, it is important that mental health services provide adequate support to current service personnel, veterans and their family members. My first set of questions relate to the level and adequacy of these mental health services. Firstly, what is the total amount that was allocated to veterans' mental health services and suicide prevention programs in this year's budget, please?

Ms Daniel: I do not have immediately a total of mental health expenditure that has been allocated in the 2012-13 budget. I can tell you that, in 2009-10 our expenditure on mental health was \$159 million. That expenditure includes private hospitals, public hospitals, services from consultant psychiatrists, pharmaceuticals, private psychologists, social workers, general practitioners and our expenditure through the Australian Centre for Posttraumatic Mental Health. It does not include other activities related to mental health, such as disabilities, applied research funding and staffing costs or a small amount of funding through some specific budget measures. It does include the VVCS.

Senator WRIGHT: And that was 2009-10?

Ms Daniel: That was 2009-10, so it is actually quite a process for us to prepare that total.

Senator WRIGHT: Yes, I understand that. I might need to ask you take that particular question on notice then, for this year's budget.

Ms Daniel: Yes. To compile that number for mental health we actually extract from, for example, our gross expenditure on pharmaceuticals and, post the event, work out those that are in certain categories, and similarly those private hospital episodes. So our forward estimates are not produced at that level of disaggregation. But we should have a 2010-11 number available shortly.

Senator WRIGHT: I was going to ask you later anyway the annual amounts allocated to all veterans' mental health services and suicide prevention programs under budgets over the past five years, so as much as you are able to do that, I would appreciate that. I understand it is not going to be particularly easy with the forward estimates because it is based after the event—that is what I am understanding you to be saying—but I would still appreciate some estimation of what they would be so that we can get some sense of the global expenditure from the budget for mental health.

Ms Daniel: We can take that detail on notice and look at what we can do. Obviously we have this calculation historically, but we can look at what we could do in terms of our forward projections.

Answer

The 2012-2013 budget estimate for the Veterans and Veterans Families Counselling Service, including mental health budget measures, is set out on page 57 of the Portfolio Budget Statements. Funding for other mental health services and treatments is across different programs within outcome 2.

The following table sets out mental health expenditure across outcome 2 across five financial years. Detail on these categories is provided in answer 63.

Mental Health Expenditure	06-07 \$m	07-08 \$m	08-09 \$m	09-10 \$m	10-11 \$m	5 year total \$m
Mental health budget measures	0.4	2.8	3.4	2.1	2.7	11.4
Australian Centre for Posttraumatic Mental Health (ACPMH)	1.6	1.2	1.2	1.3	1.3	6.6
Veterans and Veterans Families Counselling Service (VVCS)	18.0	21.2	23.9	22.1	24.1	109.3
Private Hospitals	30.5	30.2	30.4	32.0	33.0	156.1
Public Hospitals	25.7	23.8	31.1	30.1	30.9	141.6
Consultant Psychiatrist	14.6	17.1	17.2	17.5	17.7	84.1
Private Psychologists and Social workers	1.6	1.5	1.4	1.4	1.8	7.7
General Practitioners	20.1	17.1	20.2	19.9	19.6	96.9
Pharmaceuticals	35.3	34.8	34.6	34.5	34.7	173.9
Totals	147.8	149.7	163.4	160.9	165.8	787.6

Notes

Figures are rounded and are for administered expenditure only. This table includes expenditure on “Mental health budget measures”, which for 2009-10, increases the total from \$159 million (as stated on 29 May 2012 to the Senate Standing Committee) to \$160.9 million.

This data is based upon payments data and there is a claiming/processing time lag often of several months and sometimes longer, depending when claims for payment are made (which means these figures are subject to future revision).

This data is different to that reported through the Report on Government Services because it includes data on mental health literacy and education.

Data on treatment includes only data from those using treatment cards – it does not include data on those using the reimbursement care pathway under the *Safety, Rehabilitation and Compensation Act 1988* and the *Military Rehabilitation and Compensation Act 2004*.

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Question 63

Outcome 2: Programs 2.1

Topic: Central Mental Health Programs

(FADT Hansard Proof 29 May 2012, p103 &104)

Senator WRIGHT asked:

Senator WRIGHT: Thank you. I was asking about the central programs and you have actually given me a sort of overview, I guess, of all the various aspects of what would come within the rubric of mental health funding. I would like to have an idea or a list of the mental health services and suicide prevention programs that are funded under this year's budget and the details of the amount of funding that would be allocated against each program or service. I understand that you will not necessarily be clear but presumably you have estimates of what each of those services is designed to or is expected to cost for this current financial year that is now ahead, the forward estimate for this year. I understand that will not be possible to do tonight but I ask you take that on notice.

Ms Daniel: As I said, we can have a look at what we can do. Many parts of our treatment are covered off within our general medical schedule and cover those services provided by psychiatrists or psychologists, but we can certainly give you the sort of list that shows you the comprehensive range of mental health services that are available through our treatment regime and through the supplementary programs that the department and VVCS provide.

Senator WRIGHT: I am presuming that there would be some ability to differentiate, as opposed to just general health costs, between those that would pertain to psychiatric services and those that would pertain to medical services.

Ms Daniel: Sure. Certainly we can look at what we can do historically. As I said earlier, projecting forward at that level of disaggregation we may not be able to give you that level of detail.

Senator WRIGHT: I understand that degree of certainty but I would like to know what the basis of your budget is.

Ms Daniel: Sure.

Answer

As part of maintaining and enhancing the wellbeing and quality of life of eligible clients through health and other care services (outcome 2 of the portfolio budget statements), the Department of Veterans' Affairs provides access to a range of mental health services and treatment across the spectrum of care including:

- Prevention and early intervention initiatives, including mental health literacy to raise awareness of veteran mental health and encourage people to seek treatment if they need it;
- Primary care services including access to general practitioners who provide mental health assessment and access to treatment;
- Specialist mental health treatments, such as consultant psychiatrists, private psychologists and social workers;
- Veterans and Veterans Families Counselling Service (VVCS), including centre-based and outreach counselling, group therapy and after hours Veterans' Line services;

- public and private hospital services, including admissions, outpatient programs and specialist post traumatic stress disorder programs; and
- pharmaceuticals.

A number of mental health budget measures have also been funded over the past decade, relating to the following population health activities:

- online access to a range of mental health and self-help information, which is provided via the *At Ease* website (www.at-ease.dva.gov.au), the *Wellbeing Toolbox* (www.wellbeingtoolbox.net.au), and *The Right Mix* on alcohol use (www.therightmix.gov.au).
- training and education for health providers and staff of the Department of Veterans' Affairs, such as *Mind the Gap*, a physical and mental comorbidity training package for general practitioners; *VetAware*, face-to-face and online training for community nurses; and the recent *Training for Secondary Mental Health Workers* initiative for allied health workers in complex mental health case management.
- suicide prevention/awareness initiatives, including Operation *Life* workshops. These workshops are offered through the Veterans and Veterans Families Counselling Service (VVCS) centres across Australia. The workshops' emphasis is on suicide prevention—they aim to help members of the veteran community to recognise someone who might be having thoughts of suicide and to link them in with appropriate help. Operation *Life* workshops are not clinical treatment programs. Funding to continue these workshops was included in the 2012-13 budget (see page 24 of the portfolio budget statements).

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Question 64

Outcome 2: Program 2.1

Topic: Telehealth Services and Other Mental Health Services to which Funds were Allocated under this year's Budget

(Written Question on Notice)

Senator Wright asked:

1. Can you please tell me when the trial of in-home telehealth services for veterans will begin?
2. Will this telehealth service provide overall health support to veterans, including support and assistance to improve veterans' physical and mental health and general wellbeing?
3. What are the eligibility criteria and application process for veterans wishing to access this service?
4. While this sounds like a positive trial program, telehealth services are not an entire substitute for face-to-face medical or counselling support. What measures are in place to ensure that veterans receiving telehealth services can also access face-to-face, direct medical and/or counselling support as required?
5. How will the trial of in-home telehealth services for veterans be monitored and evaluated?
6. 'Operation Life' provides a framework for action to prevent suicide and promote mental health and resilience across the veteran community. In this year's Budget the Government announced it will provide \$400,000 over three years to extend the delivery of this program. Can you please provide details of the total amount of funds allocated to this program in this year's Budget?
7. Can you please provide details of the total annual amounts allocated to this program over the past 3 years?
8. Can you provide details of the number of veterans who accessed this program annually over the last three years?
9. Do you have forward estimates for either expected growth or reduction in numbers of veterans accessing this program?
10. (If yes) What is the expected growth/reduction over the next 3 years?
11. Is this additional funding commensurate with that expected growth/reduction?

Answer

1. The trial is planned to commence in Coffs Harbour from November 2012.
2. Veterans who participate in the telemonitoring trial will have a health care plan developed for them in consultation with their GP and a practice nurse coordinator.

The trial is likely to include elements that support their health care plan through the following:

- installation of telemonitoring equipment in their home and training to use it;
- equipment to measure vital signs and securely transmit data using the National Broadband Network;
- monitoring of health data by a practice nurse coordinator and the veteran's GP;
- prompt intervention for detected irregularities; and
- access to video consultations with their GP or practice nurse coordinator.

The potential benefits to those veterans and war widows participating in the trial include technology enhanced management of their chronic conditions and less time spent travelling to appointments. Overseas experience has shown that telemonitoring can have significant health benefits for those involved, including more responsive management of chronic conditions.

3. To be eligible to participate in the trial, a potential participant must be a DVA client with a Gold Card and in the Coordinated Veterans Care program, and have one or more of the following chronic conditions: congestive heart failure (CHF), coronary artery disease (CAD), chronic obstructive pulmonary disease (COPD) or diabetes.
4. Participation in the In-Home Telemonitoring trial will not preclude any currently available health services for participants. The additional telehealth services are an enhancement to existing health services. At any point in the trial a participant can see their medical/health professional.
5. The Department will be seeking the procurement of an evaluation supplier to provide continuous and end point evaluation of the trial.
6. and 7.

In the 2012-13 Budget, new funding of \$0.4 million was allocated to the Operation Life program. This comprises allocations of \$131,000 for the 2013-14 financial year, \$121,000 for the 2014-15 financial year, and \$121,000 for the 2015-16 financial year.

Expenditure for the past three years was as follows:

	2009-10	2010-11	2011-12
Expenditure	\$83,868	\$95,999	\$121,383

It is envisaged that expenditure of Operation Life in 2012-13 will be \$135,000.

8. The total number of participants from the veteran community who accessed Operation *Life* suicide prevention workshops over the last three years is 1,091 as follows:

July 2011 to 31 May 2012	355
2010-2011	364
2009-2010	372
Total	1,091

9. Trends from the last three years indicate that numbers appear to be consistent.
10. Not Applicable.
11. The allocated funding is sufficient to meet the anticipated demand for Operation *Life* suicide prevention workshops over the forward estimates.

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Question 65

Outcome 2: Program 2.4

Topic: Repatriation Transport Scheme – Provision for Support for Carers

(FADT Hansard Proof 29 May 2012, p 115)

Senator WRIGHT asked:

Ms Daniel: As I mentioned, our repatriation transport scheme is there to provide support to get the eligible persons to and from their medical appointments. But it does not extend to supporting their family in any associated travel.

Senator WRIGHT: This is an issue that has been raised with me by carers wherever they live but particular for veterans and carers in rural areas, who may have to travel significant distances to hospital or other treatment facilities and then stay there for some time to be able to visit their partner. It has been raised with me as a particular issue for carers of veterans who may be suffering from mental health issues like post traumatic stress disorder and so on. They are quite keen to be able to visit their loved one in hospital to keep them company and reassure them while they are away from their home. Just so I am clear, there is no provision of such support for carers of veterans in rural, regional and remote areas where the place of treatment may be some distance from the home of the veteran and their carer?

Ms Daniel: We will qualify this if I am wrong, but as I have stated our transport scheme supports the veteran in terms of transport and accommodation assistance and a medically required attendant but not partners in a general sense.

Mr Farrelly: For clients under SRCA and those getting rehabilitation under MRCA, if there was a clinical need then we would try and help with the costs of a carer. But I am better off taking that on notice and giving you some further information on that. But if there are carers involved, depending upon clinical need, we can provide some additional help and assistance.

Senator WRIGHT: It would be really helpful if you could do that. I guess that I would be interested in defining, in a sense, what those clinical needs might be and how they might be established. Thank you for that. I understand that if a veteran is hospitalised their carer's carer allowance payment is cancelled after six weeks. Is that correct? I understand that when they are away from home and hospitalised and the carer is not providing that physical day-to-day care, the carer allowance is cancelled.

Mr Farrelly: That too we would need to take on notice. You might have in mind carer allowance through Centrelink.

Senator WRIGHT: That probably is the case. That is the only carer allowance for carers of veterans that I am aware of. If I am wrong on that, I would be interested in being corrected on that.

Mr Campbell: You are right. We have not provided a carer allowance for some time. It was in the 1990s that it went to Centrelink. That is an issue for Centrelink, but in the spirit of trying to help the committee we will get some information from them.

Senator WRIGHT: Thank you very much—I appreciate that. If it is not prevailing on you too much—and if this is too difficult, I will understand—I would like to ask you about the process to reinstate a carer's carer allowance payment once the veteran is discharged from hospital. Is there a requirement to reapply for the allowance? That is the information that partners and carers have relayed to me.

Mr Campbell: I understand your question. We will do what we can in answering the first question. If we can then get any other information, we will try to answer the second as well.

Senator WRIGHT: Thank you for that. I suppose the question that has been asked of me is this: is there any possibility of having arrangements—because this occurs on a not infrequent basis—so that rather than that allowance being cancelled it is suspended so that it can be reinstated more simply when the veteran returns home.

Mr Campbell: Given our great desire to make sure that veterans and their families are well looked after, you are asking a very pertinent question. We will pursue that as well.

Answer

The following sets out the various travel arrangements under the three Acts.

Veterans' Entitlements Act 1986

The travel expenses incurred by the entitled person and their medically required attendant, when travelling for Commission approved treatment, will be reimbursed to the extent prescribed in the *Veterans' Entitlements Regulations 1986*; specifically regulation 9 and associated subregulations. There is no provision within the *Veterans' Entitlements Act 1986* which allows payment of travel expenses for an entitled person's spouse or partner except in the role of a medically required attendant.

Safety, Rehabilitation and Compensation Act 1988 and Military Rehabilitation and Compensation Act 2004

Clinical needs can be described as the effects of an injury or disease that lead to a person needing specific medical or allied health treatment as identified by a treating medical practitioner. Clinical need would normally be established by the person's treating medical practitioner.

This could include a requirement for a carer to take the person to medical appointments or facilitate the person's participation in various activities designed to help manage the effects of an injury or disease. For instance if a person with eligibility under the *Safety, Rehabilitation and Compensation Act 1988* or the *Military Rehabilitation and Compensation Act 2004* needed a carer to drive or accompany them to obtain necessary treatment, and such a need is supported by the treating medical practitioner, we would meet the carer's travel costs. If an overnight stay was necessary, reasonable meals and accommodation costs would be met.

Carer Allowance

Carers may also be eligible for support from the Department of Human Services (Centrelink). It provides a fortnightly Carer Allowance (CA) under the *Social Security Act 1991* to someone who provides daily care and attention at home to a person with a disability or medical condition. CA is not income or assets tested and can be paid in addition to wages, Carer Payment or other Centrelink payment.

The Department of Human Services has advised that:

- Carers receiving CA for an adult care receiver can utilise up to 63 temporary cessation of care (respite) days and 63 hospitalisation days per calendar year for payment of CA to be continued. A carer may claim or continue to qualify for CA where the care receiver is in hospital and the carer is participating in the care or treatment (i.e. where the carer makes regular visits and assists with feeding, exercising, etc).

- If the hospitalisation period exceeds 63 days, the carer may also use their 63 respite days for that calendar year (if they have any remaining) for payment of CA to be continued. Carers may be eligible to have the period extended and continue to be paid CA in special circumstances.
- Carers who have utilised their full respite and hospitalisation days and have had their CA cancelled are required to contact the Department of Human Services to reclaim payments once the care receiver returns home.

It should be noted that Carer Payment is an income support payment also administered by Centrelink for a person who is unable to work in substantial paid employment because they are providing full-time care to a child or adult with a severe disability or medical condition, or someone who is frail aged. Carer Payment is subject to an income and assets test and is paid at the same rate as other income-support payments, such as the age pension or service pension.

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Question 66

Outcome 2: Program 2.4

Topic: Respite Services for Carers of Veterans

(FADT Hansard Proof 29 May 2012, p 116)

Senator WRIGHT asked:

Senator WRIGHT: Thank you very much. What respite services or care exists for carers of veterans through DVA?

Ms Daniel: We have a range of initiatives. I will follow up with the detail on notice, because I do not have it all with me. But our veterans home care program allows some respite support. That is probably the key initiative that we have. Obviously, through our community nursing programs we provide additional support, although that is not specifically respite care. Veterans can also access a range of community programs. We also offer some respite through our hospital arrangements. We will confirm those on notice for you.

Senator WRIGHT: Thank you for that. Perhaps you could also take on notice whether there is any coordination between DVA and other government departments to enable carers of veterans to access additional respite care if needed. I am thinking of FaHCSIA, perhaps. If you could look into that and give me—

Answer

1. What respite services or care exists for carers of veterans through DVA?

The Department of Veterans' Affairs (DVA) provides respite care to eligible veterans and war widow/widowers through the Veterans' Home Care (VHC) program.

Respite care may be provided:

- in-home;
- in an Australian Government-funded aged care facility; *or*
- as Emergency Short Term Home Relief (ESTHR).

• *In-home respite care*

DVA provides in-home respite to eligible members of the veteran community to allow a carer to have a break while a care worker comes into the home to take over the caring role. The in-home respite care may occur while the carer is absent from the home or while they are at home, but it must enable the carer to be relieved of caring tasks.

In any one financial year, DVA will pay for up to 196 hours of in-home respite care to entitled veterans and war widow/widowers.

• *Residential respite care*

Residential respite provides short-term care in an Australian Government-funded aged care facility or other approved accommodation for people:

- who are being cared for and whose carer is in need of a temporary break from the caring role;
- who do not have a carer, but are in need of respite care; *and*
- who intend to return to the community.

DVA, through the VHC program, arranges for approval of residential respite care in an Australian Government funded aged care facility.

The Australian Government, through the Department of Health and Ageing (DoHA), pays a subsidy to residential aged care facilities for up to 63 days in a financial year for people who have been assessed as needing respite care in a residential setting. This subsidy is available to all members of the community, including veterans and war widow/widowers.

In addition to this subsidy, DVA will pay the basic daily care fee for veterans and war widow/widowers for up to 28 days (of the 63 days) in a financial year.

For Australian former Prisoner of War (POW) and Victoria Cross (VC) recipients, DVA will pay the basic daily care fee for up to 63 days in a financial year.

If the eligible veteran or war widow/widower utilises a combination of residential and in-home respite care in a financial year, for entitlement calculation purposes seven hours of in-home respite is counted as one day of residential respite.

- *Emergency Short-Term Home Relief (ESTHR)*

Emergency Short-Term Home Relief (ESTHR) means care provided to eligible veterans and war widow/widowers when their carer is suddenly or unexpectedly unable to continue to provide care because of a crisis situation and general community services are not available. If the only alternatives are admission to hospital or being left without adequate care, DVA will provide in-home care until general community services can be arranged or until the veteran or war widow/widower's usual carer is able to resume the caring role.

DVA will fund ESTHR for up to three days (72 hours) of continuous emergency care, with a limit of three episodes per financial year (216 hours).

ESTHR is in addition to the 196 hours (28 days) of respite care paid by DVA in a financial year.

2. Whether there is any coordination between DVA and other government departments to enable carers of veterans to access additional respite care if needed?

In addition to the respite services available through, or funded by, DVA, veterans and war widow/widowers also have access to Australian Government funded respite services available to members of the general community, such as the National Respite for Carers Program, Community Aged Care Packages (CACPs) and Extended Aged Care at Home (EACH) packages.

DVA's contracted VHC assessment agencies are responsible for assessing and coordinating services, including respite care, for eligible veterans and war widows/widowers. This includes arranging referrals to other, non-DVA services, including carer services where appropriate.

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Question 67

Outcome 2.4: Program Veterans' Counselling and Other Health Services

Topic: Booked Car Scheme – Quality of Service

(FADT Hansard Proof 29 May 2012, p119)

Senator RONALDSON asked:

Senator RONALDSON: A number of colleagues, including the member for Longman, the member for Macarthur and particularly the member for Hinkler, have expressed a very real concern about the quality of service since the 1 March changes. Mr Neville has advised me of charges that clients have been left waiting on footpaths for unusual periods, that some clients have not been picked up and that at other times people have been asked to pick up people who have been left stranded by other providers. Is there a service requirement built into the tender documents?

Ms Daniel: You are referring to the transition issues from the new arrangements we introduced on 1 March following a national tender. With that national tender we put in some specific service requirements into contracts. I will ask Dr Christine McPaul to take you through those in more detail.

Dr McPaul: As Ms Daniel was saying, with the implementation of the new contractual arrangements for the Booked Car Scheme we have included a range of performance-monitoring requirements which go to the question of quality and the nature of the service provided under the tender arrangements. I can take you through some of the kinds of things that we consider important in providing a quality service to our vets.

Senator RONALDSON: As much as I would love to hear your dulcet tones in relation to this, regrettably, I think we might need to take that on notice.

Answer

Yes, the tender documents specified DVA's service requirements. This information is detailed in the Booked Car Scheme Guidelines for Taxi and Hire Car Contractors, available at http://www.dva.gov.au/service_providers/Documents/booked_car_scheme_guidelines_taxi_hire_car_contractors.pdf

The performance monitoring and reporting requirements which are a key component of the contracts are attached. Under the new contracts, more stringent monitoring of service levels is taking place and the future allocation of jobs will partly be determined by veterans' satisfaction levels. Of course, this relies on veterans informing DVA if they have a bad experience.

DVA'S PERFORMANCE MONITORING AND REPORTING REQUIREMENTS

1. Performance Monitoring and Reporting

1.1. The **contractor** shall:

- ensure that all drivers, telephone operators and subcontractors are able to demonstrate and have a full understanding of the **DVA's** requirements and service standards;
- be responsible for managing the performance of drivers, telephone operators and subcontractors and for ensuring their compliance with service standards accordingly; and
- have an appropriate complaints handling mechanism in place.

1.2. The delivery of the required services must achieve the minimum benchmark (or standard) of performance against the Key Performance Indicators (KPI's). Formal performance reviews will be undertaken against these benchmarks (standards) on a regular basis.

	KPI	BENCHMARK	METHOD OF MEASUREMENT
Pick-up & Transport	Arrival time of vehicle	Pick-up DVA client at a suitable time to ensure arrival at either inbound or outbound destination within a <u>reasonable</u> ¹ time of the: (i) advised appointment time; <i>or</i> (ii) advised 'ready now' pick up time.	<ul style="list-style-type: none"> • Transport Booking Invoicing System (TBIS) • Invoice trip data. • Feedback from DVA clients and health providers.
	Vehicle dispatch	Correct type of vehicle should be dispatched on <u>all</u> occasions for disabled and/or aged / frail person e.g. dispatch of wheelchair accessible vehicle or sedan.	<ul style="list-style-type: none"> • TBIS • Feedback from DVA clients and health providers.

¹ Reasonable time to ensure safe embarkment/disembarkment and arrival at the destination prior to the appointment time. In some circumstances, DVA or the client may specify a pick-up time.

	KPI	BENCHMARK	METHOD OF MEASUREMENT
Pick-up & Transport	Sighting Gold/White Card or authorisation letter	Drivers to sight Gold/White Card or authorisation letter prior to transporting DVA client in <u>all</u> cases.	<ul style="list-style-type: none"> • Feedback from DVA clients and health providers • Invoices
	Trained drivers	<u>All</u> drivers undertaking DVA work should be professional drivers who are trained and aware of the needs of the aged/frail veteran community. Assistance should be provided to DVA client as required.	<ul style="list-style-type: none"> • Feedback from DVA clients and health providers
	Vehicle cleanliness	<u>All</u> vehicles should be clean and maintained in line with state/territory government requirements.	<ul style="list-style-type: none"> • Feedback from DVA clients and health providers
	Airport pickups	<u>All</u> DVA clients to be contacted the day prior to travel to confirm pick-up time. Aircraft arrival times to be checked in <u>all</u> situations.	<ul style="list-style-type: none"> • Feedback from DVA clients and health providers
	Late vehicle notification	If vehicle is running late, contact with DVA client or health provider should be made in <u>all</u> situations to advise of anticipated pick-up time.	<ul style="list-style-type: none"> • Feedback from DVA clients and health providers. • TBIS
	Long distance trips	<u>All</u> DVA clients to be contacted the day prior to travel to confirm pick-up time.	<ul style="list-style-type: none"> • Feedback from DVA clients

	KPI	BENCHMARK	METHOD OF MEASUREMENT
Hand Backs	Hand backs	Percentage of hand backs should <u>not be greater than 1%</u> of the DVA bookings to individual contractors over a one month period.	<ul style="list-style-type: none"> • TBIS
	Advanced booking hand backs	<p><u>Local distance trips</u> - DVA to be advised <u>no less than 60 minutes</u> prior to the required pick-up time. Hand backs for early morning bookings (i.e. bookings for pick-up by 11am) should be sent back to DVA by <u>5pm</u> the day prior to travel.</p> <p><u>Long distance trips</u> - DVA to be advised as soon as <u>reasonably practical</u>.</p>	<ul style="list-style-type: none"> • TBIS
	Immediate booking hand backs	DVA to be advised within <u>15 minutes</u> of booking receipt.	<ul style="list-style-type: none"> • TBIS
Invoicing	Submission of correctly rendered/accurate invoice and supporting trip data	<p><u>Correct pricing</u> submitted.</p> <p><u>No booking duplications</u>.</p>	<ul style="list-style-type: none"> • Invoices • Trip data • TBIS
	Trip data	<u>All</u> trip data details as identified in Schedule Part L (7) of the Deed of Agreement submitted to DVA.	<ul style="list-style-type: none"> • Trip data • TBIS

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Question 68

Outcome 2: Program 2.4

Topic: Booked Car Scheme – Quality of Vehicle/Quality of Driver

(FADT Hansard Proof 29 May 2012, p119)

Senator RONALDSON asked:

Senator RONALDSON:.....But can I ask you whether quality of vehicle, for example, is in that list?

Ms Daniel: In the tender assessment process, we put the emphasis on quality of driver and ensuring that the driver was aware of the specific issues for veterans. We did not put a specific weighting on quality of vehicle per se.

Dr McPaul: We do require that all vehicles be maintained in a clean condition in line with the expectations of the licensing arrangements in each jurisdiction.

Senator RONALDSON: I understand that, and I am sure that the veterans will be pleased that the car is clean. But what you are telling me is that there are actually no quality provisions in relation to the types of vehicles that are provided. That may particularly be an issue for those who are travelling long distances. Is there a complaint process and have you received many complaints? If you want to take that on notice, you can. But if you could tell me what the nature and extent of those complaints are, I would be grateful.

Ms Daniel: I am happy to go through it in detail. In the 11 months since July 2011 we have received approximately 330 formal complaints from veterans in relation to their travel. I would like to emphasise that we arrange more than 800,000 trips in a year. On an average day we arrange around 3,600 trips and handle around 2,500 to 3,000 phone calls in relation to travel. We have had a higher rate of complaints since 1 March. I think the number is 160, but I will get Christine to confirm that. But in managing our transition to these new arrangements we have been very actively seeking those complaints from the veteran community and we have been following them up with the taxi companies involved—

Senator RONALDSON: I am terribly sorry to interrupt. I normally would not do it, but we are so pressed for time. Can you take the bulk of that on notice.

Answer

In the booked car scheme tender, DVA placed emphasis on the quality of the driver and ensuring the drivers are trained and attuned to the needs of the veteran community and frail aged passengers. Furthermore, the transport industry is regulated at the state/territory government level, and all contractors must meet the professional, ethical and quality service standards set by the relevant regulatory body. State/territory government legislation requires taxi networks to have their own internal complaint handling mechanisms and provide reports. If there are serious breaches, state/territory regulators will undertake appropriate action.

DVA has its own complaint handling mechanism. DVA has been encouraging veterans and health providers to advise if they receive poor client service. DVA has a dedicated performance monitoring team focused on monitoring the quality and timeliness of services, allowing DVA to follow up with the transport provider.

DVA has been actively managing the transition process to the new arrangements, including face to face meetings with Ex-Service Organisations, state transport regulators and transport providers to address service issues and identify best practice.

Since July 2011, DVA has arranged 867,992 person trips (as at 26 June 2012) and received only 374 formal complaints (current as at 26 June 2012) from veterans and health providers in relation to their travel. 213 complaints have been received since the implementation of the new contracts on 1 March 2012.

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Question 69

Outcome 2: Program 2.4

Topic: Travel for Treatment

(Written Question on Notice)

Senator RONALDSON asked:

On page 119 of the proof Hansard the Department indicates an increase in the number of complaints since the new tender arrangements came into place. Can the Department provide an update of this figure, as well as an indication of complaints lodged by state/territory for the year 2010-11 and 2011-12.

Answer

Since July 2011, DVA has arranged 867,992 person trips (as at 26 June 2012) and received 374 formal complaints (current at 26 June 2012) from veterans and health providers in relation to their travel. 213 of these complaints have been received since the implementation of the new contracts on 1 March 2012.

A breakdown of the complaints received since 1 July 2011-26 June 2012 is shown in Table 1 below:

Table 1 BCWD Complaints by Category

Category	Number of Complaints (%)
Driver behavior	34 (9.1%)
DVA service quality	99 (26.5%)
Tender outcome	35 (9.4%)
Transport provider timeliness	176 (47.0%)
No information provided to identify nature of complaint	30 (8.0%)
	374 (100%)

The breakdown of complaints for 2010-11 and 2011-12 by state/territory is provided in Table 2 and Table 3 respectively.

Table 2: 2010/2011 BCWD Complaints by State/Territory

State	Total
ACT	2 (0.5%)
NSW	35 (7.9%)
NT	0 (0%)
QLD	80 (18.0%)
SA	27 (6.1%)
TAS	8 (1.8%)
VIC	256 (57.7%)
WA	36 (8.1%)
Total	444 (100%)

Source: DVA complaints and Feedback Management System

Table 3: 2011/2012 BCWD Complaints by State/Territory (Year to date 26 June 2012)

State	Total
ACT	10 (2.7%)
NSW	128 (34.2%)
NT	0 (0%)
QLD	106 (28.3%)
SA	15 (4.0%)
TAS	17 (4.5%)
VIC	52 (13.9%)
WA	46 (12.3%)
Total	374 (100%)

Source: DVA complaints and Feedback Management System

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Question 70

Outcome 2: Program 2.5

Topic: Travel for Treatment

(Written Question on Notice)

Senator RONALDSON asked:

1. When re-tendering for the Department's Booked Car With Driver service, what criteria did the Department require a tender provider to meet?
2. What minimum service standards are in place?
3. Under the tender arrangements, what does the Department require the driver do to assist their client – ie assist in and out of the vehicle, in and out of the residence, etc?
4. How many regions have new travel operators as a result of the tender arrangements?
 - a) Of these, how many of the new operators are taxi providers?
5. Will the Department provide a breakdown of services provided by state/territory and also by Federal electorate?

Answer

1. Tenderers were advised that DVA would evaluate tenders against the criteria listed below. The importance of each criterion is indicated by the weighting percentage.

Criterion	Weighting
Demonstrated capability, experience and performance in the following areas:	
Providing a reliable on time service	35%
Providing client service particularly addressing the needs of the frail and aged and the general veteran/war widow community	35%
Effectively administering an established booking management system to meet DVA's requirements	20%
Environmental considerations *	10%
Total	100%

* Australian Government procurement policy requires that agencies, within the context of obtaining 'Value for Money', take account of relevant environmental policy, legislation and Government targets in purchasing activities. Tenderers were asked to indicate what measures they would take in the delivery of goods and services that may/will result in the reduction of waste/emissions and the better use of resources.

2. The tender documents specified DVA's service requirements. This information is detailed in the Booked Car Scheme Guidelines for Taxi and Hire Car Contractors, available at http://www.dva.gov.au/service_providers/Documents/booked_car_scheme_guidelines_taxi_hire_car_contractors.pdf

The performance monitoring and reporting requirements which are a key component of the contracts are provided below. Under the new contracts, more stringent monitoring of service levels is taking place and the future allocation of jobs will partly be determined by veterans' satisfaction levels. This relies on veterans informing DVA if they have had a bad experience.

DVA'S PERFORMANCE MONITORING AND REPORTING REQUIREMENTS

1. Performance Monitoring and Reporting

1.1. The **contractor** shall:

- ensure that all drivers, telephone operators and subcontractors are able to demonstrate and have a full understanding of the **DVA's** requirements and service standards;
- be responsible for managing the performance of drivers, telephone operators and subcontractors and for ensuring their compliance with service standards accordingly; and
- have an appropriate complaints handling mechanism in place.

1.2. The delivery of the required services must achieve the minimum benchmark (or standard) of performance against the Key Performance Indicators (KPIs). Formal performance reviews will be undertaken against these benchmarks (standards) on a regular basis.

	KPI	BENCHMARK	METHOD OF MEASUREMENT
Pick-up & Transport	Arrival time of vehicle	Pick-up DVA client at a suitable time to ensure arrival at either inbound or outbound destination within a <u>reasonable</u> ¹ time of the: <ul style="list-style-type: none"> (i) advised appointment time; <i>or</i> (ii) advised 'ready now' pick up time. 	<ul style="list-style-type: none"> • Transport Booking Invoicing System (TBIS) • Invoice trip data. • Feedback from DVA clients and health providers.
	Vehicle dispatch	Correct type of vehicle should be dispatched on <u>all</u> occasions for disabled and/or aged / frail person e.g. dispatch of wheelchair accessible vehicle or sedan.	<ul style="list-style-type: none"> • TBIS • Feedback from DVA clients and health providers.

¹ Reasonable time to ensure safe embarkment/disembarkment and arrival at the destination prior to the appointment time. In some circumstances, DVA or the client may specify a pick-up time.

	KPI	BENCHMARK	METHOD OF MEASUREMENT
Pick-up & Transport	Sighting Gold/White Card or authorisation letter	Drivers to sight Gold/White Card or authorisation letter prior to transporting DVA client in <u>all</u> cases.	<ul style="list-style-type: none"> • Feedback from DVA clients and health providers • Invoices
	Trained drivers	<u>All</u> drivers undertaking DVA work should be professional drivers who are trained and aware of the needs of the aged/frail veteran community. Assistance should be provided to DVA client as required.	<ul style="list-style-type: none"> • Feedback from DVA clients and health providers
	Vehicle cleanliness	<u>All</u> vehicles should be clean and maintained in line with state/territory government requirements.	<ul style="list-style-type: none"> • Feedback from DVA clients and health providers
	Airport pickups	<u>All</u> DVA clients to be contacted the day prior to travel to confirm pick-up time. Aircraft arrival times to be checked in <u>all</u> situations.	<ul style="list-style-type: none"> • Feedback from DVA clients and health providers
	Late vehicle notification	If vehicle is running late, contact with DVA client or health provider should be made in <u>all</u> situations to advise of anticipated pick-up time.	<ul style="list-style-type: none"> • Feedback from DVA clients and health providers. • TBIS
	Long distance trips	<u>All</u> DVA clients to be contacted the day prior to travel to confirm pick-up time.	<ul style="list-style-type: none"> • Feedback from DVA clients

	KPI	BENCHMARK	METHOD OF MEASUREMENT
Hand Backs	Hand backs	Percentage of hand backs should <u>not be greater than 1%</u> of the DVA bookings to individual contractors over a one month period.	<ul style="list-style-type: none"> • TBIS
	Advanced booking hand backs	<p><u>Local distance trips</u> - DVA to be advised <u>no less than 60 minutes</u> prior to the required pick-up time. Hand backs for early morning bookings (i.e. bookings for pick-up by 11am) should be sent back to DVA by <u>5pm</u> the day prior to travel.</p> <p><u>Long distance trips</u> - DVA to be advised as soon as <u>reasonably practical</u>.</p>	<ul style="list-style-type: none"> • TBIS
	Immediate booking hand backs	DVA to be advised within <u>15 minutes</u> of booking receipt.	<ul style="list-style-type: none"> • TBIS
Invoicing	Submission of correctly rendered/accurate invoice and supporting trip data	<p><u>Correct pricing</u> submitted.</p> <p><u>No booking duplications</u>.</p>	<ul style="list-style-type: none"> • Invoices • Trip data • TBIS
	Trip data	<u>All</u> trip data details as identified in Schedule Part L (7) of the Deed of Agreement submitted to DVA.	<ul style="list-style-type: none"> • Trip data • TBIS

3. It is a requirement under the state/territory licensing arrangements that drivers should provide assistance when requested. DVA has made this a mandatory requirement of drivers who transport DVA clients. The Booked Car Scheme Guidelines for Taxi and Hire Car Contractors, which are available at http://www.dva.gov.au/service_providers/Documents/booked_car_scheme_guidelines_taxi_hire_car_contractors.pdf specify at Section 4 'Pick Up and Transport Procedure' the service requirements including that drivers must understand the needs of frail and aged passengers. Drivers are required to provide a reasonable level of assistance including assisting passengers in and out of the vehicle and a door to door service (where required).

DVA has been actively working with transport providers and in some cases larger taxi companies are providing further training to re-accredit drivers undertaking DVA work. Some Ex-Service Organisations have also provided input into the training program.

4. There are 378 areas of operation nationwide. There has been a change of transport providers in 149 areas, most of these changes have occurred in metropolitan regions which are divided into numerous areas of operation. For example, there are 38 areas of operation in greater Sydney. Some of the transport providers previously undertook work for DVA, but have either expanded or reduced their areas of operation.
- (a) There are 13 taxi providers who did not previously undertake DVA transport work. The tender has achieved greater service coverage, particularly in the Melbourne metropolitan area where one taxi provider previously serviced the whole area. As a result of the tender, the Melbourne metropolitan area is now serviced by an additional four taxi providers who did not have previous DVA arrangements.
5. The breakdown of services provided by state and territory is contained in the following tables.

Table 5(a)

1 July 2011-26 June 2012

Number of DVA arranged person trips by State/Territory

NSW/ACT	200,449
QLD	309,017
SA/NT	52,243
TAS	23,465
VIC	196,042
WA	86,776
Total	867,992

Since the last financial year, there has been an increase in the number of DVA arranged person trips. In 2010-11, DVA arranged 790,114 person trips for treatment purposes. This is compared to the 1 July 2011-26 June 2012 period where the number of DVA arranged person trips was 867, 992.

Table 5(b)

Number of DVA Transport Providers by State/Territory

NSW	143
ACT	2
QLD	57
SA	15
NT	0*
TAS	11
VIC	101
WA	13
Total	342**

*Arrangements are yet to be finalised in the Northern Territory.

**Eight transport providers undertake services in multiple states/territories. DVA has entered into arrangements with 334 transport providers, which includes the 13 new taxi providers. Some previous transport providers did not tender.

A breakdown by Federal electorate is not readily available. To provide a complete response would involve considerable time and effort and be too resource intensive.

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Question 71

Outcome 2: Programs 2.5

Topic: Figures Relating to Access of Various Services and Suicide Prevention Programs

(FADT Hansard Proof 29 May 2012, p104)

Senator WRIGHT asked:

Senator WRIGHT: I would also like to know over the past year, how many veterans and members of veterans' families have accessed these various services and suicide prevention programs so we get a sense of how many people are actually accessing or benefiting from them. I would also like a breakdown of annual figures over the past five years of how many veterans and members of veterans' families have accessed these mental health services or suicide prevention programs so we can see the trend. I understand that would need to be on notice. I would also like, in relation to those things that I am asking for, to know which of the mental health programs and services are accessible to both veterans and family members, and existing service personnel.

Ms Daniel: That was a point I was about to clarify. Of course a lot of our treatment programs are for eligible veterans and their eligible family members but not necessarily the broader family, but support programs.

Senator WRIGHT: I guess what I am interested in is if you can give sufficient clarity about who is eligible to use and who has been accessing each of those programs.

Answer

The table below provides data on unique clients accessing mental health services over five years.

Category	06-07	07-08	08-09	09-10	10-11
Veterans and Veterans Families Counselling Service (VVCS)	22,651	19,902	18,977	18,718	20,475
Private Hospitals	2,267	2,064	1,987	2,112	2,004
Public Hospitals	1,961	1,994	2,034	1,944	1,838
Consultant Psychiatrists	17,129	16,935	16,901	16,872	16,580
Private Psychologists and Social Workers	2,836	2,674	2,435	2,454	2,703
General Practitioners	31,938	30,553	29,170	27,778	26,483

Notes to the usage table

It is not possible to determine client numbers relating to population-based mental health budget measures or Australian Centre for Posttraumatic Mental Health expenditure.

Number of clients receiving VVCS Services from 2007-08 to 2010-11 is drawn from five streams: centre counselling; outreach counselling; intakes who did not proceed to counselling or group participation; groups; and callers to Veterans' Line. 2006-07 data is drawn from counselling, case management, group programs and Veterans' Line services. As a result, VVCS client numbers shown here are not necessarily unique if individuals have accessed more than one kind of service.

An approximation method, which has been used historically to calculate general practitioner expenditure relating to mental health, assumes 12% of this expenditure relates to mental health. The same method has been applied to obtain client numbers.

Data includes only data from those using treatment cards – it does not include data on those using the reimbursement care pathway under the *Safety, Rehabilitation and Compensation Act 1988* and the *Military Rehabilitation and Compensation Act 2004*.

With regard to suicide prevention/awareness programs, over the year July 2011 to May 2012, 355 veterans and veterans family members attended Operation *Life* suicide prevention workshops.

Operation *Life* commenced in 2008- 09. Annual figures of veteran community participants at Operation *Life* suicide prevention workshops are as follows:

July 2011 to 31 May 2012	355
2010-2011	364
2009-2010	372
2008-2009	48
Total	1,139

The mental health population health initiatives including on-line self help, literacy and education are available to all ex-serving and serving personnel and their families.

The Veterans and Veterans Families Counselling Service (VVCS) provides services to the following groups:

- Australian veterans of all conflicts and peacekeeping operations as defined by the *Veterans' Entitlements Act 1986*;
- Partners and dependent children under 26 years of age of veterans with issues arising from the veteran's service;
- War widows/widowers;
- Ex-partners, within five years of separation with issues arising from the veteran's service;
- All children of Vietnam veterans regardless of age with psychological, emotional and social needs arising from the impact of their parents operational or warlike service;
- Ex-service personnel with a mental health condition as a DVA-accepted disability and their family members;
- Current serving members of the ADF who have been formally referred by the ADF under the Agreement for Services; and
- F-111 maintenance workers and their families.

Mental health treatment may be accessed by all eligible clients in the same way as other health services purchased by the Department of Veterans' Affairs. This includes private and public hospital treatment, psychiatric treatment, psychologists and social workers, general practitioners, and pharmaceuticals.

In addition, non-liability healthcare is available to eligible veterans for post-traumatic stress disorder, anxiety and depressive disorders. Non-liability health care is not a program of treatment, rather it provides access to treatment for eligible clients (this includes those with warlike service in recent deployments for instance). Those with non-liability cover for these conditions have access to not only the Veterans and Veterans Families Counselling Service (VVCS), but additional clinically indicated mental health services.

In general, Defence is responsible for health services for serving personnel, including mental health services.

However, some serving personnel may access Veterans' Affairs services if they are eligible. In particular, this includes the services of the Veterans and Veterans Families Counselling Service (VVCS), either because they are eligible in their own right and they self-refer or because they are referred to VVCS by Defence.

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Question 72

Outcome 2: Program 2.5

Topic: Recording of Suicide – Service Personnel & Veterans in Civilian Community

(FADT Hansard Proof 29 May 2012, p104)

Senator WRIGHT asked:

Senator WRIGHT: If I can now go to an article that was in the *Sydney Morning Herald* on 21 April this year which reported that four Afghanistan veterans had committed suicide while still serving. I understand and appreciate that this is a sensitive and complex issue, but obviously record keeping and monitoring of suicide is an important tool for suicide prevention and trying to ascertain the nature and scope of the problem that we are facing and then taking adequate measures to deal with it. I would like to have details of how the department keeps accurate records of suicide among service personnel and also among veterans who are now in the civilian community.

Ms Daniel: I cannot answer the question directly about what happens in Defence. I think we would have to take on notice, and Dr Killer may make some comments, because in some instances for the veteran community what we know and understand would need to rely on what comes through in terms of recording of those deaths through the system. I am not sure if Graeme has something to add there. It is obviously an issue that we take very seriously and are looking to improve the services and support that the department has available.

Mr Carmody: There are two points I would like to raise. One of them, for those members of the ADF who commit suicide, unfortunately I am not certain that we would have those details. Nor would we have details of former members of the Australian Defence Force who commit suicide unless they are clients of ours. If they have not become clients then we would have no record.

Senator WRIGHT: That is essentially my question, I suppose. To what degree is there follow-up or monitoring of persons in the civilian community now who have previously been veterans in terms of getting some sense of what the scope of the problem may be and the potential links between the service and what has happened since they have been living in civilian life. That was essentially one of the issues that was raised in this article.

Ms Daniel: Our research program does include a number of studies of a number of ex-military cohort which obviously looks at a number of health and health related issues. We have got a very extensive study for Vietnam veterans and their families, and for Timor Leste, and the Gulf War. I would have to take that on notice. That is a very comprehensive part of our research program, but to look at the specific issues around suicide ideation or suicide activity in those studies would be something that is beyond the level of detail I have got with me now.

Answer

The only time DVA routinely collects information about a veteran's death - other than the relevant date - is for a claim from a surviving dependant. This is where the Department is seeking to establish a war caused death for a war widow/er's or orphan's pension. DVA does not follow up or monitor those individuals who have been discharged from the Defence Force who are not its clients.

Professor Dunt in his *Independent Study into Suicide in the Ex-Service Community* (2009) concluded that the prevalence of suicide in the veteran community cannot be easily determined. The report for this study is available on the Department's website.

The following table represents the number of suicides in the last full five years (1 January 2007 to 31 December 2011) accepted under the relevant legislation. During this period there have been a total of 27 veterans recorded as committing suicide who have had their death accepted as service related following the lodgement of a claim.

Year of Death	VEA and MRCA¹	SRCA²	Total
2007	6	1	7
2008	3	1	4
2009	8	0	8
2010	4	1	5
2011	3	0	3
Total	24	3	27

Notes:

1. VEA – *Veterans' Entitlements Act 1986*; MRCA – *Military Rehabilitation and Compensation Act 2004*
 2. SRCA – *Safety Rehabilitation and Compensation Act 1988*
- Records are based on the year of the veteran's death, therefore a claim that is processed some years after the death will show up in an earlier year, changing the numbers of that particular year.
 - The Department only keeps records relating to claims.
 - No claim (and therefore no information re: cause of death) will be received by the Department of Veterans' Affairs in circumstances where a dependant is eligible for an automatic grant of dependant benefits upon the death of the veteran.
 - These figures represent a range of conflicts including peacetime service. Conflicts are not separately identified to preserve confidentiality.

Records of suicides for serving personnel are maintained by the Department of Defence and the Department of Veterans' Affairs does not have access to these records.

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Question 73

Outcome 2: Program 2.5

Topic: Out-year Expenditure on Veterans' Travel Costs

(FADT Hansard Proof 29 May 2012, p 118)

Senator RONALDSON asked:

Senator RONALDSON: I move to outcome 2, program 2.5: veterans' counselling and other health services. I have looked at the out-year expenditure on veterans' travel costs and in my calculations on that, taking the PBS from 2011-12 and going to the PBS 2012-13, there seems to be a reduction in funding for veterans' travel of \$100 million. Is that correct?

Mr Campbell: Could you repeat the years again for Ms Daniel?

Senator RONALDSON: Between the PBS last year and the PBS for 2012-13 on there is a reduction of some \$102 million over the out years to 2014-15.

Ms Daniel: Is it program 2.5: veterans' counselling and other health services that you are talking about?

Senator RONALDSON: Yes: travel for treatment, special appropriations.

Mr Campbell: So this is where the figure for the revised budget for 2010-11 was \$163 million, for 2011-12 \$175 million and for the forward year 2012-13 \$185 million. Are they the figures you are talking about?

Senator RONALDSON: They are the figures on the PBS for 2011-12—

CHAIR: Have you got the page number of the PBS?

Senator RONALDSON: Page 59. Page 38 for 2011-12, page 59 for the PBS 2011-12 and page 57 for 2012-13. We simply do not have the time; if you disagree with those figures can you take that on notice, please?

Mr Campbell: We certainly will, because what we are looking at here does not gel with the figures you were just reading. We will take that on notice.

Senator RONALDSON: Are you aware of any reduction in travel for treatment costs?

Mr Campbell: As you know, a lot of our World War II veterans, and indeed some of our Korean War veterans, are getting into their twilight years, as are their widows. In the period between now and about 2020, we will see a decrease in the number of our expenditure items, reflecting the unfortunate dying away, if you like, of the World War II group of veterans.

Senator RONALDSON: Okay, but are you to say whether there has been a reduction from the PBS last year - May 2011- to the PBS 2012-13 out years to 2014-15. If we do not have some agreement on that I might just move on.

Mr Campbell: As I said, with some of these things you will see over the coming years - over a period of years - a slight decrease in expenditure because of the decreasing number of veterans we have.

Senator RONALDSON: I understand that, but the number of trips is expected to increase over those forward years from 859,699 to 932,000 in 2015-16. So we actually have a significant increase in trips. You may well be right around 2020, but your own budget statements show quite a dramatic increase in DVA-arranged person trips. I am putting to you that there has actually been a reduction for travel in the forward years to accommodate that increase in trips. If indeed there has been a reduction, but there is an increase in the number of trips, as shown on page 58 of the budget statements, of some 70-odd thousand over that period, I would assume that can only come through a reduction in the cost per trip. Is that correct?

Mr Campbell: Let us have a look at it and we will come back to you.

Answer

The Travel for Treatment appropriation includes the costs for all aspects of transport such as:

- Booked Car With Driver (DVA arranged travel);
- Travel by air and rail;
- Reimbursements for private travel;
- New South Wales Country Voucher Scheme; and
- Ambulance.

In 2010-11, the Department adjusted the forward estimates for the expected cost of Travel for Treatment to reflect the changing demographics of the veteran population due both to the fact that veterans are older and that the overall veteran cohort is declining. A reduction in the forward estimates for Travel for Treatment was made at Additional Estimates in October 2011 as the actual spend for 2010-11 was well below the 2011-2012 Budget revised estimate for 2010-11. This resulted in a reduction in the forward estimates of \$100 million over 4 years from 2011-2012 to 2014-2015.

Table 1 below sets out the Budget and forward estimates for Travel for Treatment as at Budget 2011-12, Additional Estimates 2011-12 and Budget 2012-13.

Table 1

	2010-2011	2011-2012	2012-2013	2013- 2014	2014-2015	Total 2011-12 to 2014-15
PBS 2011/12	000' 163,089	000' 175,099	000' 185,143	000' 188,844	000' 188,845	Over 4 years 737,931
AE 2011/12	146,157	152,315	157,066	161,368	164,799	
PBS 2012/13	N/A	152,315	156,536	161,701	167,201	637,753
Difference PBS 2011-12 & 2012-13	N/A	22,784	28,607	27,143	21,644	100,178

In relation to Booked Car With Driver travel, the changing demographic of the veteran population noted above means that the volume of trips arranged directly by DVA continues to grow annually as a proportion of the total veteran travel. This is due to the veterans' greater reliance on the Department to assist them with arranging travel on their behalf. At Budget 2011-12, the forecast number of DVA arranged person trips for 2011-12 was 859,699. As at 26 June 2012, the number of DVA arranged person trips was 867,992.

As occurred in Additional Estimates 2011-12, the Department will review the projected expenditure for Travel for Treatment, at Additional Estimates in light of actual expenditure for 2011-12.

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Question 74

Outcome 3: Program 3.1

Topic: Attendance at Anzac Ceremony

(Written Question on Notice)

Senator WILLIAMS asked:

Hellfire Pass on the Thai Burma railway is a place of special significance for Australians. In the Second World War, 9,500 Australian POW's worked on the railway and 2,646 of them died. Yet at Anzac Day services, the Australian government is not represented. Will the Minister commit to an official Australian government presence at future Anzac Day services at Hellfire Pass and then at Kanchanaburi War Cemetery?

Answer

There will be an official Australian Government representative where this is feasible. At the services, there will be a representative from the Australian Embassy.

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Question 75

Outcome 3: Program 3.1

Topic: Anzac Day 2015 - Turkey

(FADT Hansard Proof 29 May 2012, p 122)

Senator RONALDSON asked:

Senator RONALDSON: Very quickly, I am sure you have seen, as I have, a number of—what is the right expression; not cruise liners—travel groups who are starting to offer all bells and whistles for Anzac Day 2015 in Turkey. What steps are being taken to ensure that people who I can only imagine would be extraordinarily excited about the opportunity—as I was when I went there, and honoured—are not going to be operating on the basis that they will necessarily be able to arrive at the dawn service when the gates open for the Anzac Day memorial service at Gallipoli? There are some riders, but they talk about DVA administrative arrangements, which quite frankly could mean anything. I am concerned—I will put this on notice—about the management that has been put in place to ensure the relatively smooth running of 2015, given that we will probably have two or three prime ministers, a president, potentially a chancellor and maybe the American President—I do not know. But this is clearly going to be a logistical nightmare, and I do not want people who are going to spend money in good faith having to come back to the department or the government of the day saying, 'We have been duped in relation to what we were going to see.' I am happy for you to take that on notice. I think it is a serious issue.

Mr Campbell: I think Mr Evans can give you a couple of minutes. It is a very important issue. If you want further information we will take it on notice. Given that you have raised it and people will be watching or reading this, can we just have a minute or two?

CHAIR: That is a good idea.

Mr Evans: Senator, the department is alive to the problem that you have described so well. We have been engaging with tour operators over the last couple of years encouraging them to express their offerings for 2015 in terms that are caveated by an understanding that there will be decisions made about attendance at Gallipoli in 2015 and that they cannot, in good conscience, put forward offerings that give a guarantee of attendance at services or access to the Anzac battlefield site on the afternoon of 24 April and the morning of the 25th. Many of the offerings contain language about refundable deposits or express themselves in a way that takes account of what the department has been putting to them over the last couple of years. You mentioned cruise liners earlier in the piece. There are some offerings that make it quite clear that people buying a ticket on a cruise liner will not be attending the dawn service—not all of them but some of them. They talk about the cruise liner mooring off Anzac Cove and taking a live feed.

Senator RONALDSON: I am not concerned about the ones who are not raising the expectation; I am worried about the ones who are. Please take the rest of that on notice.

Answer

The answer provided during the Committee hearing by Mr Evans covered Senator Ronaldson's questions with regard to arrangements relating to tour operators. Given that time was very limited at that point during the Budget Estimates Hearing, the rest of the Senator's question relating to the management that has been put in place to ensure the relatively smooth running of 2015 was in effect taken on notice.

The Department of Veterans' Affairs, as the lead government agency for the delivery of commemorative services at Gallipoli on Anzac Day, has been planning towards the centenary services in 2015 for a number of years. A number of key elements are now in place. Elements include the selection of a services provider through competitive tender until 2016, the selection of choir and volunteer support services through competitive expression of interest processes, and an ongoing relationship with New Zealand and Turkish partner agencies. Internally, the Department has developed governance and operational processes that are field-tested each year, and has built up a pool of experienced staff who are available for 2015.

The term "lottery", as recently raised in some newspapers, implies the sale of tickets in order to win a prize. The Government has no intention of demeaning the memory of the service and sacrifice of Australians who served at Gallipoli or diminishing the significance of the Anzac Centenary by offering tickets for sale.

The Government is currently holding discussions with the New Zealand and Turkish Governments about managing the demand to attend Anzac Centenary commemorations in Turkey in April 2015 whilst ensuring the safety and comfort of visitors. An announcement on the outcome of those discussions, and about public consultation on a process to fairly and transparently manage attendance, will be made as soon as possible.

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Question 76

Outcome 3: Program 3.1

Topic: Commemorations – Centenary of ANZAC

(Written Question on Notice)

Senator RONALDSON asked:

The Government has announced \$83.5 million for Centenary of ANZAC funding. With regards to the 'refurbishment of war graves to ensure individual and collective memorials to our war dead, in Australia and overseas, are properly maintained'.

- a) What will this involve?
- b) The Budget provides \$8.1 million – when is that expected to be spent?
- c) The PBS shows a \$7 million jump in expected expenses to the OAWG for the forthcoming financial year – what is the programme of works for this year?
- d) The Office of Australian War Graves will manage this work – how many of the 22 additional staff given to the OAWG will be dedicated to this work?
- e) Where will those staff be located?

Answers

- a) The Honouring the War Dead Program (HWD) will involve:
 - Demolishing and rebuilding official graves that have structurally failed with the focus on WWI war dead and post war commemorations. Where appropriate due to location or grave commemoration type, the graves of Second World War war dead and post war commemorations will also be rebuilt. This program may include replacement of privately constructed memorials. It is anticipated that over 500 graves will be rebuilt. As the Imperial War Graves Commission was not formed until 1917, and was arguably not effective in Australia until after 1922, it should be noted that of the over 3,000 First World War dead, almost all have private memorials. The limited numbers of First World War dead located in official war cemeteries are as a result of reinterments. Approximately 1900 of the First World War dead are commemorated in a Garden of Remembrance. This is a result of the poor legibility of private grave memorials where it has not been considered by the family appropriate to rebuild. First World War post war commemorations have a broad range of official and private memorials based on family preferences combined with a wide range of burial licence arrangements. Of the over 300,000 official commemorations, there are approximately 42,000 monumental graves maintained as post war commemorations.
 - Refurbishment of bronze plaques on graves, in Garden of Remembrance and on columbarium walls.
 - Structural repairs and upgrades to the South Australian, New South Wales and Queensland Gardens of Remembrance in order to continue to provide places of dignity, serenity and solace for the families of veterans and the veteran community from all conflicts.

- Structural repairs to headstones and monuments in Adelaide and Sydney war cemeteries to maintain the standard of commemoration and provide places of dignity, serenity and solace for the families of veterans and the veteran community from all conflicts.
 - Heritage assessments on Gardens of Remembrance and war cemeteries to ensure the ongoing place in the community for these places of commemoration.
 - Area upgrade to the Australian Naval and Military Expeditionary Force (AN&MEF) Memorial located at Rabaul (Bita Paka) War Cemetery, New Britain, Papua New Guinea.
 - Grant support to maintain the AIF Section, West Terrace Cemetery Adelaide which is unique as the largest concentration of First World War dead graves in Australia.
 - Minor memorial works undertaken by the OAWG focussing on the graves or cemeteries containing First World War veterans.
- b) In 2012-13 and 2013-14.
- c) For 2012-13, the PBS indicates an increase of approximately \$9 million in OAWG Administered funds from 2011-12 to 2012-13. This increase arises from the Anzac Centenary New Policy Proposal Sub Program 'Honouring the War Dead' (as outlined above) and increased spending activity against the Australian Remembrance Trail Project in France and the Australian Memorial in New Zealand, as these projects progress toward completion.
- d) The 22 staff were allocated to the Anzac Centenary Program under Outcome 3. Of these 22 staff, three were allocated to the OAWG. The remaining staff will be allocated to other functions under Outcome 3.
- e) The staff will be located in Perth, Melbourne and Sydney.

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Question 77

Outcome 3: Program 3.1

Topic: Commemorations – Centenary of ANZAC

(Written Question on Notice)

Senator RONALDSON asked:

The Government has announced a \$9.5 million package for 'local communities around Australia'.

- a) What will this involve?
- b) When will further details of these Grants be made available?

Answer

- a) A local grants program will help communities around Australia carry out their own Anzac Centenary commemorative initiatives, projects and activities.
- b) Grant guidelines for this program are currently being developed. Information about the grants program and how to apply will be made available on www.anzaccentenary.gov.au in the coming months.

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Question 78

Outcome 3: Program 3.1

Topic: Commemorations – Centenary of Anzac

(Written Question on Notice)

Senator RONALDSON asked:

Page 282 of Budget Paper Number 2 says the Government will spend: "\$3.4 million to establish an online community portal to share personal stories and provide multimedia resources, including historical film records, interviews, web links and GPS capability, to educate young Australians and families especially about Australia's involvement in the First World War and the Anzac legacy."

- a) Who will manage this project?
- b) When will it be available?
- c) What is proposed by the 'GPS capability'?

Answer

- a) The Department of Veterans' Affairs through a contracted provider.
- b) The community portal will be developed from 2013 in several stages and available prior to the commencement of the centenary in 2014.
- c) Users will be able to access information about memorials close to their location or at a location they select.

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Question 79

Outcome 3: Program 3.1

Topic: Commemorations – Centenary of ANZAC

(Written Question on Notice)

Senator RONALDSON asked:

1. What will the \$4.7 million 'Arts and Culture Fund' do?
2. The Budget Papers say that the Fund will 'support Australian artists and cultural institutions to undertake activities that showcase our military history'.
 - a) Who will make decisions about what is or is not funded?
 - b) When will institutions need to apply?
 - c) What criteria will need to be met in order to qualify for funding?
 - d) When will funding be available?

Answer

1. The Arts and Culture Fund will support Australian cultural institutions, Australian artists and arts organisations to interpret our military and cultural heritage. Grant funding will not be available until 2014-15. Further information on the fund will be placed on the Anzac Centenary website in due course.
2.
 - a) Program guidelines will be developed, however it is anticipated that the Minister will make the final decisions.
 - b) Funding will be available from 2014-15.
 - c) Criteria are yet to be developed.
 - d) 2014-15.

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Question 80

Outcome 3: Program 3.1

Topic: Commemorations – Centenary of Anzac

(Written Question on Notice)

Senator RONALDSON asked:

Will the Government provide a copy of the 'Phase 2' market research paper prepared by Colmar Brunton in relation to the Centenary of ANZAC? This 'Phase 2' paper, which has remained secret, is referred to in response to Question on Notice 32 from 2011-12 Additional Estimates (Feb 2012)

Answer

The Phase 2 market research report has not yet been further released. The Report is being considered as part of the Anzac Centenary Advisory Board wide ranging advice expected to be provided to Government in late 2012. The Government will give further consideration about the release of the Report when that advice has been received.

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Question 81

Outcome All: Program All

Topic: Efficiency Dividend

(Written Question on Notice)

Senator RONALDSON asked:

What are the efficiency measures introduced by the Department as part of the Government's increased efficiency dividend?

Answer

A review of the Department's functions has identified a number of areas where efficiencies can be delivered. To assist with meeting the increase in efficiency dividend, the Department will:

- Changing the Department's risk profile by;
 - reducing the number of compliance reviews;
 - raise/increase the threshold for prior approvals; and
 - reduce internal audit program.
- Reduce or delay programs within ICT, property, and reduce expenses relating to consultants and contractors, and travel.
- Reduce or consolidate functions in various areas of the department, for example reducing the current appeals and support functions within VEA Appeal and Reviews, and consolidating of procurement and contract management activity.

As has been the case in meeting previous efficiency dividends, DVA always seeks to find savings from areas that will not directly impact upon services to veterans.

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Question 82

Outcome 3: Program 3.1

Topic: Budget Allocations Relating to the Anzac Centenary

(Written Question on Notice)

Senator WRIGHT asked:

1. In the Budget, \$9.5million was allocated to a grants program to help local communities around Australia commemorate the Anzac Centenary. In its report, the Hawke-Fraser Commission included a list of some 250 anniversaries throughout the period 2014 – 2018, which include events that occurred during World War I and all war related events from 1899 to 2008. How will these grants be allocated? Will they be provided to people commemorating *any* of these numerous anniversaries, or will they be directed to focus on the most significant anniversaries such as the start dates of the two major wars, the Gallipoli landing and so on?
2. On 9 February 2012, the Minister announced that a number of groups of distinguished Australians had been established to assist the Anzac Centenary Advisory Board. Are there any more details as to what these groups will be doing as part of the Anzac commemorative activities?
3. How much funding will be allocated towards the activities of these groups?
4. Will the advisory group devoted to military and cultural history be involved in the program of events announced by the Prime Minister to commemorate events like the departure of the convoys for the war in Europe in 1914 and 1915?
5. Overall, will these programs and events (under the \$9.5m grants program) focus solely on the military aspects of Australian history at that time, or will they provide a broader focus? For example, will the programs and events consider the experiences and histories of the people who fought for Australia, the social, cultural and political context that they fought within and the ideals that they fought for - or will the focus be more on military nostalgia?

Answer

1. Grant guidelines for this program are currently being developed and information about the grants program and how to apply will be made available on www.anzaccentenary.gov.au in the coming months.
2. Information about the groups is available at www.anzaccentenary.gov.au. The Groups are responsible for considering and developing proposals for the Board's consideration within the thematic and subject matter expertise of each Group. The proposals considered by the Board will inform the Board's recommendation to Government.
3. \$1.6m over four years for the operation of the Board and Groups.
4. The members of the Military & Cultural History Group have provided expert opinion on a number of key events, dates and themes regarding the Centenary commemorative program as part of their recommendations for the Board's consideration.
5. The program responds to the expectation that local communities and a range of non-profit institutions will want to commemorate the centenary in a variety of ways of their choosing within appropriate parameters. The scheme's eligibility will be designed to ensure that a wide range of applicants can apply, and that a broad range of activities will be permitted.

The range of eligible initiatives may include pre-centenary activity (e.g. refurbishing community memorials and interpretive material), and activities during the centenary.

Guidelines for this program are currently being developed and information about the grants program will be made available in the coming months.