

Foreign Affairs, Defence and Trade Legislation Committee
QUESTIONS ON NOTICE—BUDGET ESTIMATES, 29 MAY 2012
Veterans' Affairs portfolio

Q No.	Program: Division or Agency	Senator	Broad topic	Question	Proof Hansard, page & hearing date or Written Q	Date rec'd	Date tabled
1	General	Ronaldson	AWM Board	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.	92 (29/5/12)	26/7/12	23/8/12
2	General	Ronaldson	AWM Council	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.	94 (29/5/12)	26/7/12	23/8/12
3	General	Ronaldson	Dr Hawke's Appointment	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.	95 (29/5/12)	26/7/12	23/8/12
4	General	Ronaldson	Dr Hawke – Government's Preferred Candidate	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.	98 (29/5/12)	26/7/12	23/8/12

5	General	Ronaldson	Discussion's between Dr Hawke and Minister	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.	98 (29/5/12)	26/7/12	23/8/12
6	General	Ronaldson	Course of Action with Graham Edwards	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.	99 (29/5/12)	26/7/12	23/8/12
7	General	Ronaldson	Resignation of Chairman of PMAC	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.	92 & 93 (29/5/12)	26/7/12	23/8/12

8	General	Ronaldson	Resignation of Dr Hawke	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.	94 (29/5/12)	26/7/12	23/8/12
9	General	Ronaldson	PMAC - Running Costs and Meeting Times	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.	93 (29/5/12)	26/7/12	23/8/12
10	General	Ronaldson	Mr Carlyon – Not be reappointed	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.	94 & 95 (29/5/12)	26/7/12	23/8/12

11	General	Ronaldson	Discussion of Replacement of Chair of War Memorial Council	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 <i>Canberra Times</i>? 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 <i>Canberra Times</i>. 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.	95 & 96 (29/5/12)	26/7/12	23/8/12
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12	General	Ronaldson	Letter to General Gosgrove - Tabled	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.	98 (29/5/12)	26/7/12	23/8/12
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13	General	Ronaldson	Appointment of the new Director - AWM	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 to 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.	99 & 100 (29/5/12)	27/7/12	23/8/12
14	General	Ronaldson	New AWM Director –Panal Members	Senator RONALDSON: When was the panel first constituted? Mr Campbell: I would have to take that exact date on notice.	101 (29/5/12)	26/7/12	23/8/12

15	General	Ronaldson	AWM Selection Process - Faulkner Protocols	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.	101 (29/5/12)	26/7/12	23/8/12
16	General	Eggleston	Staffing	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?	Written (13/6/12)	26/7/12	23/8/12
17	General	Eggleston	Staffing	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.	Written (13/6/12)	27/7/12	23/8/12

18	General	Eggleston	Staffing	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.	Written (13/6/12)	27/7/12	23/8/12
19	General	Eggleston	Staffing	Will there be any training after the 2012 Calendar year for 2012 Graduates? If yes, please details including costs and what the training is.	Written (13/6/12)	26/7/12	23/8/12
20	General	Eggleston	Staffing	What was the cost for recruiting 2012 Graduates? Please itemise and detail costs.	Written (13/6/12)	26/7/12	23/8/12
21	General	Ronaldson	Staffing	1. Will the Department confirm the headline job loss figure of 90 staff as noted on page 6-73 of Budget Paper Number 1 compared to the net loss of 62 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?	Written (13/6/12)	27/7/12	23/8/12
22	General	Eggleston	Government Advertising	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?	Written (13/6/12)	26/7/12	23/8/12

23	General	Eggleston	Hospitality and Entertainment	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?	Written (13/6/12)	26/7/12	23/8/12
24	General	Eggleston	Board Appointments	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.	Written (13/6/12)	26/7/12	23/8/12
25	General	Eggleston	Freedom of Information	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? 4. How many requests have been denied and how many have been granted? 5. 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? 6. How many conclusive certificates have been issued in relation to FOI requests for this financial year to date?	Written (13/6/12)	27/7/12	23/8/12

26	General	Eggleston	Community Cabinet Meetings	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?	Written (13/6/12)	26/7/12	23/8/12
27	General	Eggleston	Reviews	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?	Written (13/6/12)	27/7/12	23/8/12
28	General	Eggleston	Consultancies	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.	Written (13/6/12)	26/7/12	23/8/12

29	General	Eggleston	Media Monitoring	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?	Written (13/6/12)	27/7/12	23/8/12
30	General	Eggleston	Social Media	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.	Written (13/6/12)	26/7/12	23/8/12

31	General	Eggleston	Contractors	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).	Written (13/6/12)	26/7/12	23/8/12
32	General	Eggleston	Discretionary Grants	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?	Written (13/6/12)	27/7/12	23/8/12

33	General	Eggleston	Commissioned Reports	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. 1. How much did each report cost/or is estimated to cost? How many departmental staff were involved in each report and at what level? 2. What is the current status of each report? When is the Government intending to respond to these reports?	Written (13/6/12)	26/7/12	23/8/12
34	General	Eggleston	Government Payments of Accounts	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?	Written (13/6/12)	26/7/12	23/8/12
35	General	Eggleston	Stationery Requirements	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?	Written (13/6/12)	26/7/12	23/8/12
36	General	Eggleston	Government Payments of Accounts – Media Subscriptions	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?	Written (13/6/12)	26/7/12	23/8/12

37	General	Eggleston	Travel Costs	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.	Written (13/6/12)	27/7/12	23/8/12
38	General	Eggleston	Legal Costs	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.	Written (13/6/12)	26/7/12	23/8/12
39	General	Eggleston	Education Expenses	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.	Written (13/6/12)	26/7/12	23/8/12

40	General	Eggleston	Executive Coaching and Leadership Training	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	Written (13/6/12)	26/7/12	23/8/12
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41	General	Eggleston	Media Training	- In relation to media training services purchased by each department/agency, please provide the following information for this financial year to date: - Total spending on these services - The number of employees offered these services and their employment classification - 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) - The names of all service providers engaged - For each service purchased from a provider listed under 1. d), please provide: - The name and nature of the service purchased - Whether the service is one-on-one or group based - The number of employees who received the service and their employment classification (provide a breakdown for each employment classification) - The total number of hours involved for all employees (provide a breakdown for each employment classification) - The total amount spent on the service - A description of the fees charged (i.e. per hour, complete package) - Where a service was provided at any location other than the department or agency's own premises, please provide: - The location used - The number of employees who took part on each occasion - 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'	Written (13/6/12)	26/7/12	23/8/12
42	General	Eggleston	Paid Parental Leave	- Please list how many staff in each portfolio department and agency are eligible to receive payments under the Government's Paid Parental Leave scheme? - 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.	Written (13/6/12)	26/7/12	23/8/12

43	General	Eggleston	Training for Portfolio Minister and Parliamentary Secretaries	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.	Written (13/6/12)	26/7/12	23/8/12
44	General	Eggleston	Corporate Cars	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?	Written (13/6/12)	27/7/12	23/8/12
45	General	Eggleston	Taxi Costs	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?	Written (13/6/12)	26/7/12	23/8/12
46	General	Eggleston	Credit Cards	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?	Written (13/6/12)	26/7/12	23/8/12
47	General	Eggleston	Printing of Documents	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	Written (13/6/12)	27/7/12	23/8/12

48	General	Eggleston	Provision of Equipment	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, vasco 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.	Written (13/6/12)	27/7/12	23/8/12
49	General	Eggleston	Electricity Purchasing	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?	Written (13/6/12)	26/7/12	23/8/12

50	General	Eggleston	Information for the Australian Greens and Independents	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.	Written (13/6/12)	26/7/12	23/8/12
51	General	Eggleston	Shredders	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.	Written (13/6/12)	26/7/12	23/8/12
52	General	McKenzie	Carbon Tax	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?	Written (13/6/12)	27/7/12	23/8/12

53	General	Ronaldson	Health care – SIIP	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: <i>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.</i> 1. Has this been implemented? 2. What is the progress? 3. What are the "agreed service levels and benchmark processing times"?	Written (13/6/12)	27/7/12	23/8/12
54	1.4	Ronaldson	Compensation	In the Addendum to the Explanatory Memorandum accompanying the <i>Veterans' Entitlements Amendment Bill 2011</i>, the Government states that: <i>"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."</i> 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?	Written (13/6/12)	26/7/12	23/8/12
55	1.5	Ronaldson	FTBA and VCES	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?	107 (29/5/12)	27/7/12	23/8/12

56	1.5	Ronaldson	Veterans' Children's Education Scheme	On page 107 of the Proof <i>Hansard</i> 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?	Written (13/6/12)	26/7/12	23/8/12
57	1.7	Ronaldson	MRCA Review: Recommendation 22.2 – New Methodology	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.	109 (29/5/12)	26/7/12	23/8/12
58	1.7	Ronaldson	MRCA Review: Recommendation 7.7 – Training Courses under TIP	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.	112 (29/5/12)	26/7/12	23/8/12

59	1.7	Ronaldson	Review of Military Compensation Arrangements	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?	Written (13/6/12)	26/7/12	23/8/12
60	1.7	Ronaldson	Review of Military Compensation Arrangements	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?	Written (13/6/12)	26/7/12	23/8/12
61	1.7	Wright	Implementation of response to <i>Review of Military Compensation Arrangements</i> (the Review)	As part of the 2012 Budget, the government announced its response to the <i>Review of Military Compensation Arrangements</i> (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?	Written (13/6/12)	27/7/12	23/8/12

62	2.1	Wright	Mental Health Expenditure	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.	102 (29/5/12)	27/7/12	23/8/12
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63	2.1	Wright	Central Mental Health Programs	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.	103 & 104 (29/5/12)	26/7/12	23/8/12
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64	2.1	Wright	Telehealth Services and Other Mental Health Services to which Funds were Allocated under this year's Budget	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. <i>(If yes)</i> What is the expected growth/reduction over the next 3 years? 11. Is this additional funding commensurate with that expected growth/reduction?	Written (13/6/12)	27/7/12	23/8/12
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65	2.4	Ronaldson	Repatriation Transport Scheme – Provision for Support for Carers	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.	115 (29/5/12)	26/7/12	23/8/12
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66	2.4	Wright	Respite Services for Carers of Veterans	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—	116 (29/5/12)	26/7/12	23/8/12
67	2.4	Ronaldson	Booked Car Scheme – Quality of Service	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.	119 (29/5/12)	26/7/12	23/8/12

68	2.4	Ronaldson	Booked Car Scheme - Quality of Vehicle / Quality of Driver	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.	119 (29/5/12)	26/7/12	23/8/12
69	2.4	Ronaldson	Travel for Treatment	On page 119 of the proof <i>Hansard</i> 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.	Written (13/6/12)	26/7/12	23/8/12
70	2.4	Ronaldson	Travel for Treatment	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?	Written (13/6/12)	26/7/12	23/8/12

71	2.5	Wright	Figures relating to access of various services and suicide prevention programs	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.	104 (29/5/12)	26/7/12	23/8/12
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72	2.5	Wright	Recording of Suicide – Service Personnel and Veterans in Civilian Community	Senator WRIGHT: If I can now go to an article that was in the <i>Sydney Morning Herald</i> 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.	104 (29/5/12)	26/7/12	23/8/12
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73	2.5	Ronaldson	Out-year Expenditure on Veterans' Travel Costs	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.	118 (29/5/12)	27/7/12	23/8/12
74	3.2	Williams	Attendance at Anzac Ceremony	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?	Written (13/6/12)	26/7/12	23/8/12

75	3.2	Ronaldson	Anzac Day 2015 - Turkey	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. Can I confirm, Secretary, that there has been an amount of \$4 million allocated for the Anzac Centenary Advisory Board and its working groups?	122 (29/5/12)	27/7/12	23/8/12
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76	3.2	Ronaldson	Commemorations – Centenary of ANZAC	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?	Written (13/6/12)	26/7/12	23/8/12
77	3.2	Ronaldson	Commemorations – Centenary of ANZAC	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?	Written (13/6/12)	26/7/12	23/8/12
78	3.2	Ronaldson	Commemorations – Centenary of ANZAC	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'?	Written (13/6/12)	26/7/12	23/8/12
79	3.2	Ronaldson	Commemorations – Centenary of ANZAC	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?	Written (13/6/12)	26/7/12	23/8/12
80	3.2	Ronaldson	Commemorations – Centenary of ANZAC	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)	Written (13/6/12)	27/7/12	23/8/12
81	3.2	Ronaldson	Efficiency Dividend	What are the efficiency measures introduced by the Department as part of the Government's increased efficiency dividend?	Written (13/6/12)	26/7/12	23/8/12

82	3.2	Wright	Budget Allocations Relating to the Anzac Centenary	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 <i>any</i> 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?	Written (13/6/12)	26/7/12	23/8/12
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