

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 1

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 1.1 below has the number of ongoing staff recruited in the 2012-13 financial year to 31 May 2013 by classification.

Table 1.1 Numbers of Ongoing recruitments by classification

APS1	5
APS2	4
APS3	19
APS4	9
APS5	5
APS6	7
EL1	4
EL2	5
Grad	11
Legal 2	1
SPAO	1
SES B2	1
SES B3	1
Total	73

2. Table 1.2 below has the number of non-ongoing positions existing at 31 May 2013 and the number of non-ongoing staff hired in the year to date by classification.

Table 1.2 Number of Non-Ongoing positions and hires at 31 May 2013 by classification.

	Non-ongoing positions existing at 31/5/2013	Non-ongoing hires 1/7/2012 to 31/5/2013*
APS2	12	15
APS3	82	120
APS4	20	14
APS5	14	10
APS6	8	4
EL1	4	3
EL2	2	1
SES 1	1	0
Total	143	167

*Hires 1/7/2012 – 31/5/2013 are included in the total at 31/5/2013.

3. 167 non-ongoing staff have been employed on contract for the 2012-13 financial year to 31 May 2013. The average length of employment is 24 weeks.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 2

Outcome All: Program All

Topic: Staffing

(Written Question on Notice)

Senator EGGLESTON asked:

1. How many ongoing staff left the department/agency this financial year to date? What classification were these staff?
2. How many non-ongoing staff left department/agency this financial year to date? What classification were these staff?
3. How many contract staff left department/agency in the year this financial year to date? What classification were these staff?

Answer

1. Table 2.1 below has the number of ongoing staff who have ceased in the 2012-13 financial year to 31 May 2013 by classification.

Table 2.1 Numbers of Ongoing cessations by classification

Ongoing Cessations 1/7/2012 to 31/5/2013	
APS1	1
APS2	7
APS3	21
APS4	16
APS5	40
APS6	42
Advocate	2
EL1	25
EL2	8
Legal 1	1
SES1	2
SES2	2
Total	167

2. Table 2.2 below has the number of non-ongoing staff who ceased in the 2012-13 financial year to 31 May 2013 by classification.

Table 2.2 Numbers of Non-ongoing cessations by classification

Non-ongoing Cessations 1/7/2012 to 31/5/2013	
APS2	9
APS3	82
APS4	13
APS5	9
APS6	6
EL1	1
EL2	1
PAO1	1
Total	122

3. All contract staff at APS classifications are employed as non-ongoing employees.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 3

Outcome All: Program All

Topic: Staffing

(Written Question on Notice)

Senator EGGLESTON asked:

1. How many staff reductions/voluntary redundancies have occurred this financial year to date? What are the reasons for these reductions?
2. Were any of these reductions involuntary redundancies? If yes, provide details.
3. Are there any plans for further staff reductions/voluntary redundancies? If so, please advise details including if there is a reduction target, how this will be achieved, and if any service/programs will be cut.
4. If there are plans for staff reductions, please give the reason why these are happening. Are there any plans for involuntary redundancies? If yes, provide details.

Answer

1. There have been 55 voluntary redundancies for the 2012-13 financial year to 31 May 2013. All except one of these occurred at the beginning of the year as part of a reduction target at that time.
2. There have been no involuntary redundancies.
3. There are no plans for further redundancies.
4. Not applicable.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 4

Outcome All: Program All

Topic: Public Service Efficiencies

(Written Question on Notice)

Senator Eggleston asked:

1. Please provide details of the amended operational efficiencies your agency will make as per 2013-14 Budget Measure 'Public Service efficiencies' (see 2013-14 Budget Paper No 2 p108).
2. In addition, please provide the following detail:
 - a) Can you quantify the estimated savings for each year over the forward estimates for savings achieved by implementing more efficient management structures, through a reduction in expenditure on staff across the Executive Level (EL) 1 and 2, and Senior Executive Service (SES) levels?
 - b) Can you quantify the estimated savings for each year over the forward estimates for savings achieved by revising down the occupational density target for all new leases, buildings and major fit-outs undertaken by agencies from 16 square metres per occupied workpoint down to 14 square metres?

Answer

1. The Department of Veterans' Affairs will be continuing with strategies for ongoing operational efficiencies which include managing travel, reducing consultancies, administrative efficiencies and streamlining procurement.
2. a)

The Department of Veterans' Affairs has not yet been advised of the Department's allocation of required savings in relation to 'Public Service Efficiencies'.

Please refer to the answer provided to the Finance and Public Administration Legislation Committee, Question on Notice 10 from the Department of Finance and Deregulation, Budget Estimates 29 May 2013.
2. b)

The Department of Veterans' Affairs is awaiting the Department of Finance and Deregulation formal advice on how the savings from this initiative are to be calculated.

However, if the same methodology is used which were previously applied in the 2010 saving measure (Occupational Density of 16 sqm per occupied workpoint using the 2009 Commonwealth Property Data Collection (PRODAC) returns), then the additional savings from the new initiative are estimated to be \$331,206 in the 2016-17 financial year and \$456,329 thereafter.

This would bring the total savings from implementation of both the 14 sqm and the previous 16 sqm occupational density per occupied workpoint to:

Financial Year

2014-15:	\$1,230,048
2015-16:	\$1,230,048
2016-17:	\$3,146,156
2017-18 and thereafter:	\$3,765,518

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 5

Outcome All: Program All

Topic: Public Service Efficiencies

(Written Question on Notice)

Senator EGGLESTON asked:

1. Has there been a reduction in business flights? What are the estimated savings for each year over the forward estimates?
2. Has there been a reduction in the use of external consultants and contractors? Has this impacted on the Department/agency, and how? What are the estimated savings for each year over the forward estimates?
3. Provide an update of moving recruitment advertising online. Is any recruitment still in printed materials, and if yes, why? What are the estimated savings for each year over the forward estimates?
4. Has the department/agency reduced its printing costs? If no, why not? Have printing costs increased, and if yes why and how much? Has the five per cent savings target been achieved – if yes, how, or if it will not, why not? What are the estimated savings for each year over the forward estimates?

Answer

1, 2, 3 and 4.

The Department of Veterans' Affairs (DVA) has implemented a range of savings strategies in relation to travel, external consultants and contractors, online advertising for recruitment and printing costs. Savings in air travel (including business class flights) has been achieved through changed booking arrangements for flights (eg reduced use of fully flexible fares), less usage of business class airfares for flights on the eastern seaboard and fewer trips being undertaken by DVA staff.

The Department has moved to online recruitment advertising in line with the Government's decision. Since 1 July 2012, only a limited number of printed material within regional papers has been used, which is in line with the print media policy. These relate to Veterans and Veterans Families Counselling Service to attract local candidates with a degree in psychology/social work.

The use of external consultants and contractors is being closely monitored with the preference to utilise existing staff to perform the work. Where possible, the Department is also seeking to reduce the number of printed documents.

**Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs**

Question 6

Outcome All: Program All

Topic: Printing Costs

(Written Question on Notice)

Senator EGGLESTON asked:

How many documents (include the amount of copies) have been printed this financial year to date?
How many of these printed documents were also published online?

Answer

For the 2012-13 financial year to 31 May 2013, 23 documents were printed and 19 were published. Details are in the table below:

Title	Qty	Published Online Yes/No
Veterans' Review Board Annual Report 2011-12	502	Yes
DVA Annual Report 2011-12	692	Yes
Timor Leste Family Study Summary Report	302	Yes
Timor Leste Family Study Technical Report	102	Yes
One Explanatory Memorandum and one Bill	290	Yes
Men's Health Peer Education (MHPE) Magazine (Vol 11. NO 2 – July 2012)	27,192*	Yes
The Indigenous Brochure	6,000	No
'You served your country' Poster	2,006	No
Portfolio Additional Estimates Statements 2012-13	400	Yes
Portfolio Budget Estimates Statements 2013-14	500	Yes
You and Your Pension 2012/13 Edition	28,000	Yes
Planning Ahead Guide	16,000	Yes
Review of Military Compensation Arrangements – Volume 1	50	Yes
Review of Military Compensation Arrangements – Volume 2	50	Yes
Veteran Mental Health Strategy	1,050	Yes
Mental Health Advice Book	5,000	Yes
Mental Health and Wellbeing (after Military Service)	10,000	Yes
Men's Health Peer Education (MHPE) Magazine – November 2012 Issue	13,323	Yes
Men's Health Peer Education (MHPE) Magazine – March 2013 Issue	13,069	Yes
Men's Health Peer Education (MHPE) Brochures	9,522	No
Men's Health Peer Education (MHPE) Volunteer Resource	654	No
The Right Mix DL Brochure	10,000	Yes
The Right Mix – Changing the Mix Guide	10,000	Yes

*increased number as this issue was used as handout for Veterans' Health Week 2012

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 7

Outcome All: Program All

Topic: Graduate Recruitment

(Written Question on Notice)

Senator EGGLESTON asked:

1. Provide an update on expenditure for 2014 Graduate Recruitment to date? Please itemise and detail costs.
2. Has any travel been incurred for 2014 Graduate Recruitment? Please itemise and detail costs.

Answer

1. The following has been spent on 2014 Graduate Recruitment for the financial year 2012-13 to 31 May 2013:

2014 Graduate Recruitment Expenditure FYTD 31 May 2013	
Activity	Expenditure
Big Meet (Graduate Career Fairs in Perth, Melbourne, Sydney, Adelaide and Brisbane)	\$5,995
Unigrad (Graduate Jobs Directory)	\$6,000
Tertiary to Work (Graduate Career Fair, Canberra)	\$1,180
2014 Graduate Recruitment Flyers	\$524
2014 Graduate Recruitment Business Cards	\$447
NGA – Modification to DVA's on-line application form for 2014 Graduate Recruitment	\$414
Adcorp 2014 Graduate Recruitment Advertising Program	\$5,250
TOTAL	\$19,810

2. Yes, travel costs of \$1,121 have been incurred for 2014 Graduate Recruitment for the 2012-13 financial year to 31 May 2013.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 8

Outcome All: Program All

Topic: 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 the 2012-13 financial year to 31 May 2013 was \$301,471.63 (GST excl).
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 2012-13 financial year to 31 May 2013 was \$211,042.34 (GST excl).

All campaign advertising was provided by Universal McCann. The total cost for the 2012-13 financial year to 31 May 2013 was \$90,429.29 (GST excl). The table below provides a breakdown of campaign advertising expenditure and the program the advertising was for.

Program	Purpose	Amount (excl GST)
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	\$86,631.29
OAWG	To assist those trying to find the burial locations for those who died during the World Wars	\$3,798
Total		\$90,429.29

3. and 4.

Please refer to the answer provided to Question on Notice 8, part 3 and 4 from Additional Budget Estimates 13 February 2013.

5. Yes, all advertising for the 2012-13 financial year to 31 May 2013 (as outlined in Question 3) complied with the Guidelines on Information and Advertising Campaigns by the Australian Government Departments and Agencies. Please refer to the answer provided in Question 2 for details regarding advertising.
6. Other communication programs include market research. The following table outlines the amounts paid for the 2012-13 financial year to 31 May 2013 and the business that provided the communication services.

Organisation	Service provided	Amount (excl GST)
Newspoll Market Research	Review and finalisation of Anzac Day 2015 questionnaire	\$3,520.00
Colmar Brunton	Veteran Satisfaction Survey	\$31,680.00
Colmar Brunton	Vietnam Veterans' Family Study, draft main report	\$166,321.72
Colmar Brunton	Vietnam Veterans' Family Study, draft supplementary report	\$57,890.00
Colmar Brunton	Vietnam Veterans' Family Study - Draft main report supplied (remaining fee) and project completion.	\$158,605.00
AC Nielsen	Testing of Patient Satisfaction Survey	\$17,795.00
TOTAL		\$435,811.72

The information relating to other communication activities, such as direct mail, is not readily available. The time and effort to accurately provide a complete response 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.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 9

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

Answer

1. and 3.

For the 2012-13 financial year to 31 May 2013, DVA spent \$24,883 on hospitality. 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. Information relating to date, location, purpose and cost for all events is not readily available. The time and effort to accurately provide this information would be too resource intensive.

2. and 4.

For the 2012-13 financial year to 30 June 2013, \$2,029.28 was expended on hospitality and entertainment. This amount is exclusive of GST and comprises the purchasing of general catering supplies, such as milk, for a range of meetings, therefore it is not possible to provide a

breakdown of dates as this expends across multiple days and meetings. The majority of these meetings took place at the Minister's Office. This amount includes \$67.73 associated with a meeting the Minister had in France in October 2012 with an International delegation.

5. and 7.

In 2013-14, the Department expects to spend approximately the same amount as it spent in the 2012-13 financial year. A similar number of events and meetings, where hospitality and entertainment is provided are expected to occur.

6. and 8.

There is currently no hospitality or entertainment spend being planned.

9.

No.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 10

Outcome All: Program All

Topic: Meeting Costs

(Written Question on Notice)

Senator EGGLESTON asked:

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

Answer

1. For the 2012-13 financial year to 31 May 2013, DVA spent \$50,700 on provisioning for meetings. This amount is exclusive of GST and is predominantly for small purchases of refreshments for meetings and forums such as board and committee meetings and meetings with visitors. Information relating to date and location of all events is not readily available. The time and effort to accurately provide this information would be too resource intensive.
2. Please refer to the answer provided in Question on Notice 9, part 2 and 4.
3. Please refer to the answer provided in Question on Notice 9, part 5 and 7.
4. The administration of forthcoming board and committee meetings will be met within existing budgets.

**Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs**

Question 11

Outcome All: Program All

Topic: Program Launch Costs

(Written Question on Notice)

Senator EGGLESTON asked:

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

Answer

1. For the 2012-13 financial year to 31 May 2013, three programs were launched. Details are in the table below:

Date	Location	Purpose	Event Costs inclusive
20 September 2012	Parliament House – House of Representatives Alcove	Launch of the Timor-Leste Family Study Reports	\$5,045.33
18 November 2012	Ministerial International Forum – Hyatt Hotel, Canberra	Launch Mental Health Youtube clips	\$529.70
27 May 2013	Parliament House - Canberra	Launch Veteran Mental Health Clinical Reference Group and Veteran Mental Health Strategy	\$59.85

A 13 February 2013 Senate Estimates response noted potential costs for a launch of the *At Ease* mental health website, but the nature and scope of this launch changed and, as a result, there were no costs incurred by the Department.

2. and 4.
Nil.

3. There are currently no plans for program launch spend for the Department.

**Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs**

Question 12

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

Senator Eggleston asked:

1. Provide an update 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. For boards reported on in the annual Gender Balance Report, please refer to the Australian Government Boards website, www.ausgovboards.gov.au. Information on boards within this portfolio, not included in that report, is available at Attachment A.
2. For the 2012-13 financial year, the gender composition of boards, including ex-officio members, across the portfolio was as follows:

Body	Female		Male	
Repatriation Commission			4	100%
Military Rehabilitation and Compensation Commission	1	17%	5	83%
Repatriation Medical Authority	1	20%	4	80%
Specialist Medical Review Council	4	13%	28	87%
Australian War Memorial Council	3	23%	10	77%
Prime Ministerial Advisory Council	4	44%	5	56%
Anzac Centenary Advisory Board	5	25%	15	75%
National Advisory Committee – VVCS	3	33%	6	67%
Total for boards reported in the Gender Balance Report	21	21.4%	77	78.6%
The Veterans' Children Education Boards/Military Rehabilitation and Compensation Act Education and Training Boards	23	43.4%	30	56.6%
Veterans' Review Board	14	32%	30	68%
Total for boards within the portfolio	39	39.4%	60	60.6%
Gender ratio across the portfolio	58	29.7%	137	70.3%

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

Attachment A

Member Name	Position	Current Term		Date of first appointment	Gender
		Start Date	End Date		
Veterans' Review Board					
Mr Douglas Humphreys	Principal Member	22-Mar-10	21-Mar-15	22-Mar-10	Male
Mr Gary Charles Barrow	Senior Member	1-Jan-11	30-Sep-15	1-Oct-07	Male
Mr Patrick Callioni	Senior Member	1-Jan-11	30-Sep-14	1-Jan-11	Male
Ms Alison Colvin	Senior Member	1-Jan-11	30-Sep-15	1-Jan-11	Female
Ms Jennifer D'Arcy	Senior Member	1-Jan-11	30-Sep-15	1-Jun-01	Female
Ms Jackie Fristacky	Senior Member	1-Jan-11	30-Sep-15	1-Oct-97	Female
Mr Edward Jolly	Senior Member	1-Jan-11	30-Sep-15	1-Oct-07	Male
Ms Hilary Kramer	Senior Member	1-Jan-11	30-Sep-15	30-Jul-98	Female
Ms Sylvia Winters	Senior Member	1-Jan-11	30-Sep-15	1-Oct-06	Female
Mr Christopher Charles Hamilton Wray	Senior Member	1-Jan-11	30-Sep-15	1-Oct-06	Male
Colonel Leslie Young OAM (Ret'd)	Senior Member	1-Jan-11	30-Sep-15	1-Oct-97	Male
Mr Graham Quinlivan	Senior Member	7-Dec-11	30-Sep-15	7-Dec-11	Male
Mr Allan Anforth	Member	1-Jan-11	30-Sep-14	1-Jan-11	Male
Ms Zita Antonios	Member	1-Jan-11	30-Sep-15	1-Jun-01	Female
Ms Moira Brophy	Member	1-Jan-11	30-Sep-14	1-Jan-11	Female
Mr Scott Clark	Member	1-Jan-11	30-Sep-14	1-Jan-11	Male
Dr Rhonda Galbally	Member	1-Jan-11	30-Sep-14	1-Jan-11	Female
Commodore Simon Hart (Ret'd)	Member	1-Jan-11	30-Sep-14	1-Jan-11	Male
Mr Geoffrey Hourn	Member	1-Jan-11	30-Sep-15	1-Jan-11	Male
Ms Morag McColm	Member	1-Jan-11	30-Sep-15	1-Jan-98	Female
Ms Jillian Moir	Member	1-Jan-11	30-Sep-14	1-Jan-11	Female
Mrs Carmel Morfuni	Member	1-Jan-11	30-Sep-15	1-Jan-11	Female
Mr Jonathan Hyde	Member	1-Jan-13	31-Dec-18	1-Jan-13	Male
Ms Elayne Hayes	Member	1-Jan-13	31-Dec-18	1-Jan-13	Female
Colonel Peter Maher	Member	1-Jan-13	31-Dec-18	1-Jan-13	Male
Mrs Jennifer Walker	Member	1-Jan-13	31-Dec-18	1-Jan-13	Male
Mr Wayne Lynch	Member	1-Jan-13	31-Dec-18	1-Jan-13	Male
Ms Deborah Morgan	Member	1-Jan-13	31-Dec-18	1-Jan-13	Female
Lieutenant Colonel David Collins	Services Member	1-Jan-13	31-Dec-18	1-Jan-13	Male
Lieutenant Colonel Francis Brown (Ret'd)	Services Member	7-Oct-11	30-Sep-15	1-Jun-01	Male
Group Captain Dr Robert Black AM RFD	Services Member	1-Jan-11	30-Sep-14	1-Oct-06	Male

Member Name	Position	Current Term		Date of first appointment	Gender
		Start Date	End Date		
Wing Commander Stuart Bryce (Ret'd)	Services Member	1-Jan-11	30-Sep-15	25-Nov-91	Male
Air Commodore Frank Burt OBE (Ret'd)	Services Member	1-Jan-11	30-Sep-15	1-Jan-98	Male
Ms Janet Hartmann	Services Member	1-Jan-11	30-Sep-15	1-Jun-01	Female
Lieutenant Colonel Alexander Main (Ret'd)	Services Member	1-Jan-11	30-Sep-15	1-Oct-06	Male
Major Gregory Mawkes MBE	Services Member	1-Jan-11	30-Sep-14	1-Jan-97	Male
Colonel Robin Regan CSC (Ret'd)	Services Member	1-Jan-11	30-Sep-15	28-May-99	Male
Colonel Roger Tiller AM CSC (Ret'd)	Services Member	1-Jan-11	30-Sep-15	1-Oct-06	Male
Air Commodore Bruce Robert Wood (Ret'd)	Services Member	1-Jan-11	30-Sep-15	1-Oct-06	Male
Major Warwick Anthony Young	Services Member	1-Jan-11	30-Sep-15	31-Mar-08	Male
Brigadier Mark Bornholt AM (Ret'd)	Services Member	1-Jan-11	30-Sep-15	1-Jan-11	Male
Captain James Craig Bruce (Ret'd)	Services Member	7-Dec-11	30-Sep-15	7-Dec-11	Male
Commander Iain Alexander Whitehouse (Ret'd)	Services Member	7-Dec-11	30-Sep-15	7-Dec-11	Male
Brigadier Christopher Hamilton	Services Member	7-Dec-11	30-Sep-15	7-Dec-11	Male

Veterans' Childrens Education Scheme Boards

Dr John Roulston	Chairperson	7-Mar-12	31-Dec-14	18-Apr-06	Male
Mr Cyril Gilbert OAM	Member	7-Mar-12	31-Dec-14	1-Jan-93	Male
Ms Alison Armstrong	Member	7-Mar-12	31-Dec-14	1-Jan-97	Female
Mr Alan Reece	Member	7-Mar-12	31-Dec-14	15-Dec-03	Male
Reverend Samuel Seymour	Member	7-Mar-12	31-Dec-14	1-Jan-90	Male
Mr Phillip Lilliebridge	Member	7-Mar-12	31-Dec-14	7-Mar-12	Male
Mr Tony Smith	Member	7-Mar-12	31-Dec-14	7-Mar-12	Male
Mr Peter Jones	Member	7-Mar-12	31-Dec-14	7-Mar-12	Male
Mr James Davies	Chairperson	7-Mar-12	31-Dec-14	21-Jul-93	Male
Ms Betty Fox	Member	7-Mar-12	31-Dec-14	1-Jan-97	Female
Mr Graeme Gatley	Member	7-Mar-12	31-Dec-14	22-Dec-89	Male
Ms Frances Conroy	Member	7-Mar-12	31-Dec-14	1-Jan-02	Female
Mr Raymond Stanley	Member	7-Mar-12	31-Dec-14	31-Jan-05	Male
Mr Lindsay Strong	Member	7-Mar-12	31-Dec-14	1-Jan-94	Male
Ms Janine Harvey	Member	7-Mar-12	31-Dec-14	29-Sep-06	Female
Ms Denise Wilkowski	Member	7-Mar-12	31-Dec-14	28-Oct-10	Female
Mr Robert Webster	Chairperson	7-Mar-12	31-Dec-14	1999	Male
Ms Anne O'Kane	Member	7-Mar-12	31-Dec-14	23-May-05	Female
Mr Geoffrey Brewer	Member	7-Mar-12	31-Dec-14	23-Jul-01	Male
Mrs Judy Perlstein	Member	7-Mar-12	31-Dec-14	18-Apr-06	Female

Member Name	Position	Current Term		Date of first appointment	Gender
		Start Date	End Date		
Mrs Evelyn Morgan-Brooker	Member	7-Mar-12	31-Dec-14	23-Jul-01	Female
Professor Erica Frydenberg	Member	7-Mar-12	31-Dec-14	26-Mar-03	Female
Mr John Vincent	Member	7-Mar-12	31-Dec-14	29-Sep-06	Male
Mr Neil MacNeill	Chairperson	7-Mar-12	31-Dec-14	3-Feb-03	Male
Mr George Halleen	Member	7-Mar-12	31-Dec-14	1-Jan-00	Male
Mr Malcolm Crosbie	Member	7-Mar-12	31-Dec-14	1-Jan-00	Male
Ms Caroline Payne	Member	7-Mar-12	31-Dec-14	20-Jan-09	Female
Ms Barbara Clinton	Member	7-Mar-12	31-Dec-14	21-Dec-99	Female
Mr Frederic Betts	Member	7-Mar-12	31-Dec-14	7-Aug-03	Male
Mr Lloyd Page	Member	7-Mar-12	31-Dec-14	3-Feb-03	Male
Dr Ian Fraser	Member	7-Mar-12	31-Dec-14	25-Jun-07	Male
Ms Liz Sullivan	Member	7-Mar-12	31-Dec-14	20-Oct-09	Female
Mr Leslie Vincent	Member	7-Mar-12	31-Dec-14	29-Sep-06	Male
Dr Fred Orr	Member	7-Mar-12	31-Dec-14	1-Jan-97	Male
Mr Sheldon Maher	Deputy Chairperson	7-Mar-12	31-Dec-14	1-Feb-93	Male
Ms Marie Larkings	Member	7-Mar-12	31-Dec-14	28-Oct-10	Female
Commodore Nick Helyer MBE RANR	Chairperson	7-Mar-12	31-Dec-14	2006	Male
Mr Maurice L Green APM	Member	7-Mar-12	31-Dec-14	2006	Male
Mr George Moscos	Member	7-Mar-12	31-Dec-14	28-Oct-10	Male
Dr Anthony McArthur	Member	7-Mar-12	31-Dec-14	7-Mar-12	Male
Ms Brie Backo	Member	7-Mar-12	31-Dec-14	7-Mar-12	Female
Mrs Margaret Green	Member	7-Mar-12	31-Dec-14	7-Mar-12	Female
Mr Byron Nicol	Member	7-Mar-12	31-Dec-14	1-Jan-97	Male
Mrs Dianne Smith	Chairperson	7-Mar-12	31-Dec-14	4-Feb-03	Female
Mr Don Killion	Member	7-Mar-12	31-Dec-14	4-Feb-03	Male
Ms Sandy Verrier	Member	7-Mar-12	31-Dec-14	6-Feb-02	Female
Mrs Lynette Johnston	Member	7-Mar-12	31-Dec-14	2006	Female
Ms Jan Hyde	Member	7-Mar-12	31-Dec-14	7-Mar-12	Female
Dr Marion Myhil	Member	7-Mar-12	31-Dec-14	7-Mar-12	Female
Ms Judy Travers	Member	7-Mar-12	31-Dec-14	7-Mar-12	Female
Ms Susan Diprose	Member	7-Mar-12	31-Dec-14	7-Mar-12	Female
Ms Maryanne Ryan	Member	7-Mar-12	31-Dec-14	7-Mar-12	Female
Mr Warwick Luttrell	Member	7-Mar-12	31-Dec-14	7-Mar-12	Male

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 13

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?
 - c) Do any of these requests remain outstanding? If so, how many and why?

Answer

1. The Department has regard to Guidelines issued by the Office of the Australian Information Commissioner (OAIC) under section 93A of the *Freedom of Information Act 1982*. These Guidelines are updated by the OAIC from time to time.
2. For 2012-13, the total cost to the Department to process FOI requests was \$0.72 million.
- 3.

FOI Requests	1 July 2012 – 30 June 2013
On hand at 1 July 2012	228
Received	4248
Finalised	4236
Granted in full	3619
Granted in part	31
Access Refused	75
Transferred	410
Withdrawn	101
Outstanding at 30 June 2013	240
Response 0-30 days	3627
Response 31 – 60 days (with consultation)	7
Response 31 – 60 days	77
Response 61-90 days	9
Response over 90 days	5

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 14

Outcome All: Program All

Topic: Community Cabinet Meetings

(Written Question on Notice)

Senator EGGLESTON asked:

1. Provide an update of how many Community Cabinet meetings has the Minister attended this financial year to date? List date and location.
2. How many Departmental Officers travelled with the Minister for the Community Cabinet meetings for this financial year to date?
 - a) What was the total cost of this travel? List travel type, accommodate and any other expenses.
 - b) Which Community Cabinet meetings did the Departmental Officers attend? List date and location.
3. 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. The Minister attended one Community Cabinet meeting in 2012-13. This was held at Orelia, Western Australia on 5 September 2012.
- 2 and 3.

Four departmental officers separately attended four Community Cabinet meetings: one in support of the Ministers for Defence and Defence Materiel, at Ipswich on 10-11 July 2012, the second in support of the Minister for Veterans' Affairs at Orelia on 5 September 2012, the third in support of the Minister for Defence, at Thornlie on 27 March 2013 and the fourth in support of the Minister for Defence and the Parliamentary Secretary for Defence, at Ringwood on 17 April 2013. There were no costs associated with travel to Thornlie and Ringwood. The total cost for travel for departmental officers, including accommodation and other expenses, was \$1,849.20.

Travel costs for the Minister for Veterans' Affairs and his staff for Community Cabinet meetings are paid through the Department of Finance and Deregulation.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 15

Outcome All: Program All

Topic: Reviews

(Written Question on Notice)

Senator EGGLESTON asked:

For this financial year to date:

- a) How many Reviews are being undertaken?
- b) What reviews have concluded, and for those that are still ongoing, when will those reviews be concluded?
- c) Which of these reviews has been provided to Government?
- d) When will the Government be responding to the respective reviews that have been completed?
- e) Has the Government responded to all reviews within the timeframe? If not, why not?
- f) What is the estimated cost of each of these Reviews?
- g) What reviews are planned?
- h) When will each of these reviews be concluded?

Answer

- a) to h).
There has been no change since the answer was provided to Question on Notice 15 from Additional Budget Estimates, 13 February 2013.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 16

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. The details requested are available under the **Reports** tab on AusTender (www.tenders.gov.au).
2. Consultancies planned for this calendar year are listed on the Department's Annual Procurement Plan, available under the **Procurement Plans** tab on AusTender (www.tenders.gov.au).

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 17

Outcome All: Program All

Topic: Media Monitoring

(Written Question on Notice)

Senator EGGLESTON asked:

1. What is 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 services for the year 2012-13?
 - 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 services for the year 2012-13?
 - c) What has been spend providing these services this financial year to date?

Answer

1. and 2.

For the 2012-13 financial year to 31 May 2013, the same press clippings, electronic media transcripts etcetera are provided to the Minister's Office and to the Department.

- a) iSentia (formerly Media Monitors) provided these services.
- b) The estimated budget for the year 2012-13 is \$210,000 (GST excl).
- c) The total expenditure as at 31 May 2013 was \$171,589.34 (GST excl).

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 18

Outcome All: Program All

Topic: Social Media

(Written Question on Notice)

Senator EGGLESTON asked:

1. Has there been any changes to department and agency social media or protocols about staff access and usage of Youtube; online social media, such as Facebook, MySpace and Twitter; and access to online discussions forums and blogs since May 2012 Budget Estimates? If yes, please explain and provide copies of any advice that has been issue.
2. Does the department/agency monitor usage of social media? If yes, provide details of the usage (for example details could include average hours per employee, hours when usage peaks).
3. Has there been a change to the department/agency protocols due to staff usage? If no, why not? Will the department/agency monitor usage in the future?
4. Does social media impact on employed productivity? Provide details (details could include increased internet usage in general or increased internet usage in standard business hours).

Answer

1. to 4.

There have been no changes since the answer was provided to Question on Notice 18 from Additional Budget Estimates, 13 February 2013.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2012–13; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 19

Outcome All: Program All

Topic: Internet

(Written Question on Notice)

Senator EGGLESTON asked:

Has the Department experienced any internet problems, such as but not limited to slow internet, or internet blackouts? If yes, what was the reason for this? Did it impact the Minister's office?

Answer

There have been no changes since the answer was provided to Question on Notice 19 from Additional Budget Estimates, 13 February 2013.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 20

Outcome All: Program All

Topic: Staff amenities

(Written Question on Notice)

Senator EGGLESTON asked:

What amenities are provided to staff? Provide a list, including any costs and the reason for providing the amenity.

Answer

A range of items are provided to staff that include electrical items, furniture and general appliances.

- Electrical items include refrigerators, microwave ovens and dishwashers.
- Furniture items include tables and chairs, stools, couches, counters, benches and lockers in some locations.
- General appliances include hot water units, chilled water dispensers, toasters and sandwich makers.
- Other items include plates, cups, bowls, cutlery and janitorial items for cleaning.

The items are provided for the general amenity of staff. The information sought on costs is not readily available. The time and effort to accurately provide this information would be too resource intensive.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 21

Outcome All: Program All

Topic: Coffee Machines

(Written Question on Notice)

Senator EGGLESTON asked:

1. Has the department/agency purchased coffee machines for staff usage? If yes, provide a list that includes the type of coffee machine, the cost, the amount, and any ongoing costs such as purchase of coffee or coffee pods and when the machine was purchased.
 - a) Why were coffee machines purchased?
 - b) Has there been a noticeable difference in staff productivity since coffee machines were purchased? Are staff leaving the office premises less during business hours as a result?
 - c) Where did the funding for the coffee machines come from?
 - d) Who has access?
 - e) Who is responsible for the maintenance of the coffee machines?
 - i) How much was spent on maintenance in this financial year to date, include a list of what maintenance has been undertaken.
 - ii) Where does the funding for maintenance come from?
 - f) What are the ongoing costs of the coffee machine, such as the cost of coffee?
2. Does the department/agency rent coffee machines for staff usage? If yes, provide a list that includes the type of coffee machine, the cost, the amount, and any ongoing costs such as purchase of coffee or coffee pods and when the machine was purchased.
 - a) Why are coffee machines rented?
 - b) Has there been a noticeable difference in staff productivity since coffee machines were rented? Are staff leaving the office premises less during business hours as a result?
 - c) Where does the funding for the coffee machines come from?
 - d) Who has access?
 - e) Who is responsible for the maintenance of the coffee machines?
 - i) How much was spent on maintenance in this financial year to date, include a list of what maintenance has been undertaken.
 - ii) Where does the funding for maintenance come from?
 - f) What are the ongoing costs of the coffee machine, such as the cost of coffee?

Answer

1. No.
2. Not applicable.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 22

Outcome All: Program All

Topic: Contractors

(Written Question on Notice)

Senator EGGLESTON asked:

For this financial year to date:

- a) 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).
- b) 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).
- c) 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).
- d) 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).
- e) 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).
- f) 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).
- g) 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).
- h) 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).
- i) Has the department/agency ever employed McKinsey & Company in any capacity or is it considering employing McKinsey & Company? If yes, provide details.
- j) What contractors have been employed by the department/agency? If yes, provide details (including the work undertaken and the cost).

Answer

a) – c) and e) – i)

For the 2012-13 financial year to 31 May 2013, the companies listed have not been employed by the Department.

d) DVA has contracted with Universal McCann. The details of the arrangement are published on AusTender – see CN1395221.

j) All contracts over \$10,000 are published on AusTender (www.tenders.gov.au) with a description of the work undertaken and contract value.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 23

Outcome All: Program All

Topic: Grants

(Written Question on Notice)

Senator EGGLESTON asked:

1. Could the department/agency provide a list of all grants, including ad hoc and one-off grants for this financial year to date? Please provide details of the recipients, the amount, the intended use of the grants and what locations have benefited from the grants.
2. Have all grant agreement details been published on its website within the required timeframe? If not, provide details.

Answer

1. and 2.

There have been no changes since the answer was provide to Question on Notice from Additional Budget Estimates, 13 February 2013.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 24

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 department/agency 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.
2. How much did each report cost/or is estimated to cost?
3. How many departmental staff were involved in each report and at what level?
4. What is the current status of each report?
5. When is the Government intending to respond to these reports?

Answer

1. For the 2012-13 financial year to 31 May 2013, one special investigation and associated report has been commissioned. This special investigation was required to resolve conflicting views between the Australian Government and members of a local French remembrance association (*Fromelles Weppes Terre de Mémoire 1914-1918*) concerning the sequence of events leading to the discovery and recovery of human remains at Pheasant Wood, near Fromelles in France. The first Agreement related to this special investigation was executed on 21 December 2012, and a subsequent Agreement executed on 12 January 2013. The report containing the findings of this special investigation was received by the Department on 1 March 2013. Findings within the report are not scheduled for public release. Terms of Reference and Committee members are at [Attachment 1](#).
2. The final cost of this report was \$25,811 (GST excl).
3. Two. One Principle Executive Officer A and one APS6.
4. The Report's recommendations have been considered.
5. The Report's findings and recommendations have informed the finalisation of interpretive elements within the new Battle of Fromelles Museum which will open in early 2014.

**TERMS OF REFERENCE
EVENTS LEADING TO THE DISCOVERY OF THE MASS GRAVES AT PHEASANT
WOOD**

Background

The Fromelles Museum, currently in construction, is a joint project of the French national, communal and local authorities and the Australian Government to honour those who served at the battle Fromelles 19-20 July 2016, and in particular to tell the story of the recovery of the remains of 250 soldiers, most of them Australians, from a mass graves in Pheasant Wood in 2008.

The development of content for the Fromelles Museum has revealed conflicting views of the research and sequence of events leading to the recovery from Pheasant Wood. This matter must be resolved so that the Museum can present historically accurate content.

Parties: The parties are:

The Australian Government, represented by Brigadier Chris Appleton, Director, Office of Australian War Graves, and

The Communaute de Communes de Weppes represented by Michel Borrewater, Vice President.

Agreement:

The parties agree to commission two independent historians (not previously associated with the Fromelles recovery), one French and one Australian, to jointly investigate and report upon the research and sequence of events leading to the recovery from Pheasant Wood.

The parties agree to engage two independent historians, one French and one Australian, with no prior experience in the Fromelles recovery, who will together investigate and write a report following their research of the events leading to the recovery from Pheasant Wood.

The parties agree to the instructions to the historians outlined at Attachment A.

The parties agree that the historians consult with the stakeholders detailed at Attachment B in the course of the investigation.

The parties agree that the investigation will be funded by the Australian Government.

The parties agree to abide with the conclusions of the investigation.

Original signed

Brigadier Chris Appleton
Director
Office of Australian War Graves
8 December 2012

Original signed

Michel Borrewater
Vice President
Communaute de Communes de Weppes
8 December 2012

**Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs**

Question 25

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)?

- a) 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.
- b) 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?
- c) Where interest is being paid, what rate of interest is being paid and how is the rate determined?

Answer

- a) For the 2012-13 financial year to 31 May 2013, the Department of Veterans' Affairs (DVA) paid 96.36% 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 2012 – 31 May 2013	Paid within 30 days	Paid within 31-44 days	Paid within 45- 60 days	Not paid within 60 days	TOTAL
Number of Invoices	7,891	128	74	96	8,189
% of invoices by number	96.36	1.56	0.91	1.17	100

- b) No interest has been paid on overdue amounts in the current or previous financial years.
- c) Not applicable.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 26

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 are the department/agency's stationery costs for the financial year to date?

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. For the 2012-13 financial year to 31 May 2013, the Department spent \$264,403 on stationery and office requisites. The Department's chart of accounts does not provide for a breakdown between stationery and office requisites.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 27

Outcome All: Program All
Topic: Media Subscriptions
(Written Question on Notice)

Senator EGGLESTON asked:

1. What pay TV subscriptions does your department/agency have?
 - a) Please provide a list of what channels and the reason for each channel.
 - b) What is the cost for this financial year to date?
2. What newspaper subscriptions does your department/agency have?
 - a) Please provide a list of newspaper subscriptions and the reason for each.
 - b) What is the cost for this financial year to date?
3. What magazine subscriptions does your department/agency have?
 - a) Please provide a list of magazine subscriptions and the reason for each.
 - b) What is the cost for this financial year to date?

Answer

1. a)
There have been no changes since the answer was provided to Question on Notice 27 from Additional Budget Estimates 13 February 2013.
- b) For 2012-13, the cost was \$2,832.18 (ex GST).
2. a)
There have been no changes since the answer was provided to Question on Notice 27 from Additional Budget Estimates 13 February 2013.
2. b)
Expenditure on newspapers and magazines are recorded against two account codes – one for Newspapers, Subscriptions, Journals and Magazines and the other is for 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 the 2012-13 financial year to 31 May 2013 was \$34,689.
3. a)
See answer to 2. a).
3. b)
See answer to 2. b).

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 28

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). Also provide a reason and brief explanation for the travel.
3. What travel is planned for the rest of this financial year? Also provide a reason and brief explanation for the travel.
4. What is the policy for business class airfare tickets? Is there still a reduction in business flights as per the media release by the Minister for Finance and Deregulations and the Special Minister of State dated 25 September 2012?
5. 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.
6. 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.
7. Does the department/agency elect to offset emissions for employees work related travel? If yes, what is the cost?

Answer

1. For the 2012-13 financial year, no departmental officers formally accompanied the Minister on official travel. However, six departmental staff travelled to Timor-Leste between 24 and 27 August 2012 and 12 departmental staff travelled to North Africa from 17 to 20 October 2012. All departmental staff were part of delegation parties of First World War veterans at which the Minister was also in attendance.

In April 2013, the Aide-de-Camp (ADC) accompanied the Minister for Veterans' Affairs travelling to Turkey to conduct meetings with Cannakale officials, attend Anzac Day commemorative services at Gallipoli, visit cultural sites at Istanbul and meet with Government representatives regarding the Anzac Centenary (2014-2018) preparations.

The breakdown of costs is as follows:

Item	Costs
Domestic Fares	\$ 1,025.98
Overseas Fares	\$10,102.33
Accommodation	\$ 913.09
Travel Management fees	\$ 242.90
Whole of Australian Government fee (WOAG)	\$ 11.72
Meals and incidentals	\$ 2,503.95
Bank Fees and charges	\$ 49.87
Official Gifts	\$ 1,923.95
Total (ex GST)	\$16,773.79

2. For the 2012-13 financial year to 31 May 2013, the Department spent \$5,066,801 on employee travel. This figure includes domestic and overseas travel. The expenditure breakup is shown in the table below. The reason for travel by departmental officers include: attending departmental meetings once the cost effectiveness of the travel has been established; maintain war graves in remote areas; arrange and attend commemorative events overseas; and to meet with shareholders such as ex service organisations.

Financial Year 2012-13 to 31 May 2013

Travel type	Spend
Fares and booking fees	\$2,974,104
Travel Allowances (meals and incidentals)/Accommodation/Parking/Tolls	\$2,008,671
Car hire	\$84,026
Total	\$5,066,801

Note: Figures are GST exclusive.

Data on the breakdown of airfares by type is provided in the following table. The data includes domestic and international travel.

Business class	Fully Flexible	Mid Range	Lowest Restricted
840	484	1,732	1,126

3. Travel within the Department is carried out on a needs basis in direct response to business requirements. Forecasting of future travel is not realistic as emerging needs arise at short notice. Therefore, we are not able to predict the future expenditure in this area.
4. The Department's travel policy is that all air travel should be the lowest practical fare in economy class unless there is a business case or an entitlement to travel business class. Where there is an entitlement to travel business class, travellers are expected to choose economy fares on short sectors. The number of business class airfares purchased continues to fall.
5. 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 2013, 131 employees held QANTAS lounge memberships. Fourteen of these memberships are held by employees at the Senior Executive Service (SES) level. The remaining 117 memberships are held by non SES employees. Memberships are usually provided for periods of two years. The total cost of the memberships is \$57,000.

Eleven employees hold Virgin lounge memberships, nine of which have been provided free of charge by Virgin Australia and two have been paid for by the Department at a total cost of \$531. Two of the memberships belong to the Senior Executive Service (SES). The remaining nine memberships belong to non SES employees.

- 6 Support or administrative staff do not usually travel with SES employees.
7. The Department does not offset emissions for work related travel.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 29

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. For 2012-13, DVA spent \$3.40 million on legal services within the Department.
2. For 2012-13, DVA spent \$1.56 million on legal services from the Australian Government Solicitor (AGS).
3. For 2012-13, DVA spent \$3.03 million on legal services from private firms.
4. For 2012-13, DVA spent \$1.02 million on legal services from other sources (barristers and disbursements).

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 30

Outcome All: Program All
Topic: Educational Expenses
(Written Question on Notice)

Senator EGGLESTON asked:

1. What is the department/agency's guidelines on study?
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. DVA's Study Assistance Policy provides all DVA ongoing employees including ongoing part-time employees with:
 - access to paid leave for study purposes;
 - capacity to seek financial assistance for some of the costs associated with undertaking study.

The following forms of assistance are provided:

 - Study Leave;
 - Additional Leave for travelling to/from workplace to/from the educational institution;
 - Exam Leave;
 - Financial Assistance;
 - Worker's Compensation.
- Applications for Studies Assistance are considered and funded on a case by case basis.
- Both on-campus and off-campus students can access up to five hours per class week or eight hours per class week if they identify themselves as Indigenous Australians, or if they have a disability, in order to undertake approved study activities.
- The hours available to part-time employees for study leave are determined on a pro-rata basis.
- The maximum amount of \$3,000 per calendar year may be available to students. In certain circumstances, amounts over this can be approved.

- Financial assistance is provided subject to the following conditions:
 - the study must be successfully completed (achieving a passing grade or better) within the prescribed period of time. Exceptions may be made only in extenuating circumstances such as personal injury, illness or bereavement;
 - financial assistance is approved on a study period basis and is not transferable between study periods. Students will need to reapply each study period and not assume that approval for leave will be given for subsequent study periods;
 - financial assistance is not available for previously completed studies (e.g. accrued HECS/HELP debts for previous study are not eligible for financial assistance);
 - financial assistance for subjects commenced in one calendar year and completed in a different calendar year (e.g. summer school) can only be claimed once;
 - approval of financial assistance is not automatic even when an employee has been given approval for study leave;
 - there will be no upfront payments of study fees; and
 - the staff member must claim for re-imbursment whilst in the employment of DVA as an ongoing employee.

- The priority fields of study are:
 - Auditing
 - Business Management
 - Communications
 - Contract Management
 - Economics
 - Financial Management
 - Health related fields – health economics, health education, administration, policy and marketing
 - Human Resource Management
 - ICT/web related fields
 - Law
 - Public Policy & Administration
 - Veterans Studies
 - Project Management

2. DVA'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 effort to provide the information requested would be too resource intensive.

For the 2012-13 financial year to 31 May 2013, DVA's financial management system has recorded expenditure of \$1,259,261 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.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 31

Outcome All: Program All

Topic: Executive Coaching and Leadership Training

(Written Question on Notice)

Senator EGGLESTON 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 (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)
 - 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 the time and effort to provide this information would be too resource intensive.

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 3 to APS 6 level staff. For these leadership development programs, the answers are as follows:

1.

- a) \$384,187 for the 2012–13 financial year to 30 June 2013 for both programs.
- b) These programs are offered to Departmental employees at the relevant classifications – i.e. all Executive Level staff and all APS3 to APS 6 level staff.
- c) For the 2012-13 financial year to 30 June 2013:
 - a total of 47 staff attended two ELP Workshops and one ELP Recall; and
 - a total of 148 staff attended nine LFP Workshops and eight Recalls.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) For the 2012-13 financial year to 30 June 2013, 47 Executive Level staff participated in two ELP Workshops and one ELP Recall and a total of 148 APS 3 to APS 6 level staff attended nine LFP Workshops and eight Recalls.
- d) The total number of hours involved for the 2012-13 financial year to 30 June 2013 is provided below:
 - ELP Workshop only (recalls to occur in next financial year) – 630 hours comprising:
 - o 26 EL1s x 22.5 hours = 585 hours
 - o 2 EL2s x 22.5 hours = 45 hours
 - ELP Recall only (workshop occurred in previous financial year) – 95 hours comprising:
 - o 17 EL1s x 5 hours = 85 hours
 - o 2 EL2s x 5 hours = 10 hours
 - LFP Workshops and Recalls – 1632 hours comprising:
 - o 26 APS3s x 17 hours = 442 hours
 - o 11 APS4s x 17 hours = 187 hours
 - o 23 APS5s x 17 hours = 391 hours
 - o 36 APS6s x 17 hours = 612 hours
 - LFP Workshop only (recalls to occur in next financial year) – 429 hours comprising:
 - o 11 APS3s x 13 hours = 143 hours
 - o 6 APS4s x 13 hours = 78 hours
 - o 9 APS5s x 13 hours = 117 hours
 - o 7 APS6s x 13 hours = 91 hours
 - LFP Recall only (workshop occurred in previous financial year) – 76 hours comprising:
 - o 1 APS3 x 4 hours = 4 hours
 - o 6 APS4s x 4 hours = 24 hours
 - o 9 APS5s x 4 hours = 36 hours
 - o 3 APS6s x 4 hours = 12 hours

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) \$384,187 for the 2012–13 financial year to 30 June 2013 for both programs.
- f) The cost noted above includes facilitation, course material 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 enquired and location of the program.

3.

- a) The ELP workshop is held at Yellow Edge's premises in Barton, ACT.
- b) During the 2012-13 financial year, 28 staff attended ELP across two programs.
- c) 22.5 hours per person / 630 hours total. Please note, this does not include approximately five hours per participant 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.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 32

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)
 - d) Any costs the department or agency's incurred to use the location

Answer

The Department has not purchased any media training services for the financial year 2012-13 to 31 May 2013.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 33

Outcome All: Program All
Topic: Paid Parental Leave
(Written Question on Notice)

Senator EGGLESTON asked:

1. Please list how many staff in each 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.
3. What is the paid parental scheme offered by each department and agency? How many staff have used the scheme this financial year to date.

Answer

1. There have been no changes since the answer was provided to Question on Notice 33 from Additional Budget estimates, 13 February 2013.
2. For the 2012-13 financial year to 31 May 2013, 29 employees have received payment under the scheme. For details of the numbers of staff and their classification, please refer to the table below.

Paid Parental Leave Scheme, by classification.

Classification	Number
APS2	2
APS3	4
APS4	3
APS5	10
APS6	7
EL1	2
Legal 1	1
Total	29

3. The paid parental scheme offered by DVA is outlined in the DVA Enterprise Agreement 2012-2014, clauses 372-384. The Enterprise Agreement is available on the DVA web site at <http://www.dva.gov.au/aboutDVA/careers/Pages/index.aspx>.

For the 2012-13 financial year to 31 May 2013, 29 employees have used the scheme.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 34

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.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 35

Outcome All: Program All

Topic: Corporate Cars

(Written Question on Notice)

Senator EGGLESTON asked:

1. How many cars are owned by each department/agency?
2. Where is the car/s located?
3. What is the car/s used for?
4. What is the cost of each car for this financial year to date?
5. How far did each car travel this financial year to date?

Answer

1. The Department of Veterans' Affairs (DVA) currently owns four cars which includes two commercial vehicles. There was an additional vehicle which was disposed of in July 2012.
2. One car is located in Ankara, Turkey.
One car is located in Paris, France.
One commercial vehicle is located at Port Moresby (Bomana) War Cemetery, Papua New Guinea.
One commercial vehicle is located at Rabaul (Bitu Paka) War Cemetery, Papua New Guinea.
3. The car located in Ankara, Turkey is used for official purposes by the DVA Section at the Australian Embassy and limited private use by the DVA Counsellor.
The car located in Paris, France is used for official purposes by the DVA Section at the Australian Embassy and limited private use by the First Secretary.
The commercial vehicles located in Papua New Guinea are used for the care and maintenance of Port Moresby (Bomana) and Rabaul (Bitu Paka) War Cemeteries and memorials.
4. For the 2012-13 financial year to 31 May 2013:
 - The running cost of the car in Ankara, Turkey was approximately \$6,800;
 - The running cost of the car in Paris, France was approximately EURO1,300 (AUD \$1,800). The purchase price of the vehicle (paid in February 2013) was EURO27,274 (AUD \$35,696.70). The car was delivered in April 2013;
 - The running cost of the commercial vehicle located at Port Moresby (Bomana) War Cemetery, Papua New Guinea was approximately \$5,700; and
 - The running cost of the commercial vehicle located at Rabaul (Bitu Paka) War Cemetery, Papua New Guinea was approximately \$2,700.

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

5. For the 2012-13 financial year to 31 May 2013:

- The car located in Ankara, Turkey has travelled approximately 23,500km. The vehicle disposed of in July 2012 had travelled approximately 120km;
- The car in Paris, France has travelled approximately 5,300km;
- The commercial vehicle located at Port Moresby (Bomana) War Cemetery, Papua New Guinea has travelled approximately 13,300km; and
- The commercial vehicle located at Rabaul (Bitu Paka) War Cemetery, Papua New Guinea has travelled approximately 14,700km.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 36

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 for each business group in each department/agency.
2. What are the reasons for taxi costs?

Answer

1. The spend on taxis for the 2012-13 financial year to 31 May 2013 was \$515,212. The figures provided are exclusive of GST and do not include expenditure on taxis for veterans under the repatriation transport program, or for health services to veterans.

The breakdown by business group was:

Business Group	Amount
Secretary, Commissioner and Deputy President	\$7,168
State Deputy Commissioners	\$57,175
Veterans and Veterans Families Counselling Service	\$37,535
Corporate Division and Legal Services	\$107,376
Client and Commemorations Division	\$79,193
Rehabilitation and Support Division	\$103,729
Health and Community Services Division	\$92,926
Repatriation Medical Authority	\$9,158
Veterans Review Board	\$20,952

2. Typically taxis are used by DVA staff in conjunction with official travel. For example, travelling from airport to office. Taxis are also used by staff to travel to external meetings, by staff members accompanying veterans attending commemorative activities and by veterans attending DVA related activities.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 37

Outcome All: Program All

Topic: Hire Cars

(Written Question on Notice)

Senator EGGLESTON asked:

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

Answer

1. The spend on hire cars for financial year 2012-13 to 31 May 2013 was \$84,026. The figures provided are exclusive of GST.

The breakdown by business group was:

Business Group	Amount
Secretary, Commissioner and Deputy President	\$1,969
State Deputy Commissioners	\$10,711
Veterans and Veterans Families Counselling Service	\$19,917
Corporate Division and Legal Services	\$5,441
Client and Commemorations Division	\$32,317
Rehabilitation and Support Division	\$1,410
Health and Community Services Division	\$7,867
Repatriation Medical Authority	\$650
Veterans Review Board	\$3,744

2. Hire cars are used in conjunction with official travel. They are used in lieu of taxis when it is cost effective to do so. They are also used for regional travel in Australia and overseas, and when there is a need to carry equipment such as for training events or by grave maintenance field staff.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 38

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 details of the following:
 - 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 31 May 2013, was 251. The breakdown by employment classification was:

APS2	6
APS3	15
APS4	37
APS5	28
APS6	64
EL1	33
EL2	38
SES	24
Statutory Position Holders	4
Chair ANZAC Centenary Advisory Board	1
Principal Member VRB	1
Total	251

2. a) and c)

If misuse of a card is accidental then the card holder is asked to repay the funds and the incident is reported on the Certificate of Compliance. If fraud is suspected, then the matter is referred to the Department's Legal Services and Assurance Branch to undertake a compliance investigation. If there is sufficient material to disclose suspected fraudulent activity, the matter would be referred to the Commonwealth Director of Public Prosecutions for its consideration and possible charging of the individual.

2. b)

Chief Executive Instruction (CEI) 5.7 outlines the process for issue and usage of credit cards and the responsibilities of the cardholder and manager. The corporate card is monitored in a number of ways.

- i. The cardholder is required to reconcile monthly card statements which are signed off by their manager. This process ensures the manager has direct responsibility to monitor appropriate use of the cards.
- ii. The acquitted monthly statements and supporting documentation are forwarded to the area responsible for issuing and monitoring credit cards. This area undertakes random quality assurance checks of the acquittals to ensure compliance with the CEI. Internal audit also undertakes periodic reviews of any potential risks in credit card usage and monitoring, and compliance with the CEI.
- iii. DVA's card provider also has a process for monitoring transactions and alerts the Department to any unusual spending patterns.

2. d)

Accidental use of cards for personal purchases or for purchases that are not sanctioned by the CEIs occur occasionally. In these cases, cardholders have been required to reimburse the Department. During the 2012-13 financial year to 31 May 2013, there were two such incidences reported in the Certificate of Compliance. They were:

1. While overseas on official business, a member of the Senior Executive Service used his corporate card for personal use. The funds were repaid to the Department.
2. Whilst on personal leave, a senior officer privately hired a car from Hertz using his personal credit card. He incurred toll expenses of \$4.95 and \$14.76 whilst using the hire car. The toll company were mistakenly advised by Hertz to charge his corporate credit card (previously provided to Hertz in relation to work related travel) rather than his private credit card. The officer promptly reported the error and immediately repaid the amount in full.

2. e)

Cards are only issued based on an identified business need and if approval has been given at SES or equivalent level. On receipt of a card, cardholders are required to sign an agreement which outlines their responsibilities and which specifies that the card is to be used only for official purposes. Cardholders are also subject to the Australian Public Service Code of Conduct. In addition, usage restrictions are placed on cards by the provider based on cardholder needs (i.e. spending and individual transaction limits).

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 39

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?
3. Is electronic equipment (such as ipad, laptop, wireless card, vasco token, blackberry, mobile phone (list type if relevant), thumb drive) 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. 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.

Answer

1. The Minister has an Apple iPhone 5 mobile phone and a Blackberry 9700 and seven staff each have a Blackberry 9700.

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 (iPhone)	\$999.00	\$5.00 per month plus call and SMS costs, plus \$15.00 per month 1G Data Pack and excess data charges if applicable
Blackberry	\$768.50	\$34.95 per month plus call and SMS costs and excess data charges if applicable

2. 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 units - \$47,259;
- Laptops - \$8,400;
- iPhone - \$999;
- 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 as per table in Question 3 below.

3. Yes. 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 – 316
- Blackberries – 79
- iPads – 44
- Wireless broadband cards – 168

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, including the Minister and his office, is as follows:

Device	Usage Costs	Total cost for Department – 2011-12	Total cost for Department – 2012-13 to 31 May 2013
Mobile Phone	\$5.00 per month, plus call and SMS costs	\$133,078	\$62,291
Blackberry	\$34.95 per month, plus call and SMS costs and excess data charges	\$90,563	\$62,759
Wireless Broadband for iPads and Laptops	\$35.00 per month, plus excess data charges	\$186,642	\$137,245

4. Please refer to the answer provided in Part 2.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 40

Outcome All: Program All
Topic: Electricity Purchasing
(Written Question on Notice)

Senator EGGLESTON asked:

1. What are the details of the department/agency electricity purchasing agreement?
2. What are the department/agency electricity costs for this financial year to date?

Answer

1. Please refer to the answer provided to Question on Notice 40, part 1, from Additional Budget Estimates, 13 February 2013.
2. For the 2012-13 financial year to 31 March 2013, DVA's electricity costs were \$770,431.
DVA has not received final billing costs for April and May due to inconsistent billing arrangements nationally.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 41

Outcome All: Program All

Topic: Briefings for the Australian Greens and Independents

(Written Question on Notice)

Senator EGGLESTON asked:

1. Have any briefings and/or provision of information been provided to the Australian Greens? If yes, please include:
 - a) How are briefings requests commissioned?
 - b) What briefings have been undertaken? Provide details and a copy of each briefing.
 - c) Provide details of what information has been provided and a copy of the information.
 - d) Have any briefings request been unable to proceed? If yes, provide details of what the requests were and why it could not proceed.
 - e) How long is spent preparing and undertaking briefings/information requests for the Australian Greens? How many staff are involved and how many hours? Provide a breakdown for each employment classification.
2. Have any briefings and/or provision of information been provided to Independents? If yes, please include:
 - a) How are briefings requests commissioned?
 - b) What briefings have been undertaken? Provide details and a copy of each briefing.
 - c) Provide details of what information has been provided and a copy of the information.
 - d) Have any briefings request been unable to proceed? If yes, provide details of what the requests were and why it could not proceed.
 - e) How long is spent preparing and undertaking briefings/information requests for the Independents? How many staff are involved and how many hours? Provide a breakdown for each employment classification.
 - f) Which Independents have requested briefings and/or information?

Answer

1. and 2.

The Prime Minister's Office coordinates requests for briefings from the Greens and Independents in relation to Government legislation. The Minister's Office was asked to brief the Greens and Independents on 19 March 2013 and the Adviser was supported by a departmental officer.

The Minister's Office offered Senator Xenophon a briefing on 18 June 2013 in relation to his proposed amendments to the Veterans' Affairs Legislative Amendment (Military Compensation Review and Other Measures) Bill 2013. An Adviser provided the briefing with two departmental officers.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 42

Outcome All: Program All

Topic: Shredders

(Written Question on Notice)

Senator EGGLESTON asked:

Has the department/agencies purchased any shredders this financial year? 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

The Department has purchased two shredders for the 2012-13 financial year to 31 May 2013 in Darwin and Perth. One was purchased at the cost of \$229 (GST inc) for the purpose of destroying paper records containing hand written information and rough drafts containing sensitive client information (personal details, dob, phone numbers and the like, draft treatment plans etc). Once the information has been transferred to the official record (VMIS / Client files), these notes are disposed of securely.

The second was purchased at a cost of \$229 (GST inc) and replaced an existing shredder which no longer functioned. The shredder is used for the purposes outlined above.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 43

Outcome All: Program All

Topic: Protective Security policy framework

(Written Question on Notice)

Senator EGGLESTON asked:

Provide an update for your department/agency, including what is your current compliance level, what are you doing to manage risk, what is being done to comply with the mandatory requirements and details of any department/agency specific policies and procedures.

Answer

The above question contains four parts which are answered individually below.

1. What is your current compliance level?

The Department is fully compliant with 32 of the 33 Protective Security Policy Framework (PSPF) mandatory requirements and partially compliant with the remaining directive.

The outstanding directive – 16 Personal Security 3 – states: “Agencies must maintain a Designated Security Assessment Position (DSAP) register”. The Protective Security Team has developed a DSAP register and is currently in the process of implementing the system on the electronic Human Resource Management System (HRMS). This will allow for live updates and reporting and ensure ongoing compliance with directive 16. Completion of the DSAP register is expected in July 2013 which falls within required timeframe for compliance of 1 August 2013.

2. What are you doing to manage risk?

The Department has implemented a Security Risk Management framework and practices which have been developed in accordance with:

- The Australian Government Protective Security Policy Framework (PSPF);
- The Australian Standard AS/NZS ISO 31000:2009 Risk Management – Principles and Guidelines; and
- The Australian Standards HB 167:2006 Security risk management.

The Protective Security Team includes trained risk management professionals who are responsible for the development and maintenance of the risk policy and for providing risk management products, including (but not limited to):

- Agency Security Plan;
- international travel assessments and briefings;
- site security inspections;
- incident response and assessment;
- security awareness training for staff and contractors;
- management of personnel security clearances;
- information security compliance checks; and
- risk management register.

3. What is being done to comply with the mandatory requirements?

Please refer to the answer provided in Part 1.

4. Details of any department/agency specific policies and procedures?

The Department has a current Agency Security Plan, a departmental specific Risk Management Plan (including current Risk Register) and a current Departmental Security Policy document.

These documents are supported by eight security protocols covering the following topics:

1. Bomb Threat Protocol and Checklist;
2. Critical Security Incident Protocol;
3. ICT Security Protocol;
4. Information Security Protocol;
5. Managing Critical Incident Protocol;
6. Personnel Security and Aftercare Protocol;
7. Physical Security Protocol; and
8. Management of Heightened Risk to DVA Staff and Assets.

State	1(a) Who	1(b) Property Address	1(c) Leased or Owned	1(d) SQM	1(f) Rent Per Annum*	1(g) Value (If Owned)	1(h) Depreciation of Building (If Owned)	1(i) Types of Functions / Work Undertaken **
ACT	DVA	Lvls Mezzanine - Lvl 9, Lovett Tower, 13 Keltie St, Woden 2606 ***	Leased	8,922	\$389	N/A	N/A	Outcomes 1-3
ACT	DVA	Lvls 10-22 Lovett Tower, 13 Keltie St, Woden 2606	Leased	11,352	\$389	N/A	N/A	Outcomes 1-3
ACT	VVCS	6-8 Champion St, Deakin ACT 2600	Leased	255	\$357	N/A	N/A	Outcome 2
ACT	Car	Car Parks Only - Centra Plaza #	Leased (MOU)	20	\$1,954	N/A	N/A	N/A
ACT	VAN	30 Corinna St, Woden (asa cnr 28-30 Brewer St)	Leased	312	\$485	N/A	N/A	Outcomes 1-3
NSW	DVA	Centennial Plaza, 280 Elizabeth St, Surry Hills 2010	Leased	6,638	\$407	N/A	N/A	Outcomes 1-3
NSW	VAN	Ground Floor, 250 Mann Street, Gosford 2250	Leased	160	\$292	N/A	N/A	Outcomes 1-3
NSW	VAN/VVCS	Suite 6, Conway Court, 17 Conway St, Lismore 2480	Leased	396	\$332	N/A	N/A	Outcomes 1-3
NSW	VAN/VVCS	Suite 1 & 2 Grd Flr, 6 Auckland Street, Newcastle 2300	Leased	396	\$317	N/A	N/A	Outcomes 1-3
NSW	VAN	110 George St, Parramatta 2150	Leased	133	\$446	N/A	N/A	Outcomes 1-3
NSW	VVCS	Suite 1 & 2, 88 Phillip St, Parramatta 2150	Leased	597	\$410	N/A	N/A	Outcome 2
NSW	File/Archive	120 Miller Road, Villawood 2163	Leased (MOU)	586	\$34	N/A	N/A	Outcomes 1-3
NSW	VAN	Corporate Square, 43 Burelli Street, Wollongong 2500	Leased	142	\$388	N/A	N/A	Outcomes 1-3
NT	VAN/VVCS	Cnr Hickman St & Winnellie Road, Winnellie	Leased	685	\$248	N/A	N/A	Outcomes 1-3
NT	VAN/VVCS	Grnd Flr, 2 Chung Wah Terraces, Palmerston 0830	Leased	539	\$386	N/A	N/A	Outcomes 1-3
QLD	DVA/VRB	259 Queen Street, Brisbane 4000	Leased	7,527	\$620	N/A	N/A	Outcomes 1-3
QLD	VVCS	Suit G2/340 Ross River Rd, Aitkenvale 4817	Leased	421	\$377	N/A	N/A	Outcome 2
QLD	VVCS	15 Astor Terrace, Spring Hill 4000	Leased	481	\$470	N/A	N/A	Outcome 2
QLD	VAN	520 Flinders St, Townsville 4810	Leased	522	\$347	N/A	N/A	Outcomes 1-3

* Rent figures under 1(f) are per SQM, per annum. Properties with 'MOU' listed under 1(f) are paid under a Memorandum of Understanding licensing arrangement.

** Outcomes listed under 1(i) are detailed in the 2012-13 Portfolio Additional Estimates Statements, and descriptions are below:

Outcome 1 : Maintain and enhance the financial wellbeing and self-sufficiency of eligible persons and their dependants through access to income support, compensation, and other support services, including advice and information about entitlements.

Outcome 2 : Maintain and enhance the physical wellbeing and quality of life of eligible persons and their dependants through health and other care services that promote early intervention, prevention and treatment, including advice and information about health service entitlements.

Outcome 3 : Acknowledgement and commemoration of those who served Australia and its allies in wars, conflicts and peace operations through promoting recognition of service and sacrifice, preservation of Australia's wartime heritage, and official commemorations.

*** Note: Floors Mezzanine to level 6 of Lovett Tower are sublet.

Rent figure relates to car parks only (20 spaces in total @ \$1,954/park per annum), and is paid under a Memorandum of Understanding licensing arrangement.

**Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs**

Question 44

Outcome All: Program All

Topic: Office Locations

(Written Question on Notice)

Senator EGGLESTON asked:

Please provide a list of all office locations for all departments and agencies within the portfolio by:

- a. Department/Agency;
- b. Location;
- c. Leased or Owned;
- d. Size;
- e. Number of Staff at each location and classification;
- f. If rented, the amount and breakdown of rent per square metre;
- g. If owned, the value of the building;
- h. Depreciation of buildings that are owned;
- i. Type of functions and work undertaken.

Answer

a), b), c), d), f), g), h) and i). Please refer to Attachment A.

e) The table reflects staff (head count) by classification and location as at 31 May 2013.

Classification	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Total
Advocate		2		2	1		2	1	8
APS1	7	2		7			1		17
APS2	9	25	1	19	4	1	3	5	67
APS3	19	54	2	87	41	27	51	24	305
APS4	69	41	4	47	14	7	39	15	236
APS5	59	97	3	115	45	17	73	35	444
APS6	165	59	3	72	28	13	71	19	430
EL1	170	28		46	22	1	29	11	307
EL2	72	9	3	20	2	3	5	2	116
Graduate	11								11
Legal 1	4	1					3		8
Legal 2	3						1		4
MO3				2					2
MO4				1					1
PAO 1	2								2
PAO 2	5								5
PAO 3	8	1		1					10
SES 1	16	1			1		1	1	20
SES 2	6	1		1			1		9
SPAO	2								2
Statutory	5	1							6
	632	322	16	420	158	69	280	113	2010

Please note that the ACT total in the table includes three overseas-based staff: one EL2 staff member in Turkey; one EL1 staff member in France; and one APS 5 staff member in Papua New Guinea.

The Department of Veterans' Affairs Human Resource Management System (HRMS) does not group staff by office location. Therefore, the time and effort to accurately provide the detail requested would be too resource intensive.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 45

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

Senator Eggleston asked:

1. For all departments and agencies, please provide – in relation to all public relations, communications and media staff – the following:
By Department or agency:
 - a) How many ongoing staff, the classification, the type of work they undertake and their location?
 - b) How many non-ongoing staff, their classification, type of work they undertake and their location?
 - c) How many contractors, their classification, type of work they undertake and their location?
 - d) How many are graphic designers?
 - e) How many are media managers?
 - f) How many organise events?
2. Do any departments/agencies have independent media studios? If yes, why? When was it established? What is the set up cost? What is the ongoing cost? How many staff work there and what are their classifications?

Answer

1. The following details are provided for all public relations, communications and media staff in the Department of Veterans' Affairs as at 31 May 2013:
 - a) There are 20 ongoing staff:
 - (i) 2 are Public Affairs Officer Grade 1
5 are Public Affairs Officer Grade 2
11 are Public Affairs Officer Grade 3
2 are Senior Public Affairs Officer
 - (ii) the work undertaken by Public Affairs Officers is outlined in the Department's 2011-12 Annual Report – see page 84.
 - (iii) 18 are located in Canberra; 1 is located in Sydney; 1 is located in Brisbane.
 - b) There are no non-ongoing staff.
 - c) There are no contracted Public Affairs Officers.
 - d) Of the 20 Public Affairs Officers, 3 perform the role of a graphic designer.
 - e) There are no media managers.
 - f) There are no event organisers.
2. The Department does not have any independent media studios.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 46

Outcome All: Program All

Topic: Alternative Policy Costings

(Written Question on Notice)

Senator EGGLESTON asked:

Has the Department undertaken any alternative policy costings or advice? If yes, provide details of what these costings or advice were, including provision of costings or advice documents and assumptions used, and who made the request and when.

Answer

Costings undertaken by the Department of Veterans' Affairs in response to requests from the Government constitute policy advice to the Government.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 47

Outcome All: Program All

Topic: Pre-election Appointments

(Written Question on Notice)

Senator EGGLESTON asked:

Provide a list of any appointments made in your portfolio that will commence after the announced election of 14 September 2013. Provide details of the appointment including position and length.

Answer

Given the current uncertainty of when the 2013 Federal Election will be held, the Department is unable to provide a response at this time.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 48

Outcome 1: Program 1.1

Topic: Totally & Permanently Incapacitated (TPI) Pension

(Written Question on Notice)

Senator XENOPHON asked:

How many veterans are on the Totally and Permanently Incapacitated (TPI) Pension?

Answer

There were 28,966 recipients of the Special Rate (Totally and Permanently Incapacitated) disability pension as at March 2013.

This figure includes those paid the Special Rate for total and temporary incapacity or blindness in both eyes.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 49

Outcome 1: Program 1.1

Topic: DVA Service Disability Pension

(Written Question on Notice)

Senator XENOPHON asked:

How many veterans are on the DVA Service Disability Pension?

Answer

There were 106,834 recipients of the disability pension as at March 2013.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 50

Outcome 1: Program 1.4

Topic: British Nuclear Test Veterans – Act of Grace Payments

FADT Hansard Proof 4 June 2013, p 92-93

Senator LUDLAM asked:

Senator LUDLAM: One of those who took the case to the HRC stresses that he and his fellow veterans are not seeking millions of dollars in compensation and that they believe that they deserve proper recognition of what they suffered because of the blasts at Maralinga and in Western Australia as well as the entitlement to the same benefits that other veterans are awarded. What he said was this: 'To not be recognised by the government as having participated in non-warlike hazardous activities is an insult to me and my family and to all of the veterans and civilians whose lives have changed forever because we simply were not told the truth.' What is your response to this gentleman? They are asking for a gold card, about which we have had run-ins here on a number of occasions that have been inconclusive. But what they are really after is recognition by the government of what they suffered.

Mr Carmody: I do not know whether it would be helpful to outline the compensation schemes that we administer that apply to British nuclear test veterans. I am sure Mr Bayles could do that. In that sense, there are compensation schemes that apply, some of which have been canvassed in the past.

Senator LUDLAM: We have had these discussions in very similar formats before. This may be a question that I should put to Senator Feeney. Has the Australian government, through foreign Minister Carr or the Minister for Defence, expressed its support for the British government making act of grace payments, considering that the British courts have closed the door on the veterans and their families?

Senator Feeney: Not that I am aware. I do not believe so. I would need to take that on notice. It is not something that I am able to give you a definitive answer about.

Senator LUDLAM: Okay. Let us have a definitive answer to whether or not the government has joined or would be willing to join that call and, if not, why on earth not. Maybe in pursuit of that—and I checked this with the chair before—I will seek leave to table the correspondence between me and Secretary William Haig so that you have a copy. There are three pieces of correspondence, two of mine and one of his. I will leave it there, thanks.

Answer

Senator Feeney took this question on notice on behalf of the previous Government. A response was not provided prior to the outcome of the 2013 federal election.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 51

Outcome 1: Program 1.4

Topic: British Nuclear Tests – 1984-85 Royal Commission

(FADT Hansard Proof 4 June 2013, p 91 & 93)

Senator LUDLAM asked:

Page 91

Senator LUDLAM: This is a subject that I have traversed a number of times before and I suspect Senator Xenophon might join me on this at some stage as well. I have some questions about the challenges that are faced by some of our veterans most in need of government support, those being the ones exposed to the radiation of nuclear weapons blasts in the 1950s and 1960s. You will be aware that these veterans would be entitled to all sorts of support had they been hit by an enemy nuclear blast, but because it was friendly fire they have been given no such assistance. Is the department aware of the correspondence between me and the British Ministry of Defence on nuclear veterans in which I proposed a system of ex gratia payments to Australians exposed to British nuclear tests?

Mr Bayles: Yes.

Senator LUDLAM: And you are aware of the purpose of seeking that sort of assistance, given the actions of the British courts?

Mr Bayles: Yes, broadly.

Senator LUDLAM: Are you able to confirm that the 1984-85 royal commission into the tests showed that the Menzies government was fully aware of the exposure of these personnel, as well as the local Aboriginal peoples, to dangerous levels of radiation?

Mr Bayles: I am not full bottle on the royal commission report, so I cannot confirm—

Ms Spiers: The question is probably better directed to the Department of Education, Employment and Workplace Relations because they would have the responsibility for that.

Page 93

Ms Spiers: Perhaps I could just correct some evidence from before the break. I mentioned to Senator Ludlam that the relevant department was the department of employment and workplace relations. I have been advised that it was, as I suspected, the department of resources and energy that was responsible for that 1984 royal commission. I am not sure exactly what the nomenclature of the department was at that time, but it was energy and resources.

Mr Lewis: We might need to take it on notice to clarify that.

CHAIR: Yes. Thank you for that clarification.

Answer

At the time of the Royal Commission in 1985, the responsible Commonwealth Department was the Department of Resources and Energy. The Department is now called the Department of Resources, Energy and Tourism.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 52

Outcome 1: Program 1.4

Topic: Maralinga Veterans

(Written Question on Notice)

Senator XENOPHON asked:

Does the department keep records of Maralinga veterans?

- a) How many of the original veterans are still surviving?
- b) What is their average life expectancy?
- c) Does the department keep records of their health?
 - i) Does the department use these records for statistical purposes, in terms of determining any health trends?
 - ii) If not, does the department acknowledge that collecting and collating such data would help to determine whether there are any specific health issues that are common to Maralinga veterans?

Answer

- a) The Department of Veterans' Affairs (DVA) is aware of 601 surviving British Nuclear Tests (BNT) participants, of whom 56 are receiving compensation under the *Veterans' Entitlements Act 1986* in respect of their BNT service. The remainder are eligible to access treatment for certain conditions (including all cancers) at DVA's expense under the non-liability health care arrangements, which do not require that a condition be linked to their service in the ADF.
- b) DVA has no data on the average life expectancy of Australian defence participants of the BNT program. A 2006 study of mortality and cancer incidence in BNT participants (see details below) did not provide data on life expectancy, but found that the overall death rate was not significantly different from that of the general Australian male population.
- c) DVA only holds health records of BNT participants relating to their compensation claim. Where a BNT participant has treatment eligibility (liability or non-liability health care) DVA collects administrative data on the use of that card for accessing health services.
 - (i) No, DVA has not used its data holdings to examine the health trends of those of its clients who were participants of the BNT program.
 - (ii) A comprehensive study into the mortality and cancer incidence of BNT veterans was completed in 2006 by the University of Adelaide. This study is available online at http://www.dva.gov.au/aboutDVA/publications/health_research/nuclear_test/Pages/index.aspx.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 53

Outcome 1: Program 1.4

Topic: Veterans' Entitlements Act 1986

(Written Question on Notice)

Senator XENOPHON asked:

Does the Government intend to review the decisions to deny the following groups cover under the Veterans' Entitlement Act 1986 for the veterans/claimants, families and carers?

- a) Service men and women who participated in the Maralinga Atomic Bomb Tests.
- b) Service men and women who participated in the Montebello Atomic Bomb Tests.
- c) Members of the British Commonwealth Occupation Force (BCOF) who served in Japan.
- d) Members of the civilian medical teams who served and supported our service men and women in Vietnam.

Answer

- a) Servicemen and women who participated in the Maralinga Atomic Bomb Tests are eligible to claim under the *Veterans' Entitlements Act 1986* (VEA).
- b) Servicemen and women who participated in the Montebello Atomic Bomb Tests are eligible to claim under the VEA.
- c) In 2011, the Government commissioned an independent review of the nature of service for members of the British Commonwealth Occupation Force (BCOF). This review, undertaken by Mr Peter Sutherland, reaffirmed the decision of previous Governments that BCOF service was operational service but not qualifying service. As such, while BCOF veterans are eligible to claim compensation benefits under the VEA, their service is not considered to be qualifying service and, thus, they are not automatically entitled to a Gold Card at age 70. The Government has no plans to review this decision.
- d) Repatriation coverage for civilian surgical and medical teams which operated in Vietnam under the auspices of the South East Asia Treaty Organisation (SEATO) has been a longstanding issue. Successive governments have considered that given the teams were working in a civilian capacity, providing treatment to Vietnamese civilians and training local medical staff and were not under the command of the Australian Defence Force, no extension of access to veterans' compensation under the VEA is justified. Members of these teams have compensation and health care coverage under the *Safety, Rehabilitation and Compensation Act 1988* administered by Comcare.

The Department of Defence has advised that it has recently undertaken to re-examine the contemporary documentation and meet former members of the teams about the issue of whether or not the teams were under military command.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 54

Outcome 1: Program 1.4

Topic: Support for Veterans – Judicial / Prison System

(Written Question on Notice)

Senator XENOPHON asked:

Does the Government intend to identify and support veterans (families and carers) who are in the judicial/prison system?

Answer

The Department of Veterans' Affairs (DVA) does not have any specific program to identify or provide support to veterans, their families or carers in the judicial/prison system.

DVA may become aware of a veteran being lawfully detained while under sentence for the conviction of an offence, or undergoing a period of custody pending trial or sentencing for an offence.

Compensation payments continue to be paid while a person is either on remand or convicted and sentenced. However, the Commonwealth is not liable to pay compensation for incapacity for work during any period a veteran is imprisoned in connection with an offence.

Income support payments continue while a person is on remand but are generally not payable when a person has been convicted and sentenced. This is in recognition that the person is being maintained by the State. If the income support payment includes payment in respect of a dependent child, that portion of the payment can be redirected to another person to ensure continued benefits for that child.

A person entitled to health care from DVA retains that entitlement while in prison. However, in practical terms, unless the person's doctor has the appropriate authority to enter a prison to provide medical services to inmates, most health care is provided by the State system. In some circumstances, this is supplemented by specific care funded by DVA. For example, a visiting psychologist providing additional counseling support for DVA clients.

In exceptional circumstances, where requests are received from an imprisoned veteran seeking approval for treatment outside the prison system, approvals are conditional on a number of factors including: a health provider being willing to provide the service at a DVA schedule fee, agreement from the prison that the treatment can be provided without interfering with its management functions, the treatment is medically necessary and all costs incidental to the provision of the treatment, in particular the cost of security escorts, are met separately (not by DVA).

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 55

Outcome 1: Program 1.4

Topic: Support for Veterans - Homeless

(Written Question on Notice)

Senator XENOPHON asked:

Does the Government intend to identify and support veterans (families and carers) who are homeless?

Answer

Department of Veterans' Affairs (DVA) has provided input into the preparation of the Government's strategic plan for homelessness as well as providing input into the mapping of the total Government effort in this area.

DVA has also undertaken work to identify, with Centrelink assistance if an individual is a client of both Agencies, those in the veteran community at risk of homelessness to assess whether any further assistance can be provided.

DVA staff dealing with clients who identify themselves as homeless or at risk of homelessness refer them, with their permission, to a mainstream homelessness service provider to assist with finding suitable ongoing accommodation. DVA staff will also review the individual's current benefits that he/she receives from DVA and provide assistance with applying for any further benefits, entitlements or reviews that are appropriate. This can include, where it would assist, organising for benefits from DVA to be paid weekly instead of fortnightly.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 56

Outcome 1: Program 1.4

Topic: Defence Force Veterans - Percentage

(Written Question on Notice)

Senator XENOPHON asked:

What percentage of defence force veterans are covered by the DVA?

Answer

All serving members of the ADF have access to coverage for death, injury or illness from DVA. All former members of the ADF, whether or not they are by definition veterans (i.e. they have operational service), also have coverage under one or more of the three Acts (*Veterans Entitlements' Act 1986*; *Military Rehabilitation and Compensation Act 2004* and the *Safety, Rehabilitation and Compensation Act 1988*) administered by DVA. The time and actual nature of service (i.e. peacetime, non-warlike, warlike) determine which Act or Acts might apply to any individual. Some former members of the ADF never make contact with DVA post service and, therefore, whilst covered by DVA, never actually become clients of the Department.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 57

Outcome 1: Program 1.4

Topic: Defence Force Veterans – No Contact with DVA

(Written Question on Notice)

Senator XENOPHON asked:

Does the Government through DVA intend to attempt to make contact with the alleged 40% plus of veterans who have made no contact with DVA and are probably isolated or even profoundly isolated?

Answer

The Department of Veterans' Affairs (DVA) does not hold data on veterans who have not made contact with the Department and Defence can only provide information to DVA with the Australian Defence Force (ADF) member's consent. It should be noted that not all members will seek assistance from DVA immediately after discharge, but may contact DVA years later. DVA works closely with Defence on a range of initiatives to allow a proactive response for ADF members who may require DVA services. These include:

- Defence and DVA are jointly implementing the Support for Wounded, Injured or Ill Program (SWIIP) to develop a whole-of-life framework for the care of wounded, injured or ill ADF members. A key initiative under SWIIP has been the introduction by DVA of the On Base Advisory Service (OBAS) on 1 October 2011.
- OBAS actively provides information for ADF members about all DVA services and also provides assistance to members who wish to lodge claims for compensation with DVA. The response from Defence personnel to this initiative has been very positive.
- Members separating from the ADF are eligible to attend Transition seminars run by Defence. DVA On Base Advisors attend these seminars as a way of connecting with separating members and advising of the support that may be available through DVA.
- DVA is working closely with Defence to encourage the lodgement of claims for compensation at the time a member is wounded, injured or ill. This will lead to an improved handover to DVA at the time of their separation from the ADF.
- DVA is modernising the delivery of services by improving its online services for clients and service providers. MyAccount, an online service portal which allows clients to engage with DVA online, was launched in May 2012.
- DVA conducts visits to country areas in NSW/ACT, Queensland, South Australia and Western Australia. The outreach program provides information on DVA benefits and entitlements to assist the veteran community in accessing health and other community services. The aim of the program is to promote and maintain self-sufficiency, well-being and quality of life amongst members of the veteran community.
- The Veterans' Affairs Network (VAN) also delivers outreach services to the veteran communities in both outer metropolitan and regional areas tailored to meet the specific needs of the area and the type of information to be conveyed.
- Information on veterans' entitlements and services is also disseminated through ex-service organisations.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 58

Outcome 1: Program 1.4

Topic: Defence Force Veterans – Current Contact Details

(Written Question on Notice)

Senator XENOPHON asked:

How does the Government ensure that it has current contact details for defence force veterans and retirees coordinated between the Departments of Defence, ComSuper (DFRDB) and Veterans' Affairs?

Answer

The Department of Veterans' Affairs (DVA) and other government agencies are required to comply with the Information Privacy Principles contained in section 14 of the *Privacy Act 1988*, including those relating to the use and disclosure of personal information. As such, DVA is unable to source the contact details of current or former Australian Defence Force members from other departments unless and until the member has provided consent. As part of the Support for Wounded, Injured and Ill Program, DVA continues to work closely with Defence to consider all data sharing options, noting the need for compliance with privacy requirements.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 59

Outcome 1: Program 1.4

Topic: DFRDB and MSBS – Part-age Pension Payments

(Written Question on Notice)

Senator XENOPHON asked:

How many recipients of Defence Force Retirement & Death Benefits (DFRDB) and Military Superannuation Benefit Scheme (MSBS) retirement benefits or their Reversionary Pensioners (i.e. spouses and/or dependent children) are in receipt of part-age pension payments and benefits from the Department of Human Services to supplement their income?

IS&G Answer

Department of Veterans' Affairs (DVA) can only provide information on those DFRDB and MSBS recipients who receive DVA income support payments, ie. service pension, income support supplement (payable to war widow/ers) and age pension administered through DVA. There may be other DFRDB and MSBS recipients who receive age pension or benefits directly from the Department of Human Services.

DVA reports are unable to differentiate between whether DFRDB/MSBS is paid to a person as the primary or reversionary recipient. However, unless a war widow/er is a veteran in their own right, those receiving the Income Support Supplement would be reversionary recipients. The figures in the table below cover all DFRDB/MSBS recipients.

DFRDB/MSBS recipients in payment of Income Support by DVA as at 21 June 2013

Item	Service Pension	Income Support Supplement	Age Pension	TOTAL
No. of DFRDB/MSBS Recipients in Payment of Income Support by DVA	11,560	2,268	449	14,277

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 60

Outcome 1: Program 1.4

Topic: Grants

(Written Question on Notice)

Senator RONALDSON asked:

Regarding the 2011 review of advocacy funding, there were 45 recommendations. How many of these are still outstanding or have not been acted upon.

Answer

Out of the 45 recommendations:

- 34 are complete (recommendations 6, 8, 13-19 and 21-45);
- 7 are currently being implemented (recommendations 1-5, 9 and 10); and
- 4 are no longer being progressed, as they have been superseded by other developments (recommendations 7, 11, 12 and 20).

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 61

Outcome 1: Program 1.4

Topic: Veteran and Community Grants – Value of Applications

(FADT Hansard Proof 4 June 2013, p 95)

Senator RONALDSON asked:

Senator RONALDSON: How many more rounds will there be this financial year?

Mr Magor: Certainly there will be one more, which will be round 5, and there will possibly be a round 6.

Senator RONALDSON: And what is the value of round 5?

Mr Magor: I do not have that information here.

Mr Bayles: We will take on notice the value of applications.

Senator RONALDSON: Okay, so if you could get me the number and value of applications in 2011-12 and 2012-13, that would be appreciated.

Answer

The figures for number of applications received and total funding requested and approved for the periods 2011-12 to 30 June 2013 are shown below:

Financial Year	No. Applications Received	\$ Funding Sought (GST Incl)	No. Approved Grants	\$ Funding Approved (GST Incl)
2011-12 - approved Rounds	236	3,592,258	202	2,529,858
2012-13 - approved Rounds	169	3,684,016	138	2,758,241

Twenty-one approved grants totalling \$187,313 (GST inclusive) for Round 5 are included in the 2012-13 approved grants shown in the table above. However, as part of the financial year contract management, this component will be paid in 2013-14.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 62

Outcome 1: Program 1.4

Topic: Grants

(Written Question on Notice)

Senator RONALDSON asked:

What is the total budget allocation for each of the Saluting Their Service, Veteran and Community Grants, BEST and TIP grants programmes operated by the Department for 2012-13, 2013-14 and 2014-15?

Answer

Program	Financial Year 2012-13 Allocation	Financial Year 2013-14 Allocation	Financial Year 2014-15 Allocation
Saluting Their Service (STS)	\$0.71m	\$1m	\$1m
Veteran and Community Grants (V&CG)	\$2.565m	\$2.662m	\$2.664m
Building Excellence in Support and Training (BEST)	\$2.673m	\$2.788m	\$2.781m
TIP	\$1m	\$1m	\$1m

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 63

Outcome 1: Program 1.4

Topic: Grants

(Written Question on Notice)

Senator RONALDSON asked:

Are there any criteria for the provision of Major Commemorative Grants to organisations? If so, will the Department make them available?

Further, is a grant made under this programme funded from Departmental resources or through a particular existing grant programme?

Answer

Major commemorative grants to organisations are funded from Outcome 3, Program 3.1 - *War Graves and Commemorations* annual Administered appropriation and the Veteran and Community (V&C) Grants Program (Administered funding).

Under Outcome 3 in the Portfolio Budget Statements, the Minister, at his discretion, may approve funding for projects of national or regional significance that are important to our wartime heritage. These significant projects are assessed on their merits as one-off, major initiatives that require substantial funding and that will have an exceptional impact on enhancing the community awareness of our wartime history and heritage, including new national memorials, new regional memorials, documentaries, major exhibitions and national conferences.

The relevant extract from the V&C Grants guidelines is provided below:

5. FUNDING ARRANGEMENTS

The purpose of V&C Grants is to:

- *provide seeding funds to develop projects that will become sustainable and financially viable,*
- *provide funds for one-off projects that meet the objectives of this program for members of the veteran community, or*
- *Provide funds for one-off projects that support Veteran and Community involvement in the Anzac Centenary, consistent with the objectives of the program.*

V&C Grants are funded generally within the range of \$2,000 to \$50,000. However, projects outside these amounts will be considered, subject to competing priorities. V&C Grants will not be provided for recurrent funding, i.e. ongoing financial assistance.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 64

Outcome 1: Program 1.6

Topic: Military Compensation Arrangements and the Campbell Review – Mental Health
(FADT Hansard Proof 4 June 2013, p 85)

Senator RONALDSON asked:

Mr Bayles: Judy Daniel was referring to the Defence study on the prevalence of mental health conditions.

Senator RONALDSON: And when was that released?

Mr Bayles: I cannot give you the precise date of its release. I will have to take that on notice.

Senator RONALDSON: Was that before or after the Campbell committee recommendations?

Mr Bayles: I may have to take that on notice. I am not sure of the exact date of its release.

Senator RONALDSON: The pivotal words are 'further evidence', which you will understand. Can you come back to me to ascertain whether this was actually evidence that might not have been presented to the Campbell review and was afterwards or whether indeed it was part of new evidence that the government had requested.

Answer

The *2010 ADF Mental Health Prevalence and Wellbeing Study* reported on the prevalence of mental health conditions in the Australian Defence Force (ADF). The study was undertaken in response to a recommendation by Professor David Dunt in the *Review of Mental Health Care in the ADF and Transition through Discharge* (2009).

The *2010 ADF Mental Health Prevalence and Wellbeing Study* was undertaken from April 2010 to January 2011. The Executive Report and the *2011 ADF Mental Health and Wellbeing Strategy* were released by the Hon Warren Snowdon MP, Minister for Defence Science and Personnel, and the Chief of the Defence Force, General David Hurley, AC, DSC on Friday, 21 October 2011. There are two reports from this study - *Mental Health in the Australian Defence Force – 2010 ADF Mental Health Prevalence and Wellbeing Study: Executive Report*, and the more technical *Mental Health in the Australian Defence Force: 2010 ADF Mental Health and Wellbeing Study: Full Report*.

This evidence was not available to the Steering Committee undertaking the Review of Military Compensation Arrangements (RMCA), which presented its report to the Minister for Veterans' Affairs in February 2011. While this evidence was available at the time of the Government's 2012-13 Budget consideration of the RMCA recommendations, evidence from the Report was more extensively examined and presented in the further evidence submitted to Government in 2013.

In addition, the Department used evidence drawn from analyses of its data holdings on mental health service claiming patterns, previous research, such as the 2009 Dunt report, on barriers to mental health care, and the DLA Piper Report *Review of allegations of sexual and other abuse in Defence* (released November 2012).

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 65

Outcome 1: Program 1.6

Topic: Claims Under MRCA – Time Taken to Process

(FADT Hansard Proof 4 June 2013, p 89 & p 93)

Senator RONALDSON asked:

Hansard Page 89

Senator RONALDSON: Mr Bayles, the mean time is 155 days for 2012-13. Do you know what it was in the middle of July last year?

Mr Bayles: I do not have that on me.

Mr Lewis: I suspect we will have to take that on notice.

Mr Bayles: I might have to—

Senator RONALDSON: Do you know what the mean times were in March 2012 and March 2011?

Mr Bayles: Mr Sadeik may have the figure available; otherwise, we will have to take it on notice.

Senator RONALDSON: I understand.

Mr Sadeik: The mean time taken to process as at the end of June 2012 was 162 days. As at the end of March 2012 it was 156 days on average.*

Hansard Page 93

Senator RONALDSON: I am just wondering whether Mr Sadeik has the mean-time figures going back to 2008—whether they are available now or whether you could get those for me at reasonably short notice.

Mr Lewis: I suspect we would have that data, but I doubt we would have it here.

Senator RONALDSON: Perhaps Mr Sadeik could have a look while we are talking.

Answer

The mean times taken to process Initial Liability claims under the *Military Rehabilitation and Compensation Act 2004* were:

Hansard Page 89

- Figure for mid July 2012 is not available as data is only captured at the end of each month.
- For the 2011-12 financial year to 31 March 2012, mean time taken to process was 156 days; and
- For the 2010-11 financial year to 31 March 2011, mean time taken to process was 161 days.

Hansard Page 93

- 2008-09 – 143 days;
- 2009-10 – 152 days;
- 2010-11 – 159 days; and
- 2011-12 – 158 days.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 66

Outcome 1: Program 1.7

Topic: MRCA Review

(Written Question on Notice)

Senator RONALDSON asked:

Recommendation 12.5 of the Review said “The scope for streamlining the administration of superannuation and compensation invalidity and death benefits, by aligning legislative definitions and consolidating service delivery, should be further considered across government.” The Government’s response, in accepting the recommendation, said “The legislation and administrative responsibilities of both ComSuper and DVA are unique and complex and there are interactions between the benefits paid by both agencies. This consideration, across government, provides the mechanism to scope opportunities for streamlining the administration of superannuation and compensation invalidity and death benefits by aligning legislative definitions and consolidating service delivery.”

- a) What progress has been made on the implementation of this recommendation?
- b) Who is participating in the review?
- c) Have submissions been called?
- d) What are the terms of reference?
- e) What is proposed to occur with any recommendations?
- f) When is it expected that this review will conclude?

Answer

- a) A Superannuation-Compensation Scoping Working Group has been established to consider the scope for streamlining administration of superannuation and compensation invalidity and death benefits. The Working Group is providing strategic direction and guidance to a subsidiary Working Party with wider membership examining the issues in more depth. A report to the Military Rehabilitation and Compensation Commission is being drafted.
- b) The Superannuation-Compensation Scoping Working Group consists of representatives from:
 - Department of Veterans' Affairs;
 - Department of Defence;
 - Department of Finance and Deregulation; and
 - ComSuper.

The Superannuation-Compensation Scoping Working Party consists of representatives from:

- Department of Veterans' Affairs;
- ComSuper;
- Department of Defence;
- Australian Taxation Office;
- Department of Human Services;

- Department of Families, Housing, Community Services and Indigenous Affairs;
 - Department of Education, Employment and Workplace Relations; and
 - Comcare.
- c) The Superannuation-Compensation Scoping Working Group does not intend to call for submissions. The Working Party has a wide membership to allow for cross-agency issues to be considered.
- d) The terms of reference for the Superannuation-Compensation Scoping Working Group are at Attachment A.
- e) The report by the Superannuation-Compensation Scoping Working Group will be considered by the Military Rehabilitation and Compensation Commission, the Interdepartmental Committee for Streamlining Administration of Transitioning and Former ADF Members, as well as other relevant governance bodies in ComSuper and the Departments of Defence and Veterans' Affairs.
- f) It is expected that the report will be completed around September 2013.

**Review of Military Compensation Arrangements
Superannuation-Compensation Scoping Working Group**

Terms of Reference

1. Introduction

1.1. These Terms of Reference prescribe the authority, objective, responsibilities, operation and accountability of the Superannuation-Compensation Scoping Working Group (the Working Group).

2. Authority

2.1. The Working Group has authority to perform its functions under Recommendations 12.5 of the Review of Military Compensation Arrangements (MRCA Review).

3. Objectives

3.1. To identify opportunities for:

- streamlining the administration of military compensation and military superannuation invalidity and death benefits; and
- aligning legislative definitions and consolidating service delivery of military compensation and military superannuation invalidity and death benefits.

3.2. These opportunities will be investigated by a subsidiary Superannuation-Compensation Working Party (the Working Party) with broader agency representation.

4. Responsibilities

4.1. The Working Group's responsibilities include:

- identifying the breadth of military compensation and military superannuation invalidity and death benefits policy and service delivery within DVA and ComSuper;
- identifying the scope for possible changes to legislative definitions, consolidation of service delivery and streamlining of administration (including opportunities for information sharing), to be further investigated by the Working Party; and
- to provide strategic direction to the members of the Working Party and promote desired outcomes.

5. Membership

5.1. Each member will provide some or all of the following, as appropriate for the Department or Agency they represent:

- contribute subject matter expertise within their respective area of responsibility; and
- represent whole-of-government strategic priorities and objectives.

5.2. Membership will be at Senior Executive Service level nominated from the following key stakeholder organisations, with the option of involving other stakeholders and interested parties as the Group's work develops:

- Department of Veterans' Affairs (DVA) (Chair);
- Department of Defence;
- Department of Finance and Deregulation; and
- ComSuper.

5.3. Membership and administration arrangements for the Working Group are set out in the accompanying **Operating Principles**.

6. Accountability

6.1. The Working Group is accountable, through the Chair, for reporting on progress to the Response to MRCA Review Project Board No. 1.

6.2. The Incapacity Payments Cross-Agency Working Group, established to examine incapacity payments and related superannuation matters under Recommendations 10.2 and 12.4 of the MRCA Review, may also identify issues and outcomes relevant to this Working Group.

6.3. The report of the Working Group will be presented to the Military Rehabilitation and Compensation Commission and the Interdepartmental Committee for Streamlining Administration of Transitioning and Former ADF Members (DVA, Defence and ComSuper), as well as relevant governance bodies within each agency, before being provided to Ministers for Government consideration in time for the 2014-2015 Budget process.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 67

Outcome 1: Program 1

Topic: Grosvenor Management Consultants - Review

(FADT Hansard Proof 4 June 2013, p 97)

Senator RONALDSON asked:

Senator RONALDSON: Just so I am clear: where is the review at?

Mr Harrigan: The recommendations in the review are progressively being implemented. One of the focus recommendations of the SMRC and the RMA at present relates to improvement in the time frames associated with review by the SMRC. We expect that the initiatives that the RMA and the SMRC are working towards to reduce those time frames will, in fact, make it less likely that additional evidence will come to light that individuals may expect the SMRC to consider in their review of a SOP.

Senator RONALDSON: Are there matters before both bodies at the moment that are not in the public domain? Are there Grosvenor implementation initiatives that are currently being considered by both bodies?

Mr Harrigan: At the moment both bodies are focussed particularly on their information management, and what I mean by that is the tools and systems that the organisations use, and the researchers use to access the reports that they use in their analysis.

Senator RONALDSON: I understand but I will ask you again: are there matters from Grosvenor that are outstanding being considered by both bodies? If it is confidential discussions, I am not asking you what they are. Are they still discussing matters that would implement the recommendations of the Grosvenor review?

Mr Harrigan: None that I am aware of, and—

Senator RONALDSON: All right, will you take on notice for me then those parts of the Grosvenor review that have been implemented, please.

Mr Harrigan: Certainly.

Answer

A summary of the status of the recommendations from the Grosvenor Review is provided below.

Recommendation 1: Consider all the alternative options to establish the most appropriate model including alternative models for the secretariat role, functions and arrangements between the RMA and SMRC.

The report identified a number of different models for restructuring of secretariat support to the Repatriation Medical Authority (RMA) and Specialist Medical Review Council (SMRC). These models aimed to achieve better efficiencies in an area where there is a limited pool of potential employees with the specialist skills required. As some of the models proposed were likely to create additional complexities, particularly in relation to independence of the two bodies from each other, neither the RMA or SMRC support any changes to the existing arrangements. This recommendation has been addressed

Recommendation 2: DVA consider the following improvements to the existing SMRC process, specifically:

a. Investigate the business case for implementing an improved IT solution for information sharing and management

The RMA is currently digitalising its records. This will result in more timely and effective access to, and use of, RMA information by SMRC review councils.

This recommendation is being addressed.

b. Consider the appropriateness of increasing SMRC consultation with applicants following receipt of an application but before convening a council and scheduling the review – whereby the SMRC informs the applicant of the option to have the RMA conduct a review before continuing with the SMRC review.

During the course of the review an information package was developed by the SMRC for potential review applicants. This package is designed to support an improved quality of application through better informing the applicant of the process and the need to focus on the medical and scientific evidence.

The SMRC Secretariat routinely makes follow up phone calls to potential and existing applicants to ensure an understanding of the process including the opportunity to have the Statement of Principle (SoP) reviewed by the RMA in the first instance, rather than by the SMRC.

This recommendation has been addressed and implemented.

c. Have the SMRC reconsider the appropriateness of restricting/limiting the scope of a review to the factor or factors forming the basis of an application, much like the RMA does with focused reviews.

The SMRC operates on the basis that its function is to review the whole of the contents of the SoPs. In practice however, the Council usually limits its considerations to the particular factor/s contended for by the applicant.

The Council maintains that in most reviews of amendments it should retain the capacity to consider the amendment in the context of the relevant SoPs as a whole rather than in isolation. This is because there will usually be a connection between the various factors in a SoP.

This recommendation has been addressed and implemented.

Recommendation 3: Facilitate improvements to communication between the RMA and SMRC to minimize the potential for concurrent reviews – include review of RMA workload scheduling so that as far as possible, the RMA does not schedule its own reviews of SOPs where the SMRC is conducting a review of the same SOP or SOPs, and the RMA is not mandated to conduct a review by the need to comply with the Legislative Interpretations Act.

Comments

To minimise the possibility of SMRC reviews being terminated because of the SoPs under review being revoked and reissued by the RMA, the two organisations routinely exchange information in relation to reviews underway, and are liaising closely in relation to scheduling and expected completion dates.

For example, where there is a risk that the SMRC and the RMA could be running concurrent reviews, the RMA may consider delaying finalisation of an investigation if completion of the SMRC review is imminent.

The Convener of the SMRC and the RMA Chair meet on occasion to discuss matters of workload scheduling and other matters of mutual interest.

This recommendation has been addressed and implemented.

Recommendation 4: Begin the process to make the following amendments to the VEA:

- a. Allowing the SMRC to consider ‘new’ information when conducting a review and when making directions to the RMA.**
- b. Making it clear that an amendment to a SOP by the RMA does not result in the SMRC losing jurisdiction to continue to conduct a review where such an amendment does not remove the factor or factors from the SOP which form the basis of the review application.**

In practice, the SMRC can provide copies of any new information directly to the RMA, as opposed to the SMRC itself considering this information as part of its review. The RMA and SMRC continue to consider administrative alternatives to changing the VEA that are focused on improving the timeliness of reviews. Improvements in timeliness will reduce the possibility of new research information being available during the time of the SMRC’s review. Where reviews are being undertaken by the SMRC and Councillors know the existence of critical new information, consideration will be given to referring the new information to the RMA with a recommendation that the RMA consider undertaking a focused review. Where an applicant identifies new research information, the SMRC strongly encourages the party to request a review of this information by the RMA.

The intent of this recommendation is being addressed through administrative improvements and amendments to the VEA will not be necessary.

Recommendation 5: Consider recruiting additional resources into the SMRC secretariat over the medium term (where possible within fiscal constraints).

A research officer was appointed to the SMRC in August 2011 to assist it perform its Secretariat functions.

This recommendation has been addressed and implemented.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 68

Outcome 2: Program 2.5

Topic: Rehabilitation Aids Program Tender - Subcontractors

(FADT Hansard Proof 4 June 2013, p 77)

Senator RONALDSON asked:

Senator RONALDSON: Had you been approached by any of the subcontractors prior to contracts being signed?

Dr McPaul: I am not aware of that. I could take that on notice, but I do not personally know the answer to that.

Answer

No.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 69

Outcome 2: Program 2.5

Topic: Rehabilitation Aids Program Tender Process – Timing – Post Tender Renegotiation
(FADT Hansard Proof 4 June 2013, p 77)

Senator RONALDSON asked:

Senator RONALDSON: We have got the tender process, and I think we all agree that was uncapped and then we had some further discussions which then capped it. What was the timing between the post-tender renegotiation and the contracts being sent to the prime contractor? Do you know off the top of your head?

Dr McPaul: I have not got the precise dates with me. I could certainly take that on notice. I am aware that the contracts were signed in April 2011, so the negotiations for that would have occurred in the months prior. My understanding is that it would have been in that period between when the tender closed and April 2011.

Answer

Meetings were held in February and March 2011 with the preferred tenderers. At those meetings the issue of hire prices was discussed.

As part of the contract negotiation process, the suppliers were asked in late March 2011 to resubmit new pricing based on a fixed 12 month period. Those new prices were submitted in early April 2011 and contracts were signed in mid to late April 2011.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 70

Outcome 2: Program 2.5

Topic: Rehabilitation Aids Program Tender – Equipment Hire Arrangements

(FADT Hansard Proof 4 June 2013, p 78)

Senator RONALDSON asked:

What happens in the event of a failure of that equipment? It is almost, effectively, I would have thought, a hire purchase arrangement as opposed to a 12-month contract. If that piece of equipment fails and an injury occurs, who will have the responsibility for it?

Dr McPaul: For the injury or for the equipment?

Senator RONALDSON: The injury.

Dr McPaul: I am not sure that I am best placed to answer that question. Perhaps that is something I can take on notice. I think it is getting into legal aspects and I am not sure that I am the best person to answer that part.

Senator RONALDSON: It gets into an area of potential harm, which might have some legal ramifications. I assume that, if a piece of equipment is still working well after twelve months, the department would not see there to be any clinical reason for that to be replaced at the end of twelve months—and so the veteran would keep using it.

Dr McPaul: Yes.

Senator RONALDSON: But please take on notice the question of what would happen with equipment failure after that 12-month period that is not the contractor's fault. Are you saying that if, after twelve months, there is an issue with the equipment—but an issue which does not lead to injury—the department will pay for the repairs to that equipment if it is repairable?

Ms Daniel: We will come back with the details for you on notice, but my understanding of the contractual arrangements is that we do have warranty and maintenance requirements with the entities that we have contracted with. But we do not have that detail with us. We will certainly follow it through.

Senator RONALDSON: It just seems to me that you might be having the best of both worlds. You have the capped system for twelve months, which was not originally planned, but it becomes an uncapped system with the responsibility remaining with the contractor or subcontractor after the 12 months. I think there might be a bit of having the cake and eating it too. Please take that on notice.

Dr McPaul: We will. But, for clarity: the arrangements we have now are comparable to the prior contract that we had. So it is not a fundamental shift there.

Senator RONALDSON: Has there been, in effect, a price reduction, though—because of the capping?

Dr McPaul: No, I do not believe so. What we have done is make sure that we understand the cost of the item over a 12-month period.

Ms Daniel: This was the first time the department conducted a national tender for this part of its business. Obviously there were some changes in arrangements because we had gone to market in that way.

Senator RONALDSON: Do you think, in light of our discussion, that it is something that does need some clarification. I do not think any of us would want an injured veteran left in the situation of having to try to find out who should be compensating him or her for injuries. I think it does need to be cleared up pretty quickly.

Answer

Providers are required under terms of contract to maintain mobility and functional support (MFS) products in good state of repair for the first 12 months of a contract at their own cost. The Repatriation Commission and the Military Rehabilitation and Compensation Commission, through the Department of Veterans' Affairs (DVA), are responsible for the cost of repairs after that time.

If an item cannot be repaired or the cost of repair is prohibitive, a replacement item is provided to the client and the hire period starts again.

As with all purchases of goods for DVA clients, the Commonwealth expects the provider and manufacturer of the goods to comply with and honour statutory consumer warranties. If a DVA client suffers any damage or injury arising from the use of the equipment, they should seek legal advice on how to progress this issue.

When negotiating and signing Services Agreements with Contractors, DVA did not waiver from the maintenance arrangements in the draft Guidelines for the Contractor, (now known as Contractor Requirements) in that DVA will not fund preventive maintenance. DVA also pays for repairs outside of warranty arrangements.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 71

Outcome 2: Program 2.4

Topic: Home and Community Care Services to Veterans – Facilitation Payments - Agreement
(FADT Hansard Proof 4 June 2013, p 83-84)

Senator RONALDSON asked:

Senator RONALDSON: Up until now the Victorian government has been getting an additional \$4 million specifically for the use for veterans. That will be removed in 12 months time.

Mr Lewis: It was designed to facilitate access. As I understand it, it is now a mature program: they have access. Now, it is a question of delivery of services, and those services are delivered through—

Senator RONALDSON: Could you provide me with information from when you were doing the original contract with the Victorian government. Could you provide me details of what your expectations were of the expenditure of \$4 million for those so-called facilitation payments.

Mr Lewis: Yes.

Senator RONALDSON: You will get that for me?

Mr Lewis: Yes, no problem. In fact, I can finish reading out the outputs of this agreement in terms of the purpose clause. As I read before, it is in relation to facilitation of access by veterans and war widows and widowers to community services on the same basis as any other Australian citizens. It is not the delivery of the services; it is the facilitation of access.

Senator RONALDSON: What is the program called? Home and Community Care Services to Veterans. That is what it is called. If you are telling me this was only meant to be facilitation money and there are very strict guidelines as to what that is to be used for, then can I see that agreement. It is very much at odds with what the Victorian government is saying.

Mr Lewis: We will certainly give you that detail.

Answer

The original contract with the Victorian Government, established as a Deed of Agreement, was instituted in 2002 and renewed periodically. In July 2008, the Agreement with Victoria, and with the other States and Territories, was reclassified as a Specific Purpose Payment as the payments were deemed to be grants. This was because the funding was *'for the provision of access to services...'*, not for the provision of services. Following the aged care reforms, the arrangements subsequently became Project Agreements.

In summary, all the agreements made with the Victorian Government provided that the payments were to ensure that all Veterans' Home Care (VHC) eligible veterans, as members of the wider community, were able to continue to access Home and Community Care (HACC) services and that the Victorian Department of Human Services was to ensure that HACC agencies understood their responsibility to provide veteran access to HACC services. Copies of the current Project Agreement, and the most recent Deed of Agreement, which have been agreed to by Victoria, are attached.

The current arrangement, established as a Project Agreement between the Commonwealth and the State of Victoria on 17 December 2012 (attached) and titled *Project Agreement for the Veteran Community to Access Community Care Services*, details the Outputs of the Agreement and purpose for the funding as follows:

Output: The outputs of this Agreement will be the facilitation of access by the veterans and war widows/widowers to community care services on the same basis as any other Australian citizens except where the veteran or war widow/widower is already receiving a Veterans' Home Care service where tasks performed as part of that service are the same tasks that they are seeking to be performed as part of the community care service.

The Department's expectation was that Victoria would continue to ensure that HACC agencies understood their responsibility to provide veteran access to HACC services.

COPY
TO BE RETAINED
WHILE ORIGINAL
BEING BOUND

Deed of Agreement

between

The Commonwealth of Australia (as represented by the
Department of Veterans' Affairs), the Repatriation
Commission and the Military Rehabilitation and
Compensation Commission
(ABN 23 964 290 824)

and

Victorian Department of Human Services
(ABN 93 785 850 801)

for

financial contributions in recognition of veteran access to
the Home and Community Care (HACC) Program

TABLE OF CONTENTS

RECITALS:.....	3
1. PART 1 – PURPOSE AND SCOPE	3
1.1 PURPOSE.....	3
1.2 TERM OF AGREEMENT	4
1.3 UNDERSTANDING OF THE PARTIES	4
2. PART 2 – FINANCIAL MATTERS	4
2.1 PAYMENTS	4
2.2 INVOICING	5
2.3 DISCREPANCIES	5
2.4 TAXES.....	5
3. PART 3 – MANAGEMENT OF THE AGREEMENT.....	6
3.1 COMMUNICATION SUPPORT	6
3.2 WRITTEN NOTICES	6
3.3 DISPUTE RESOLUTION	6
4. PART 4 – INFORMATION MANAGEMENT.....	6
4.1 PRIVACY.....	6
5. PART 5 – RISK MANAGEMENT.....	6
5.1 INDEMNITY	7
5.2 REDUCTION OR CANCELLATION	7
6. PART 6 – INTERPRETING THIS AGREEMENT	7
6.1 INTERPRETATION	7
6.2 ENTIRE AGREEMENT AND STATUS.....	7
6.3 APPLICABLE LAW	8
6.4 VARIATION	8
6.5 SEVERANCE	8
6.6 SURVIVAL.....	8
6.7 DEFINITIONS	8
THE SIGNATURES PAGE.....	10

THIS AGREEMENT is made on the 20th day of August, 2006

BETWEEN

the **COMMONWEALTH OF AUSTRALIA** ('the Commonwealth') acting through the Department of Veterans' Affairs, the **Repatriation Commission** and the **Military Rehabilitation and Compensation Commission** (herein collectively referred to as 'DVA' and having Australian Business Number 23 964 290 824)

AND

The **State of Victoria** acting through the Department of Human Services (herein referred to as 'VIC Department of Human Services' and having Australian Business Number 93 785 850 801).

RECITALS:

- A. DVA exists to serve members of Australia's veteran and defence force communities, war widow(er)s and dependants through programs of care, compensation and commemoration ('veterans').
- B. In carrying out this mission, DVA seeks to continuously improve the range, accessibility, timeliness and co-ordination of the services it provides to **veterans** either through its own charter (eg, the Veterans' Home Care ('VHC') Program) or by entering into partnering arrangements with other entities, including governments and government agencies and service provider organisations.
- C. The States and Territories are recognised as being key providers of health and care services to the Australian community, including veterans.
- D. While it is acknowledged that one of the benefits of the VHC Program is to release Home and Community Care ('HACC') Program funds allowing the wider Australian community greater access to HACC services, it is nevertheless understood that veterans as members of the wider community should not be disadvantaged and must still be able to access all HACC services provided by the VIC Department of Human Services.
- E. The amount available for each State and Territory is determined by the distribution of the veteran population aged 70+ across Australia, with a separate adjustment made for the Northern Territory.

NOW IT IS HEREBY AGREED:

1. PART 1 – PURPOSE AND SCOPE

1.1 Purpose

- 1.1.1 The intent of the payments made under this **agreement** is to ensure that all **veterans**, as members of the wider community, are able to continue to access the full range of HACC services.

1.1.2 This agreement does not alter the right of veterans to be assessed for HACC services. Where a veteran approaches VIC Department of Human Services, or a HACC agency, the veteran is to be taken to be applying for HACC services and not for VHC services.

1.1.3 Veterans who are eligible for VHC, or choose not to access VHC services, should be assessed for HACC services. This includes veterans who may be eligible for VHC assessment but choose instead to be assessed under HACC, and veterans who may be receiving VHC services, who seek assessment for other HACC service types. The decision as whether those veterans receive HACC services will be on an assessed priority of need, as is the case with the wider community.

1.2 **Term of agreement**

1.2.1 This agreement shall commence 1 July 2006 and shall end on 30 June 2009 unless extended or varied in accordance with clause 6.4 [Variation].

1.3 **Understanding of the parties**

1.3.1 VIC Department of Human Services acknowledges that all veterans should continue to have access to the full range of HACC services on the same basis as any other member of the wider community, except where veterans are already receiving a VHC service where the tasks currently performed as part of that service are the same tasks they are seeking from the HACC Program. This agreement refers to all services provided under the HACC Program and does not specify one or a particular range of HACC services.

1.3.2 VIC Department of Human Services is to ensure that HACC agencies understand their responsibility to provide veteran access to HACC services on the basis described in clause 1.3.1.

1.3.3 DVA will make best endeavours to assist VIC Department of Human Services, as requested, in developing any measure that would assist veterans better understand their entitlements to the same HACC services as other members of the wider community.

2. **PART 2 – FINANCIAL MATTERS**

2.1 **Payments**

2.1.1 The parties acknowledge that one of the purposes of the VHC Program is to release HACC Program funds to allow the wider community greater access to HACC services.

2.1.2 The parties acknowledge that payments made under this **agreement** are excluded from the calculation of the State and Territory HACC funding for the purpose of matching Commonwealth HACC funding under the HACC agreement between the Commonwealth and the Victorian Government.

2.1.3 VIC Department of Human Services agrees to administer the funds paid under this agreement consistently with the HACC Program priorities in Victoria and, within 3 months of the end of a financial year, provide a statement to the **DVA Contact Person** to the effect that the funds were used to fulfil the purpose of the agreement.

2.1.4 The funds payable under this agreement are determined by applying the percentage of the **veteran** population aged 70+ in each State and Territory as at December of the previous year with a separate adjustment made for the Northern Territory. This percentage is

applied to the total quantum of funds DVA will make available for payment each year to all States and Territories as a contribution towards HACC services provided to veterans.

- 2.1.5 The funds payable by DVA to VIC Department of Human Services at 1 July 2006 is \$3,982,012, calculated as \$995,503 to be paid quarterly in advance.
- 2.1.6 In April each year DVA will review the distribution of the veteran population aged 70+ in each State and Territory as at December of the previous year. DVA will make adjustments to the funds payable under this agreement to reflect any changes in this veteran population distribution between each State and Territory. This adjustment will take effect from 1 July each year.
- 2.1.7 DVA will advise VIC Department of Human Services in May each year the amount to be paid in the subsequent financial year.

2.2 Invoicing

- 2.2.1 VIC Department of Human Services agrees to submit, to the DVA Contact Person, in the first month of the quarter, an invoice for that quarter.
- 2.2.2 The invoice must be correctly addressed and include:
- (a) the description: 'Financial contribution in recognition of veteran access to the Home and Community Care (HACC) Program';
 - (b) the amount; and
 - (c) the period to which it relates.
- 2.2.3 DVA will pay VIC Department of Human Services the amount within 30 days of receiving a correctly rendered invoice.

2.3 Discrepancies

- 2.3.1 VIC Department of Human Services agrees that DVA may:
- (a) check and rectify discrepancies in any payments; and
 - (b) offset any overpayment against future payments due under this agreement to VIC Department of Human Services.

2.4 Taxes

- 2.4.1 Unless otherwise provided in this **agreement** or separately in writing by DVA, all costs associated with implementation, disengagement and in the performance of this agreement including all taxes, duties and government charges imposed or levied in Australia or overseas shall be borne by VIC Department of Human Services.
- 2.4.2 The payments to VIC Department of Human Services under this agreement are not for a supply to DVA and thus are not subject to Goods and Services Tax (GST) as defined in *A New Tax System (Goods and Services Tax) Act 1999* (the GST Act).

3. PART 3 – MANAGEMENT OF THE AGREEMENT

3.1 Communication support

3.1.1 Each party shall nominate a contact person who will be authorised to receive notices, represent it and manage the performance of this **agreement**.

3.2 Written notices

3.2.1 Notices given by a party under this agreement must be in writing and (as applicable):

- (a) signed by the **DVA Delegate** and handed to **State Contact Person** or sent to that person's address set out in clause 6.7 [Definitions] or as VIC Department of Human Services notifies the DVA Delegate in writing; or
- (b) signed by VIC Department of Human Services and handed to the DVA Delegate/Contact Person, or sent to the DVA Delegate's address as set out in clause 6.7 [Definitions] or as the DVA Delegate notifies the VIC Department of Human Services in writing.

3.2.2 Where a party has not acknowledged receipt of a notice, the notice may, in good faith, be treated as received:

- (a) on the date of delivery (if delivered to the appropriate place or person); or
- (b) according to the ordinary postal timing (if sent by prepaid post); or
- (c) on the next working day at the relevant location following dispatch (if transmitted electronically), provided that -
 - the sender receives a report that the transmission succeeded, and
 - the recipient does not promptly inform the sender that it was illegible.

3.3 Dispute resolution

3.3.1 The parties will act in good faith to speedily resolve, including through involving appropriate senior personnel within each party's organisation, any dispute arising under this agreement within 20 business days, or such further time as the parties agree, of receiving a notice of a dispute (other than one relating to the calculation of payments under this agreement or to a reduction or cancellation of this agreement under clause 5.2.1) from a party.

3.3.2 If the parties fail to resolve the dispute within the period specified in clause 3.3.1, the parties agree to refer the dispute to the Australian Commercial Disputes Centre, with the object of having the dispute settled by mediation, in which case each party will bear its own costs and share equally the costs of an independent party.

3.3.3 The existence of a dispute shall not prevent **DVA** from exercising its right under clause 5.2.1 to reduce the scope of, or cancel, this agreement.

4. PART 4 – INFORMATION MANAGEMENT

4.1 Privacy

4.1.1 VIC Department of Human Services agrees to comply with any relevant privacy **law** in the administration of **HACC** services to veterans.

5. PART 5 – RISK MANAGEMENT

5.1 Indemnity

- 5.1.1 VIC Department of Human Services agrees to indemnify **DVA** (and its personnel) from any loss (including reasonable legal costs and expenses), or liability for any loss that is recognised at **law**, to the extent that such loss or liability was caused by any breach of a statutory obligation, negligent act or omission of the State/Territory, its personnel or sub contractors in connection with this **agreement**.

5.2 Reduction or cancellation

- 5.2.1 DVA reserves the right to reduce the scope of, or cancel, this agreement, at any time including where there is a significant change in Commonwealth policy, by written notice giving at least 28 days to the date of effect ('the adjustment date').

- 5.2.2 The payment to be made by DVA in respect of the quarter following the service of a notice under clause 5.2.1 shall be:

- (a) where the agreement is cancelled - the quarterly amount calculated under clause 2.1.5 pro-rated to reflect the period from the start of the final quarter to the adjustment date; or
- (b) where the amount payable under the agreement is reduced - the quarterly amount calculated under clause 2.1.5 pro-rated to reflect the period from the start of the final quarter to the adjustment date plus the reduced quarterly amount pro-rated to reflect the period from the adjustment date to the end of that quarter.

- 5.2.3 VIC Department of Human Services shall, within 30 days of receiving notice of an overpayment resulting from a reduction or cancellation of this agreement, pay to DVA the amount of the overpayment.

6. PART 6 – INTERPRETING THIS AGREEMENT

6.1 Interpretation

- 6.1.1 In this **agreement**, unless the contrary intention appears:

- (a) citations of statutes are to statutes of the Commonwealth of Australia;
- (b) a reference to any agreement or document is to that agreement or document as amended, novated, supplemented or replaced;
- (c) a reference to a **law** or publication includes a reference to that law or publication as amended or replaced;
- (d) a reference to a clause includes any subclause or paragraph within it;
- (e) words and phrases are to be interpreted by reference to clause 6.7 [Definitions];
- (f) where a word or phrase is given a defined meaning in clause 6.7 (appearing in bold when first occurring in a part or schedule to this agreement), any other part of speech or other grammatical form in respect to the defined term or phrase has a corresponding meaning;
- (g) a reference to a sum of money is in Australian currency;
- (h) words in the singular include the plural and vice versa;
- (i) a reference to a gender denotes any other genders;
- (j) a reference to the word 'include' or 'including' is to be construed without limitation; and
- (k) if the day on which any act, matter or thing is to be done under this agreement is not a business day, the act, matter or thing must be done on the next business day.

6.2 Entire agreement and status

6.2.1 This agreement constitutes the entire understanding of the parties on the subject matter herein and supersedes any and all other representations or statements by either party or its officers and employees, whether oral or in writing, made prior to the agreement date concerning this agreement.

6.3 Applicable law

6.3.1 The applicable law is that of the State of Victoria.

6.4 Variation

6.4.1 This agreement can only be varied in writing by the parties.

6.5 Severance

6.5.1 If any law renders a provision of this agreement invalid, void or unenforceable, then the parties will attempt to rectify the consequences by negotiations in good faith.

6.6 Survival

6.6.1 Clauses that survive relevant end dates in this agreement are:

- (a) clause 2.1.3;
- (b) clause 2.3 [Discrepancies];
- (c) clause 5.1 [Indemnity]; and
- (d) this clause.

6.7 Definitions

6.7.1 In this agreement, unless the contrary intention appears:

Agreement	This agreement does not include the title page, table of contents, document overview, headings or words in square brackets (“[]”), however, these may be used to help clarify any inconsistencies.
DVA Contact Person	<p>Means:</p> <p>Name: Ms Rae King Position: VHC Contract Manager Telephone: (03) 9284 6234 Postal Address: 300 La Trobe Street, MELBOURNE VIC 3000 E-mail: Rae.King@dva.gov.au</p> <p>or as the DVA Delegate nominates.</p>
DVA Delegate	<p>Means:</p> <p>Name: Mr Bob Solly Position: Deputy Commissioner Telephone: (03) 9284 6455 Postal Address: 300 La Trobe Street, MELBOURNE VIC 3000 E-mail: Bob.Solly@dva.gov.au</p> <p>or as the Secretary of the Department of Veterans’ Affairs nominates.</p>
Law	<p>Includes any relevant:</p> <ul style="list-style-type: none"> (a) legislation (whether primary or delegated, from any Australian government, ie Commonwealth, State, Territory or local), or (b) judicial ruling (including under the common law or the rules of equity).

Military Rehabilitation and Compensation Commission	Means the body corporate established by the <i>Military Rehabilitation Compensation Act 2004</i> or any other government agency that carries out functions equivalent to the Military Rehabilitation and Compensation Commission.
Repatriation Commission	Means the body corporate continued in existence under the <i>Veterans' Entitlements Act 1986</i> or any other government agency that carries out functions equivalent to the Repatriation Commission.
State Contact Person	<p>Means:</p> <p>Name: Jane Herington Position: Director Aged Care Telephone: Postal Address: GPO Box 4057 MELBOURNE VIC 3001 E-mail: Jane.Herington@dhs.vic.gov.au</p> <p>or as VIC Department of Human Services nominates.</p>

THE SIGNATURES PAGE

THIS AGREEMENT IS EXECUTED AS A DEED.

THE CORPORATE SEAL of SECRETARY)
TO THE DEPARTMENT OF HUMAN)
SERVICES a body corporate)
established under the *Health Act*)
1958 was affixed in the presence of:)



.....
Signature of authorised person

P. M. FAULKNER

.....
Printed name of authorised person

Witnessed by: [insert name]

JENNIFER ALLEN

Signature and date:

[Handwritten signature]

18/8/06

Signed, Sealed and Delivered for and on behalf of the Commonwealth of Australia
Department of Veterans' Affairs, the Repatriation Commission and the Military
Rehabilitation and Compensation Commission.

by: R.H. Solly
Deputy Commissioner

Signature and date:

24/8/2006

Witnessed by: [insert name]

Sue Yatcho

Signature and date:

24/8/2006

DEED OF VARIATION

Introduction

Pursuant to clause 6.4 of the Deed of Agreement between the **Commonwealth of Australia**, acting through the Department of Veterans' Affairs, the **Repatriation Commission** and the **Military Rehabilitation and Compensation Commission** (collectively referred to as 'DVA'), and the **State of Victoria acting through the Department of Human Services** (herein referred to as VIC Department of Human Services), (ABN 93 785 850 801), that commenced on 1 July 2006 for the financial contributions in recognition of veteran access to the Home and Community Care (HACC) Program, the parties agree to the following amendments with effect from 1 January 2010.

Amendments

1. Clause 1.2.1: omit '31 December 2009', substitute '30 June 2010'. The clause will now read -
"This agreement shall commence 1 July 2006 and shall end on 30 June 2010 unless extended or varied in accordance with clause 6.4 [Variation]."

Interpretation

To the extent applicable, the terms and conditions of the Deed of Agreement, including defined terms, apply to this Deed of Variation.

THIS DOCUMENT IS EXECUTED AS A DEED.

Signed, Sealed and Delivered for and on behalf of:

**VIC Department of Human Services
by:**

Ms Jeannine Jacobson
Manager HACC and Assessment Aged
Care Branch

Signature and date:

— 12/1/10

Witnessed by:

[Print name of witness]

Louise McGuire

Signature and date:

— 12/1/10

Signed, Sealed and Delivered for and on behalf of:

The Commonwealth of Australia, the
Repatriation Commission and the Military
Rehabilitation and Compensation
Commission

by:

John Geary
National Manager
Community Health Group

Signature and date:

^
15/1/10

Witnessed by:

[Print name of witness]

Signature and date

15/1/10

PROJECT AGREEMENT FOR THE VETERAN COMMUNITY TO ACCESS COMMUNITY CARE SERVICES

Council of
Australian
Governments

An agreement between

- the Commonwealth of Australia and
- the States and Territories, being:
 - ✓ ▼ Victoria
 - ▼ Western Australia

The output of this project will be the facilitation of access by veterans and war widows/widowers to community care services on the same basis as any other eligible Australian citizen.

Project Agreement for the Veteran Community to Access Community Care Services

INTERGOVERNMENTAL AGREEMENT ON FEDERAL FINANCIAL RELATIONS

PRELIMINARIES

1. This Project Agreement (the Agreement) is created subject to the provisions of the Intergovernmental Agreement on Federal Financial Relations and should be read in conjunction with that Agreement and its Schedules, which provide information in relation to performance reporting and payment arrangements under the Intergovernmental Agreement on Federal Financial Relations.
2. This Agreement will facilitate access by veterans and war widows/widowers to community care services in the States of Victoria and Western Australia.
3. This Agreement constitutes the entire agreement for this project.

PART 1 – FORMALITIES

Parties to this Agreement

4. This Agreement is between the Commonwealth of Australia (the Commonwealth) and the States of Victoria and Western Australia (the States).

Term of the Agreement

5. This Agreement will commence as soon as the Commonwealth and one other Party signs the Agreement and will expire on 30 June 2013, including acceptance of final performance reporting and processing of final payments unless terminated earlier or extended as agreed in writing by the Parties.

PART 2 – PROJECT OUTPUT

Output

6. The outputs of this Agreement will be the facilitation of access by the veterans and war widows/widowers to community care services on the same basis as any other Australian citizens

except where the veteran or war widow/widower is already receiving a Veterans' Home Care service where tasks performed as part of that service are the same tasks that they are seeking to be performed as part of the community care service.

PART 3 – ROLES AND RESPONSIBILITIES OF EACH PARTY

Role of the Commonwealth

7. The Commonwealth will be responsible for:
 - (a) monitoring and assessing achievement in the delivery of community care services to veterans and war widows/widowers under this Agreement to ensure that outputs are delivered in accordance with this Agreement; and
 - (b) providing a consequent financial contribution to the States to support the implementation of this Agreement.

Role of the States and Territories

8. The States will be responsible for:
 - (a) all aspects of delivering on the project outputs set out in this Agreement; and
 - (b) reporting as set out in Part 4 – Reporting Arrangements.

Shared roles

9. The Parties will meet the requirements of Schedule E, Clause 26 of the Intergovernmental Agreement on Federal Financial Relations, by ensuring that prior agreement is reached on the nature and content of any events, announcements, promotional material or publicity relating to activities under this Agreement, and that the roles of both Parties will be acknowledged and recognised appropriately.

PART 4 – REPORTING ARRANGEMENTS

Reporting arrangements

10. By 15 March 2013, States will provide a final project report containing a description of:
 - (a) how access has been facilitated for veterans and war widows/widowers to community care services; and
 - (b) any promotional activities undertaken in relation to, and media coverage of, the project during the reporting period and any promotional opportunities expected to arise during the next reporting period.

PART 5 – FINANCIAL ARRANGEMENTS

11. The Commonwealth will provide a total financial contribution to the States of \$5,413m in respect of this Agreement. All payments are GST exclusive.
12. The Commonwealth's funding contribution will not be reduced where the States secure funding from other activity partners through innovative and collaborative partnerships.
13. The Commonwealth's estimated financial contribution to the operation of this Agreement, including through National Partnership payments to the States paid in accordance with *Schedule D – Payment Arrangements of the Intergovernmental Agreement on Federal Financial Relations*, are shown in Table 1

Table 1: Estimated total financial contributions - 2012-13

(\$'000)	2012-13
Estimated total budget	5,413
Less estimated National Partnership Payments	5,413
Balance of non-Commonwealth contributions*	0

14. Subject to finalisation of this Agreement, payments to the States will be made quarterly in July 2012, October 2012, January 2013, and April 2013 in accordance with Table 2. The April 2013 payment will be made upon the Commonwealth's acceptance of the final project report to be provided under clause 10 of this Agreement.

Table 2: Estimated payments - 2012-13

State/Territory	July 2012-13 \$	October 2012-13 \$	January 2012-13 \$	April 2012-13 \$	Total 2012-13 (\$' 000)
VIC	978,000	978,000	978,000	978,000	3,912
WA	375,250	375,250	375,250	375,250	1,501
Total	1,353,250	1,353,250	1,353,250	1,353,250	5,413

15. Having regard to the agreed estimated costs of projects specified in a Project Agreement, a State or Territory will not be required to pay a refund to the Commonwealth if the actual cost of the project is less than the agreed estimated cost of the project. Similarly, the States bear all risk should the costs of a project exceed the agreed estimated costs. The Parties acknowledge that this arrangement provides the maximum incentive for the States to deliver projects cost effectively and efficiently.

PART 6 – GOVERNANCE ARRANGEMENTS

Enforceability of the Agreement

16. The Parties do not intend any of the provisions of this Agreement to be legally enforceable. However, that does not lessen the Parties' commitment to this Agreement.

Variation of the Agreement

17. The Agreement may be amended at any time by agreement in writing by all the Parties.
18. A Party to the Agreement may terminate their participation in the Agreement at any time by notifying all the other Parties in writing.

Delegations

19. The Commonwealth Minister may delegate the assessment of performance and the authorisation of related project payments to senior Commonwealth officials, having regard to the financial and policy risks associated with those payments.

Dispute resolution

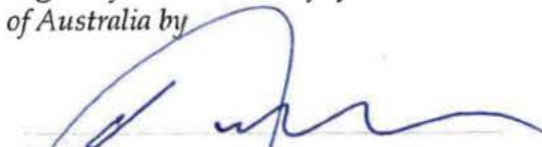
20. Any Party may give notice to other Parties of a dispute under this Agreement.
21. Officials of relevant Parties will attempt to resolve any dispute in the first instance.
22. If a dispute cannot be resolved by officials, it may be escalated to the relevant Ministers and if necessary, the relevant Standing Council.
23. If a dispute cannot be resolved by the relevant Ministers, it may be referred by a Party to COAG for consideration.

Interpretation

24. For the purposes of this Agreement:
 - (a) 'community care services' means those services that will be delivered under the Home and Community Care program and other similar services.

The Parties have confirmed their commitment to this agreement as follows:

*Signed for and on behalf of the Commonwealth
of Australia by*



The Honourable Warren Snowdon MP
Minister for Veterans' Affairs

17 DEC 2012
September 2012

*Signed for and on behalf of the
State of Western Australia by*

The Honourable Dr Kim Hames MLA
Deputy Premier
Minister for Health

September 2012

*Signed for and on behalf of the
State of Victoria by*



The Honourable David Davis MLC
Minister for Health
Minister for Ageing

12/11 | September 2012

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 72

Outcome 2: Program 2.4

Topic: Travelling Allowances

(Written Question on Notice)

Senator RONALDSON asked:

- a) With respect to travelling allowances and fees paid to contracted nursing care providers, why can providers not apply for travelling allowance for the first 10 kilometres of their trip?
- b) If an allowance has been made for travel in the scheduled fee, what amount or proportion of the scheduled fee is a payment in lieu of transport/travel allowances?

Answer

- a) All item numbers in the Community Nursing Program Schedule of Item Numbers and Fees and the Exceptional Case Unit classifications have a built in component for travel, including travel for multiple daily visits. This travel component of the fee is set to cover the first 10 kilometres each way (20 kilometres in total).
- b) See response to (a) above. The Community Nursing Program's fee schedule includes an allowance for travel time of 17.3 minutes per visit. The Program also includes provisions to claim an additional, per kilometre based fee for travel that is required to visit an entitled person in a rural or remote (non-metropolitan) area for distances in excess of 10 kilometres or more (each way) from the community nurse's final departure point to the entitled person's home. The rate is currently 76 cents per kilometre.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 73

Outcome 2: Program 2.4

Topic: Travelling Allowances

(Written Question on Notice)

Senator RONALDSON asked:

Does the Department pay providers for the time spent travelling to and from a client, particularly if the client lives in a remote area in rural or regional Australia?

Answer

The Department of Veterans' Affairs (DVA) Community Nursing Program provides payment to DVA-contracted community nursing providers based on a 28-day cycle through a Classification System and Schedule of Item Numbers and Fees (Schedule of Fees). The Schedule of Fees comprises item numbers within a Clinical Care Schedule and a Personal Care Schedule, with the fee levels set to meet costs such as face-to-face nursing time, general nursing time, travel time, on-costs and other factors.

DVA-contracted community nursing providers are also able to apply for a payment for Additional Travel, which is a per kilometre-based travel payment, in rural or remote areas. The kilometre rate paid is the rate set annually by the Department of Education, Employment and Workplace Relations and is currently 76 cents per kilometre.

This kilometre-based travel payment is only paid to the nearest suitable provider; for travel only in rural or remote areas; and for distances of 20 kilometres or more from the community nurse's final departure point to the entitled person's home.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 74

Outcome 2: Program 2.4

Topic: In-home Care

(Written Question on Notice)

Senator RONALDSON asked:

What underpins the sliding scale rationale for more frequent visits, as listed in the Schedule of Item Numbers and Fees relating to in-home care and treatment?

Answer

The Community Nursing Program's Classification System and Schedule of Item Numbers and Fees (Schedule of Fees) contain a range of clinical and personal care item numbers, which are arranged within a Clinical Care Schedule and a Personal Care Schedule.

Each item number has an associated fee attached which is appropriate for the service delivered, is appropriate to the staff mix delivering the service (registered nurse, enrolled nurse and/or nursing support staff) and reflects the total care delivery in the 28-day claim period rather than on a fee per hour system. The Classification System is organised into a schedule based on groupings around the number of visits (e.g. twice a week, every second day, daily, etc) provided in the 28 day period to ensure that DVA-contracted community nursing providers receive the payment that correctly reflects the services they have provided.

The current Classification System and associated Schedule of Fees, introduced with the commencement of new contracts for community nursing services on 1 March 2010, was the result of a comprehensive review undertaken by an independent consultant in 2008 together with extensive provider consultations conducted by the Department of Veterans' Affairs (DVA).

DVA has commissioned Health Outcomes International to conduct a Review of the Classification System and Schedule of Fees (Review) to ensure that it remains contemporary, meets current community nursing industry practice, meets veterans' needs, is simple to use, and adequately compensates DVA-contracted community nursing providers for the services provided. The Review is due to be completed by the end of 2013.

The Review's findings may result in a new Classification System and Schedule of Fees. DVA will conduct extensive community nursing provider consultations and a tender process prior to the introduction of any new Classification System and Schedule of Fees.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 75

Outcome 2: Program 2.4

Topic: Veterans' Home Care

(Written Question on Notice)

Senator RONALDSON asked:

With respect to services provided under the Veteran Home Care programme, does the Department provide travelling allowance to providers of this service? If so, at what rate?

Answer

From 1 January 2004, the contracted fees for the different Veterans' Home Care (VHC) program have been based upon a set hourly rate indexed annually in line with standard Government indexing arrangements. The fee rate construction was based upon the recommendations of an independent review of the VHC fee structure conducted in 2003.

The total hourly fee rates for VHC services incorporate the following components:

- Wages
- Annual leave
- Long service leave
- Superannuation
- Payroll Tax
- Travel
 - Distance
 - Time
- Cost of client not at home
- Overhead costs
- Risk margin

The current hourly fees for VHC services are:

- Personal Care - \$44.45
- Domestic Assistance - \$44.45
- Home and Garden Maintenance - \$46.60
- In Home Respite - \$39.35

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs

Question 76

Outcome 2: Program 2.5

Topic: Mental Health Services Expansion

(Written Question on Notice)

Senator Wright asked:

These questions relate to the expansion of mental health services for current and former members of the Australian Defence Force and their families, as announced in the 2013-14 federal Budget. The Budget states the underlying cash impact of this is \$25.3 million.

- a) I note that eligibility for the Veterans and Veterans' Families Counselling Service (VVFCS) will be expanded to include current and former ADF members with 'certain peacetime service'. Can you please advise exactly what types of peacetime service will be included, and how the associated eligibility will be assessed?
- b) Will there be any former or current members of the Australian Defence Force (ie, with different types of peacetime service) and their families who are excluded from accessing the VVFCS, or have limited access to the VVFCS?
- c) I note that eligibility for treatment for 'certain mental health conditions on a non-liability basis' will be expanded to include 'certain former members of the Australian Defence Force'. Can you clarify which mental health conditions and which former members will be covered by this expansion?
- d) Can you please advise how these programs have been tailored to meet the needs of the current generation of veterans who are returning from conflict zones, and their particular experiences?
- e) What proportion of the increased funding will go to programs working to reduce stigma associated with mental illness in the Australian Defence Force and the veterans' community, and to encourage members of the community to seek help as appropriate?
- f) Will the increased funding include preventive health measures, or is the Department involved in developing best practice for protecting defence force members against psychological damage when serving in conflict zones, disaster zones or other service where there is a risk of such damage?

Answer

- a) Expansion of eligibility for Veterans and Veterans Families Counselling Service (VVCS) services from 1 July 2014 for certain peacetime service will include:
 - Border protection personnel;
 - Australian and overseas disaster zone personnel;
 - Personnel involved in training accidents;
 - Australian Defence Force (ADF) members medically discharged; and
 - Submariners.

Partners and dependent children up to the age of 26 of the groups listed above will also be eligible.

Partners, dependent children up to the age of 26 and parents of ADF members killed in service-related incidents will also be included.

Eligibility will be assessed during intake or counselling sessions conducted by VVCS.

- b) In general, current and former ADF members who have peacetime service only and their family members are not eligible to 'self-refer' to VVCS. However, under an Agreement for Services, the ADF may refer any current serving member, including those with peacetime service, to VVCS on a fee for service basis.

From 1 July 2014, the Government has announced that certain peacetime service groups will have VVCS eligibility. See answer (a) above. VVCS applies a policy of compassionate service provision and does not turn away anyone who is in need or distress.

- c) Access to non-liability mental-health treatment currently covers diagnosed posttraumatic stress disorder, other anxiety disorders and depression. From 1 July 2014, alcohol and other substance misuse disorders will also be covered. Under existing non-liability health care arrangements, the following are eligible to access non-liability health care:
- (i) Veterans with eligible war service, operational service, peacekeeping service, hazardous service and British Nuclear Test Defence service (within the meaning of the *Veterans' Entitlements Act 1986*);
 - (ii) ADF personnel with three or more years, full time, continuous peacetime service completed between December 1972 and April 1994;
 - (iii) ADF personnel who were medically discharged with less than three years peacetime service between December 1972 and April 1994; or
 - (iv) Veterans with warlike or non warlike service that is covered, for compensation purposes, under the Military Rehabilitation and Compensation Act 2004.

This will be expanded from 1 July 2014 to include eligible peacetime service from April 1994. As noted above, eligible peacetime service is service with three or more years, full time, continuous peacetime service, or those who were medically discharged with less than three years peacetime service.

- d) Of the seven initiatives funded under the 2013-14 budget measure, six have been developed taking account of the particular experiences of our contemporary veterans (including personnel who have served in Iraq and Afghanistan). These initiatives include:
- expansion of non-liability health care arrangements to include alcohol and other substance misuse disorders and to include eligible peacetime service from April 1994;
 - GP health assessment for ADF members after discharge - detailed below in f);
 - development of online program to build resilience – detailed below in e);
 - establishment of a peer to peer program to support the recovery of clients with a mental health condition by providing a non-clinical support network. This approach will enable a sub-clinical need to be filled, potentially deferring or alleviating the need for additional clinical intervention in the future;
 - funding to improve processing for compensation claims, with a particular focus on the timeliness of claims for clients with mental health issues; and
 - the development of new pathways to make it easier for clients with mental health conditions to access Department of Veterans' Affairs arrangements.

A seventh element of the package extended eligibility for VVCS to certain peacetime groups and family members. Contemporary veterans with operational service and their eligible family members already have access to VVCS services.

- e) Funding of \$0.94 million (fiscal balance) has been provided in the 2013-14 budget measure to develop an on-line program to build veteran resilience, improve mental health literacy, and reduce stigma related to seeking help for mental health conditions. This program will build on the Australian Defence Force (ADF) resilience training platform, known as Stress Management and Resilience Training (SMART) which has high recognition with current serving personnel, are well known and accessed frequently. LifeSMART will build on this recognition and will provide assistance with developing coping strategies to manage life's day to day challenges for veterans with mental health concerns.
- f) This question relates more to the Department of Defence which has provided the following advice:

There was no increased funding to the Defence Mental Health program in the 2013-14 federal Budget. Defence and DVA have forged partnerships with Australian and international experts on military mental health issues to ensure both Departments are applying evidence-based best practice across all programs, including prevention programs. Defence and DVA remain committed to build resilience, reduce stigma and improve awareness of all mental disorders that impact on current and former serving personnel.

The ADF already has in place a suite of awareness and prevention programs covering areas of alcohol management, suicide prevention, psychological resilience training and mental health first aid. This is designed to enhance an individual's understanding of alcohol and mental health issues, strengthen their ability to cope effectively with increased stress and adverse events and encourage them to seek help as early as possible for their staff, their mates or themselves.

Deployed ADF personnel are provided with a continuum of mental health support designed to enhance their ability to cope with the challenges of deployment and to assist them to effectively transition from the deployed environment back to work and family life. Programs for deployed environments include psychological preparation prior to deployment, support from embedded health staff and fly in specialist teams on operations, and post-deployment programs to help personnel reintegrate on their return to Australia. Comprehensive mental health screening allows for early identification and intervention for those individuals considered to be at risk of developing mental health disorders.

Information sessions on reintegration issues are also conducted for partners and families, and there is the opportunity for an adult family member to attend post-deployment screening with the ADF member and discuss any reintegration concerns.

These programs are already funded through existing Defence budget allocation.

**Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs**

Question 77

Outcome 3: Program 3.2

Topic: Centenary of Anzac – Public Fund – List of Projects

(FADT Hansard Proof 13 February 2013, p 99)

Senator RONALDSON asked:

Senator RONALDSON: Could you get me the list, please, which I know exists. The list exists. No-one will give it to me, but I can tell you what is on the list. There are projects in Brisbane for about \$6.5 million, in New South Wales for about \$22.5 million, in Adelaide for about \$12.7 million and one in Tasmania. I am not going to say what those exact projects are, but have you seen a list with those sorts of projects on it?

Mr Lewis: I think what you are thinking of might be the list that Lindsay Fox is using as he goes around talking to potential donors.

Senator RONALDSON: But who gave him those projects?

Mr Lewis: I think they were in consultation with ACAB.

Senator RONALDSON: Can you get for me a list of projects that have been provided to Mr Fox by ACAB which are suggestions from ACAB as to possible funding areas for the public fund?

Mr Lewis: I am not sure that that is precisely the way that exchange went between Lindsay Fox and Angus Houston, but I am happy to take the issue on notice and to provide you with whatever we can in relation to the list of possible projects.

Answer

List of Anzac Centenary Public Fund Possible Projects

Proposal name	Total \$(m)
Travelling Exhibition	54.7
Anzac Scholarships New Zealand	0.8
Anzac Scholarships Turkey	0.8
Higher Degree Scholarships	3.3
Mental Health	-
Australian War Requiem	0.2
Joint Australian-New Zealand War Art Exhibition	2.0
Black Diggers' Project	0.5
Sydney Theatre Company	2.3
State and territory projects	
<i>South Australia</i>	
- Memorial Garden Walk	4.7
- SA Anzac Education Centre and Anzac Interpreted	12.7
<i>Victoria</i>	
- Shrine of Remembrance	22.5
<i>New South Wales</i>	
- Hyde Park Memorial	21.2
<i>Northern Territory</i>	
- Albert Borella Ride	0.75
<i>Tasmania</i>	

- Flame of Remembrance	0.15
- Commemorative Pedestrian Bridge	4.0
- Soldiers Memorial Avenue	0.55
<i>Queensland</i>	
- Brisbane ANZAC Square Refurbishment and Enhancement	6.5
- Educative Centenary Legacy Products & Regional Delivery Support	3.8
- Mephisto Anzac Centenary Gallery & Object Theatre	3.8
Total	\$145.25M

Note: List of projects and associated costings have been provided by the responsible agency from each state and territory government for the planning for the Anzac Centenary at the request of the Anzac Centenary Advisory Board.

Note: State and territory proposals costed at 50% of estimated full cost.

**Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Department of Veterans' Affairs**

Question 78

Outcome 3: Program 3.2

Topic: Providence Consulting Group - Report

(FADT Hansard Proof 4 June 2013, p 102)

Senator RONALDSON asked:

Senator RONALDSON: All findings and recommendations are based on the review of documentation provided by the Department of Veterans' Affairs, the Attorney-General's Department and interviews with staff and the commemorative event manager. Pages 7 and 8 of the report detail the complete list of documents reviewed by Providence Consulting Group Pty Ltd. What is the oldest report that you provided to Providence Consulting?

Mr Evans: I would have to take that on notice but I suggest that it would be a report from about 2006.

Senator RONALDSON: The oldest report that is identified is 2010, which is a DVA supplied business continuity plan.

Mr Evans: Yes.

Senator RONALDSON: Can you please provide me with all the information that was in the documents provided to the consultants and confirm whether the oldest document supplied was indeed a 2010 continuity plan?

Answer

The following table outlines the documents provided to Providence Consulting Group. The oldest document supplied was the Safe and Healthy Mass Gatherings Manual, 1999.

Document Name	Year	Provided By	Information
Strategic Security Framework	2011	Security Coordination Branch – Attorney Generals Department (AGD)	Outline of possible safety and security risks, planning and management for the Anzac Day commemorations at Gallipoli
Strategic Security Risk Register	2011	Security Coordination Branch - AGD	Risk Assessment of potential safety and security risks for the Anzac Day commemorations at Gallipoli
Security Framework – National Emergency Plans	2011	Security Coordination Branch - AGD	Outline of plan for response by Australian Government departments and agencies to a national emergency that occurs overseas
Roles, Responsibilities and Governance – Gallipoli 2011	2011	Security Coordination Branch - AGD	Outline of roles, responsibilities and governance for Australian Government departments and agencies in relation to Anzac Day commemorations at Gallipoli
Events Report on Lessons Learnt	2011	Security Coordination Branch - AGD	Evaluation of Strategic Security Framework and recommendations

			relating to future conduct of Anzac Day commemorations at Gallipoli
DBD Pty Ltd Report	2010	Department of Veterans' Affairs (DVA)	Report on 'best use of real estate' for infrastructure at Gallipoli, and advice as to how the commemorative sites at Gallipoli might handle a projected increase in attendance in 2015
Business Continuity Plan	2010	DVA	Outline of response options for mitigating the impact of adverse weather during the Anzac Day commemorations at Gallipoli
Business Continuity Plan Evaluation	2010	DVA	Evaluation of Business Continuity Plan and recommendations for development and improvement of options and mitigations for the impact of adverse weather during the Anzac Day commemorations at Gallipoli
What to Expect and How to Prepare	2011	DVA	Information about attending the Anzac Day commemorations at Gallipoli (available on DVA website)
Driver Instruction Sheet	2011	DVA	Instructions delivered to coach and bus drivers on arrival at the Anzac Commemorative Site regarding vehicle movements and security arrangements during the commemorative period at Gallipoli
Visitor Welcome Script	2011	DVA	Instructions delivered to visitors on arrival at the Anzac Commemorative Site regarding arrangements for the commemorative period at Gallipoli
Visitor Survey Evaluation Report	2011	DVA	Evaluation of visitor survey responses regarding visitor demographics, attendance profiles, dissemination of information, infrastructure, reflective program, support for mobility assisted visitors and visit to Gallipoli region
Operations Manual	2011	DVA	Outlines daily in-country program, roles and responsibilities of DVA and Veterans' Affairs New Zealand

			staff, timetables, maps, site plans and first aid information
Post Activity Report – Gallipoli	2011	DVA	Evaluation of the Anzac Day commemorations at Gallipoli, including recommendations for improvements to onsite operations and equipment, and administration of DVA staff delegation
Anzac Commemorative Site Operational Diagrams	2011	Definitive Events	Operational diagram of site location and infrastructure
Lone Pine Operational Diagrams	2011	Definitive Events	Operational diagram of site location and infrastructure
Chunuk Bair Operational Diagrams	2011	Definitive Events	Operational diagram of site location and infrastructure
Post Activity Review – Gallipoli	2011	Definitive Events	Evaluation report and recommendations for improvements on infrastructure, equipment, medical support, service delivery, reflective program, transport management, sub-contractor performance and television broadcast
Safe and Healthy Mass Gatherings Manual	1999	Emergency Management Australia (EMA)	A health, medical and safety planning manual for public events, including information on crowd control at events
National Approach for the Protection of Places of Mass Gathering From Terrorism	2006	EMA	A nationally consistent approach by all Australian jurisdictions in developing guidelines for the protection of places of mass gathering from terrorism, and a systematic process of identifying security risk management activities and integration with existing jurisdictional emergency management arrangements
Evacuation Planning	2010	EMA	Outlines possible assistance and conduct of Australian and New Zealand Government staff in a Turkish-led evacuation of the commemorative sites at Gallipoli

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Australian War Memorial

Question 79

Outcome 1: Program: Australian War Memorial

Topic: AWM 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.

Level	Number
APS 2	3
APS 3	3
APS 5	1
APS 6	6
EL 1	1
EL 2	2
SES 1	1
STOF	1
BB3	2
Total	20

2.

Level	Number
APS 2	9
APS 3	12
APS 4	8
APS 5	5
APS 6	8
EL 1	7
EI 2	3
BBB1	1
BBB3	21
Total	74

3. 57 staff employed as non-ongoing contract staff with an average period of 16.4 weeks.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Australian War Memorial

Question 80

Outcome 1: Program: Australian War Memorial

Topic: AWM Staffing

(Written Question on Notice)

Senator EGGLESTON asked:

1. How many ongoing staff left the department/agency this financial year to date? What classification were these staff?
2. How many non-ongoing staff left department/agency this financial year to date? What classification were these staff?
3. How many contract staff left department/agency in the year this financial year to date? What classification were these staff?

Answer

1. 21 ongoing staff left the AWM for the 2012-13 financial year to 31 May 2013:

Level	Number
APS 2	5
APS 3	2
APS 4	3
APS 5	2
APS 6	1
EL 1	4
EL 2	1
Statutory Officer	1
BB1	1
BB3	1
Total	21

2. 19 non-ongoing staff i.e. temporary contracts with the AWM not through a recruitment agency left the AWM for the 2012-13 financial year to 31 May 2013:

Level	Number
APS 2	5
APS 3	3
APS 4	2
APS 5	3
APS 6	1
EL 1	1
BB3	4
Total	19

3. 40 non-going and casual staff recruited through recruitment agency (Hoban) left the AWM for the 2012-13 financial year to 31 May 2013:

Level	Number
APS 2	27
APS 3	12
APS 6	1
Total	40

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Australian War Memorial

Question 81

Outcome 1: Program: Australian War Memorial

Topic: AWM Staffing

(Written Question on Notice)

Senator EGGLESTON asked:

1. How many staff reductions/voluntary redundancies have occurred this financial year to date? What are the reasons for these reductions?
2. Where any of these reductions involuntary redundancies? If yes, provide details.
3. Are there any plans for further staff reductions/voluntary redundancies? If so, please advise details including if there is a reduction target, how this will be achieved, and if any service/programs will be cut.
4. If there are plans for staff reductions, please give the reason why these are happening.
5. Are there any plans for involuntary redundancies? If yes, provide details.

Answer

1. Nil.
2. Not applicable.
3. There are no plans for staff reductions or redundancies.
4. Not applicable.
5. There are no plans for involuntary redundancies.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Australian War Memorial

Question 82

Outcome 1: Program: Australian War Memorial

Topic: AWM Public Service Efficiencies

(Written Question on Notice)

Senator EGGLESTON asked:

1. Please provide details of the amended operational efficiencies your agency will make as per 2013-14 Budget Measure 'Public Service efficiencies' (see 2013-14 Budget Paper No 2 p108).
2. In addition, please provide the following detail:
 - a) Can you quantify the estimated savings for each year over the forward estimates for savings achieved by implementing more efficient management structures, through a reduction in expenditure on staff across the Executive Level (EL) 1 and 2, and senior Executive Service (SES) levels?
 - b) Can you quantify the estimated savings for each year over the forward estimates for savings achieved by revising down the occupational density target for all new leases, buildings and major fit-outs undertaken by agencies from 16 square metres per occupied workpoint down to 14 square metres?

Answer

1. The AWM's 2013-14 budget was framed around the reduced funding available as a result of targeted savings and reductions were made in a range of areas including: gallery maintenance, general IT services, telephone services and other general discretionary overheads.
2.
 - a) The AWM has not yet been advised of the Memorial's allocation of required savings in relation to 'Public Service Efficiencies'.

Please refer to the answer provided to the Finance and Public Administration Legislation Committee, Question on Notice 10 from the Department of Finance and Deregulation, Budget Estimates 29 May 2013.
 - b) Not Applicable - the Property Framework applies to property leased or owned by *Financial Management and Accountability Act 1997* (FMA Act) agencies. The Memorial is a *Commonwealth Authorities and Companies Act 1997* (CAC Act) agency. However, the Memorial is accommodating and increase number of staff within the same office space footprint by redesign of facilities including the removal of individual offices, furniture design and meeting rooms etc.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Australian War Memorial

Question 83

Outcome 1: Program: Australian War Memorial

Topic: AWM Public Service Efficiencies

(Written Question on Notice)

Senator EGGLESTON asked:

1. Has there been a reduction in business flights? What are the estimated savings for each year over the forward estimates?
2. Has there been a reduction in the use of external consultants and contractors? Has this impacted on the Department/agency, and how? What are the estimated savings for each year over the forward estimates?
3. Provide an update of moving recruitment advertising online. Is any recruitment still in printed materials, and if yes, why? What are the estimated savings for each year over the forward estimates?
4. Has the department/agency reduced its printing costs? If no, why not? Have printing costs increased, and if yes why and how much? Has the five per cent savings target been achieved – if yes, how, or if it will not, why not? What are the estimated savings for each year over the forward estimates?

Answer

1. Official travel is limited where possible to reduce the impact on the budget, however travel costs fluctuate from year to year depending on corporate priorities. Variables such as the location of Council members and the travelling exhibition program can influence the AWM's travel spend.
 - a) The overall number of flights went up 18% but the cost of flights only increased by 5.5%.
 - b) The number of business class flights decreased from 68 to 36 (47%) and the cost decreased by \$2,400.
2. The number of external contractors and consultants has reduced since 2011-12. These providers are engaged to provide a range of professional services and advice, and are managed within existing resources and according to corporate priorities. As such, estimated savings cannot be estimated at this level.
3. All recruitment advertising has been moved to online with the exception for SES positions. It is not possible to estimate overall savings to recruitment advertising as the level of expenditure depends on the number of positions needing to be filled.
4. The AWM introduced a limited printing program from 2007-08 as an agency budget savings measure, and printing costs have decreased by 46% since that time.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Australian War Memorial

Question 84

Outcome 1: Program: Australian War Memorial

Topic: AWM Printing Costs

(Written Question on Notice)

Senator EGGLESTON asked:

1. How many documents (include the amount of copies) have been printed this financial year to date? How many of these printed documents were also published online?

Answer

Document/book name	Number of copies printed	online Y / N
<i>Wartime, the Magazine of the Australian War Memorial</i>	49,853	No
Australian War Memorial Annual Report 2011-2012	520	Yes
<i>Australian War Memorial: Treasures from a Century of Collecting</i>	7,000	No
<i>MacArthur's Secret Bureau: The Story of the Central Bureau - General MacArthur's Signals Intelligence Organisation</i>	500	No

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Australian War Memorial

Question 85

Outcome 1: Program: Australian War Memorial

Topic: Graduate Recruitment

(Written Question on Notice)

Senator EGGLESTON asked:

1. Provide an update on expenditure for 2014 Graduate Recruitment to date? Please itemise and detail costs.
2. Has any travel been incurred for 2014 Graduate Recruitment? Please itemise and detail costs.

Answer

Not applicable – the AWM does not have a Graduate Recruitment program.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Australian War Memorial

Question 86

Outcome 1: Program: Australian War Memorial

Topic: AWM 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. The total cost of advertising for the 2012-13 financial year to 31 May 2013 is \$737,011.62.
2. Non-campaign advertising.

	2012-13 to 31 May 2013
Total Advertising	\$737,011.62
Recruitment	\$64,375.78
Other (general promotion and marketing of AWM)	\$672,635.84

Note: the financial system cannot easily extract additional information requested.

3. No.
4. No.
5. Not applicable. The Guidelines on Information and Advertising Campaigns by Australian Government Departments and Agencies applies to agencies subject to the *Financial Management and Accountability Act 1997* (FMA Act). The Memorial is a *Commonwealth Authorities and Companies Act 1997* (CAC Act) agency.
6. Information relating to the costs of other communications programs is publically available in the *Australian War Memorial Annual Report 2011-12* (Part 6 – 3B pg 71).
7. Advertising is planned for onsite, touring and special exhibitions e.g. Afghanistan exhibition; significant ceremonies and events e.g. Big Things in Store; Remembrance Day and Anzac Day; as well as ongoing recruitment and general Memorial advertising in tourism publications.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Australian War Memorial

Question 87

Outcome 1: Program: Australian War Memorial

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

Answer

1. The AWM's hospitality spend for the 2012-13 financial year to 31 May 2013 is \$55,272.82.

Date	Location	Purpose	Amount
23 May 2012	AWM	Council Lunches 22 - 23 May 2012	\$945.45
17 August 2012	AWM	Long Tan Veterans Luncheon	\$81.82
17 August 2012	AWM	Catering for Long Tan Cross Function	\$2,181.82
7 September 2012	AWM	All day catering for Kokoda Conference - 6-7 September 2012	\$14,181.82
7 August 2012	AWM	Catering for meeting with Communications and Marketing stakeholders/clients	\$52.82
16 August 2012	AWM	Catering for meeting with Education and Visitor Services stakeholders/clients	\$295.45

Date	Location	Purpose	Amount
22 October 2012	AWM	Catering for Collection Book Launch	\$4,444.55
1 November 2012	AWM	Catering for the Vignacourt Exhibition launch	\$5,385.91
11 November 2012	AWM	2011 Roll of Honour ceremony	\$1,864.55
12 November 2012	AWM	Catering for 2011 anniversary oration	\$3,399.09
21 February 2013	National Art School	Catering services for Ben Quilty Exhibition launch	\$896.00
13 February 2013	AWM	Catering for meeting with Communications and Marketing stakeholders/clients	\$3,215.45
21 February 2013	National Art School	Catering services for Ben Quilty Exhibition launch	\$3,100.00
6 March 2013	AWM	Council Lunches 5 - 6 March 2013	\$1,282.09
6 March 2013	AWM	Council Lunches 5 - 6 March 2013	\$0.18
12 March 2013	AWM	Catering for Boeing sponsorship function	\$822.73
18 June 2013	AWM	Scan Eagle handover event catering	\$999.09
9 August 2012	AWM	Council Meeting Lunches August 8-9 2012	\$1,190.91
22 May 2013	AWM	Council Meeting Lunches 21-22 May 2013	\$1,486.82
1 July 2012 - 31 May 2013	AWM	Catering for meeting with Communications and Management Section stakeholders/clients	\$659.96
1 July 2012 - 31 May 2013	AWM	Catering for meeting with Education and Visitor Section stakeholders/clients	\$4,454.11
1 July 2012 - 31 May 2013	AWM	Catering for meeting with Exhibition Section stakeholders/clients	\$265.77
1 July 2012 - 31 May 2013	AWM	Catering for meeting with Human Resource Section stakeholders/clients	\$1,037.15
1 July 2012 - 31 May 2013	AWM	Catering for meeting with Information and Technology Section stakeholders/clients	\$89.08
1 July 2012 - 31 May 2013	AWM	Catering for meeting with Military, Heraldry and Technology stakeholders/clients	\$23.23
1 July 2012 - 31 May 2013	AWM	Catering for meeting with Research Centre Section stakeholders/clients	\$89.95
1 July 2012 - 31 May 2013	AWM	Catering for Photographs, Film and Sound section stakeholders/clients	\$100.20
11 November 2012	AWM	Catering for Remembrance Day afternoon tea	\$454.09
9 August 2012	AWM	Rabaul & Montevideo Maru Dedication catering	\$2,272.73

\$55,272.82

2. Please refer to the answer provided to Question on Notice 9, part 2.

3. The AWM's entertainment spend for the 2012-13 financial year to 31 May 2013 is \$25,836.70.

Date	Location	Purpose	Amount
17 November 2011	AWM	President of the United States Visit Catering	\$352.73
17 August 2012	National Portrait Gallery	APS Commission SES Breakfast	\$54.54
31 August 2012	AWM	AWM Director Farwell	\$667.47
6 September 2012	AWM	Kokoda Conference Dinner Function	\$6,909.09
8 August 2012	AWM	Volunteers Awards Function	\$4,461.82
31 October 2012	AWM	Collection Book Launch dinner	\$447.27
1 November 2012	Ottoman	Corporate sponsor dinner following <i>Remember me: the lost diggers of Vignacourt</i> exhibition launch	\$2,115.00
5 December 2012	Terrace (AWM)	Annual volunteer guides Christmas function	\$5,422.73

Date	Location	Purpose	Amount
11 December 2012	AWM	AWM Acting Director Farewell	\$1,536.04
7 February 2013	National Arboretum	Canberra Business Council dinner at the National Arboretum	\$477.27
4 March 2013	National Gallery of Australia	Tourism Awards Gala Dinner	\$160.91
21 March 2013	Canberra Convention Centre	Dinner attendance at Canberra Convention Bureau (CCB) networking event	\$90.91
25 April 2013	AWM	ANZAC Day breakfast for Director and guests	\$163.65
12 November 2012	AWM	Council Meeting Lunch & Dinner 12 November 2012	\$2,802.27
16 September 2012	AWM	Friends of the Memorial Big Things in Store lunch	\$175.00

\$25,836.70

Note: The AWM records hospitality and entertainment costs in a single 'Hospitality' account in the financial management information system, including minor costs of tea and coffee. For the purpose of this query, hospitality expenses are assumed to relate to internal staff, launches of events and working lunches / light refreshments. More discretionary expenditure to entertain official visitors or similar expenses that are not directly related to day to day Memorial operations have been categorised as entertainment expenses.

4. Please refer to the answer provided in Question on Notice 9, part 4.
5. Nil. The AWM is not planning any further spending on hospitality for 2012-13.
6. Please refer to the answer provided in Question on Notice 9, part 6.
7. Nil. The AWM is not planning any further spending on entertainment for 2012-13.
8. Please refer to the answer provided in Question on Notice 9, part 8.
9. The AWM limits expenditure on official hospitality where appropriate, however, the nature of some events require the provision of a modest level of catering for stakeholders and official representatives.

**Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Australian War Memorial**

Question 88

Outcome 1: Program: Australian War Memorial

Topic: AWM Meeting Costs

(Written Question on Notice)

Senator EGGLESTON asked:

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

Answer

1. The AWM's meeting spend for the financial year to 31 May 2013 is \$36,899.42.

Date	Location	Purpose	Cost
8-9 August 2012	Australian War Memorial - Canberra	Meetings of the Council of the Australian War Memorial and its Committees	\$8,208.08
10-11 November 2012	Australian War Memorial - Canberra	Meetings of the Council of the Australian War Memorial and its Committees	\$11,678.17
5-6 March 2013	Australian War Memorial - Canberra	Meetings of the Council of the Australian War Memorial and its Committees	\$7,749.22
21-22 May 2013	Australian War Memorial - Canberra	Meetings of the Council of the Australian War Memorial and its Committees	\$9,263.95
			\$36,899.42

Note: The Memorial holds many meetings with external contractors particularly regarding projects. Minimal catering (tea/coffee/plain biscuits) is provided however, details of the location, purpose and specific costs are not readily available. The time and effort to accurately provide this information would be too resource intensive. It should be noted that as much as possible the Memorial avoids travel expenses by using technology such as conference calls and Skype for meetings with interstate contractors.

2. Please refer to the answer provided to Question on Notice 10, part 2.
3. No further Council meetings will be held this financial year, so there will be no further expenditure.
4. Please refer to the answer provided to Question on Notice 10, part 4.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Australian War Memorial

Question 89

Outcome 1: Program: Australian War Memorial

Topic: AWM Program Launch costs

(Written Question on Notice)

Senator EGGLESTON asked:

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

Answer

1. The AWM has a single program (Australian War Memorial AWM01) identified in the Department of Finance and Deregulation's Central Budget Management System (CBMS) which has been in place for some time; no launch costs have been incurred at this level. *Note: There have been launch costs under the Exhibition component; please refer to the answer provided to Question on Notice 87.*
2. Please refer to the answer provided to Question on Notice 11, part 2.
3. The AWM has a single program identified in the Department of Finance and Deregulation's Central Budget Management System (CBMS) which has been in place for some time; no launch costs have been incurred at this level. *Note: There have been launch costs under the Exhibition component; please refer to the answer provided to Question on Notice 87.*
4. Please refer to the answer provided to Question on Notice 11, part 2.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Australian War Memorial

Question 90

Outcome 1: Program: Australian War Memorial

Topic: AWM Board Appointments

(Written Question on Notice)

Senator EGGLESTON asked:

1. Provide an update 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.

Name	Date of Appointment	Concludes
Rear Admiral Ken Doolan AO RAN (Ret'd)	12-Nov-2012 (first appointed 12-Nov-09)	11-Nov-15
Air Marshal Geoff Brown AO	04-Jul-2011 (<i>ex-officio</i> member)	4-Jul-14
The Honourable Graham Edwards	03-Jun-2013 (first appointed 03-Jun-10)	2-Jun-16
Mr Peter FitzSimons AM	30-Apr-2012 (first appointment)	29-Apr-15
Vice Admiral Ray Griggs AM CSC RAN	07-Jun-2011 (<i>ex-officio</i> member)	4-Jul-14
Air Vice-Marshal Julie Hammer AM CSC (Ret'd)	07-Apr-2011 (first appointment)	6-Apr-14
Dr Allan. D Hawke AC	21-Mar-2012 (first appointment)	20-Mar-15
Ms Jane McAloon	07-Apr-2011 (first appointment)	6-Apr-14
Lieutenant General David Morrison AO	27-Jun-2011 (<i>ex-officio</i> member)	4-Jul-14
Ms Wendy Sharpe	30-Jun-2011 (first appointed 25-May-2005)	29-Jun-13
Major General J. Paul Stevens AO (Ret'd)	21-Mar-2012 (first appointment)	20-Mar-15
Mr Kerry Stokes AC	07-Apr-2011 (first appointed 19-Aug-2007)	6-Apr-14
Ms Gabrielle Trainor	30-Jun-2013 (first appointment)	29-Jun-16
Mr Kevin Woods CSC OAM	30-Jun-2011 (first appointment)	29-Jun-14

2. 3 Female, 10 Male.

3. One Council member has been appointed and two Council members have been re-appointed in 2012-13.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Australian War Memorial

Question 91

Outcome 1: Program: Australian War Memorial

Topic: AWM 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?
 - c) Do any of these requests remain outstanding? If so, how many and why?

Answer

1. The Australian War Memorial has not received any advice from the Australian Information Commission or the FOI Commissioner. Advice has been received from the Australian Government Solicitors.
2. As the Australian War Memorial receives few FOI requests, it does not charge for the provision of information. As such, it does not track costs, such as staff time taken to manage and complete the requests. Therefore, the Memorial cannot accurately or easily determine the cost of responding to FOI requests. The time and effort to accurately provide this information would be too resource intensive.

There will be costs for a current FOI request, as the Memorial has asked the Australian Government Solicitor to assist in responding. These costs have not been incurred yet. The cost for the work will be a maximum of \$10,000.
3. Two requests have been received during the 2012-13 financial year to 31 May 2013.
 - a) One was granted in full and one is currently being processed.
 - b) No.
 - c) One request was received on 17 June 2013 and is currently being processed. The request was acknowledged and a 30-day extension approved by the applicant to allow for third party consultation. The time limit for processing the request expires on 17 August 2013.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Australian War Memorial

Question 92

Outcome 1: Program: Australian War Memorial

Topic: AWM Community Cabinet Meetings

(Written Question on Notice)

Senator EGGLESTON asked:

1. Provide an update of how many Community Cabinet meetings has the Minister attended this financial year to date? List date and location.
2. How many Departmental Officers travelled with the Minister for the Community Cabinet meetings for this financial year to date?
 - a) What was the total cost of this travel? List travel type, accommodate and any other expenses.
 - b) Which Community Cabinet meetings did the Departmental Officers attend? List date and location.
3. 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.

Please refer to the answer provided to Question on Notice 14.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Australian War Memorial

Question 93

Outcome 1: Program: Australian War Memorial

Topic: AWM Reviews

(Written Question on Notice)

Senator EGGLESTON asked:

For this financial year to date:

- a) How many Reviews are being undertaken?
- b) What reviews have concluded, and for those that are still ongoing, when will those reviews be concluded?
- c) Which of these reviews has been provided to Government?
- d) When will the Government be responding to the respective reviews that have been completed?
- e) Has the Government responded to all reviews within the timeframe? If not, why not?
- f) What is the estimated cost of each of these Reviews?
- g) What reviews are planned?
- h) When will each of these reviews be concluded?

Answer

- a) to h).
Nil.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Australian War Memorial

Question 94

Outcome 1: Program: Australian War Memorial

Topic: AWM 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 (i.e. open tender, direct source, etc.). Also include total value for all consultancies.
2. How many consultancies are planned for this calendar year? Have these been published in your Annual Procurement Plan (APP) on the AusTender website and if not why not? In each case please identify the subject matter, duration, cost and method of procurement as above, and the name of the consultant if known.

Answer

1.

No.	Vendor	Consultancy Subject	Duration of Consultancy	Fees Amount	Procurement Method
1	The Gibson Group Limited	Scoping study	July 2012 to December 2012	\$52,000.00	E
2	PJ Shaw & Associates Pty Ltd	Surveying advice	July 2012 to January 2013	\$1,900.00	C
3	Defire (ACT) Pty Limited	Fire engineering advice	July 2012 to December 2014	\$26,550.00	B
4	Mi Associates Pty Limited	Exhibition advice	August 2012 to December 2012	\$172,158.00	D
5	AECOM Australia Pty Ltd	Building advice	August 2012 to December 2013	\$14,750.00	C
6	The Trustee for the Martin Family Trust ta Eric Martin and Associates	Exhibition advice	July 2012 to November 2014	\$8,000.00	B
7	WSP Buildings Pty Ltd	Engineering advice	July 2011 to June 2015 (Panel Standing Offer)	\$12,000.00	D
8	The Trustee for Taylor Thomson Whitting (NSW) Trust	Engineering advice	July 2011 to June 2015 (Panel Standing Offer)	\$8,320.00	D
9	Defire (ACT) Pty Limited	Fire engineering advice	October 2012 to December 2014	\$47,340.00	B
10	Godden Mackay Logan Pty Ltd	Heritage advice	November 2012 to December 2013	\$40,182.57	B
11	The Trustee for Extelligent Systems at Extelligent Design	Software engineering advice	April 2013 to December 2013	\$256,000.00	B

12	Conference Logistics Pty Ltd	Conference support services	April 2013 to October 2013 (Panel Standing Offer)	\$61,572.74	A
13	Wingrove Design	Exhibition advice	March 2013 to February 2014	\$65,250.00	D
14	CPT Global Limited	Web development advice	May 2013 to June 2013	\$42,100.00	B
GRAND TOTAL				\$808,123.31	

Index of procurement methods undertaken for above consultancies:

Procurement Method	Description
A	Procurement value below mandatory provisions of CPRs, vendor selected on basis of compatibility
B	Procurement value below mandatory provisions of CPRs, vendor selected on basis of industry specific knowledge on an efficient and effective basis
C	Procurement value below mandatory provisions of CPRs, vendor selected on knowledge of market and low value
D	Procurement value within mandatory provisions of CPRs, open approach to market conducted
E	Sole supplier in the market for this service within the meaning of section 10.3 (d)
F	Urgent, unforeseen expenditure within the meaning of section 10.3 (b)
G	Extension of existing services by original supplier within the meaning of section 10.3 (e)

Note: legal services have been excluded from the consultancy listing as they mostly fall under the LSMUL and are disclosed under Question on Notice 107.

2. No further consultancies are planned for the remainder of this calendar year, any major procurements would be published on AusTender and the AWM's Annual Procurement Plan is updated regularly throughout the year.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Australian War Memorial

Question 95

Outcome 1: Program: Australian War Memorial

Topic: AWM Media Monitoring

(Written Question on Notice)

Senator EGGLESTON asked:

1. What is 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 services for the year 2012-13?
 - 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 services for the year 2012-13?
 - c) What has been spent providing these services this financial year to date?

Answer

1. Please refer to the answer provide to Question on Notice 17, part 1.
2.
 - a) Media Monitors provided these services. The AWM undertook a free trial with Meltwater during this period. Following this trial we negotiated with Meltwater and Media Monitors around the online portion of our monitoring. The result was a significantly reduced price with Media Monitors for online monitoring and a new pricing structure. Print and broadcast monitoring have remained unchanged. We have also used Media Monitors for analysis and reporting of media coverage and value.
 - b) The budget for media monitoring services for the 2012-13 financial year to 31 May 2013 was \$31,340.
 - c) \$31,208.11 has been spent on media monitoring for the 2012-13 financial year to 31 May 2013.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Australian War Memorial

Question 96

Outcome 1: Program: Australian War Memorial

Topic: AWM Social Media

(Written Question on Notice)

Senator EGGLESTON asked:

1. Has there been any changes to department and agency social media or protocols about staff access and usage of Youtube; online social media, such as Facebook, MySpace and Twitter; and access to online discussions forums and blogs since May 2012 Budget Estimates? If yes, please explain and provide copies of any advice that has been issue.
2. Does the department/agency monitor usage of social media? If yes, provide details of the usage (for example details could include average hours per employee, hours when usage peaks).
3. Has there been a change to the department/agency protocols due to staff usage? If no, why not? Will the department/agency monitor usage in the future?
4. Does social media impact on employed productivity? Provide details (details could include increased internet usage in general or increased internet usage in standard business hours).

Answer

1. The policy for staff use of social media sites including Facebook and YouTube has been changed since May 2012. Staff are encouraged to use social media if it is relevant to their work or their professional responsibilities, and where their use of social media sites is within the guidelines of the policy. The policy is attached.
2. Staff access of internet web sites, including social media sites, is monitored but not measured. There are no measures kept of average hours of usage per employee, though large, unexplained usage of any website is reported.
3. The change in the protocols for staff use has come about because the AWM acknowledges that social media and other online social forums are an essential part of doing business. The AWM will continue to monitor usage.
4. There has been no measured impact of a decrease or increase in staff productivity as a result of the change in protocol.



Australian War Memorial
DIRECTOR'S INSTRUCTIONS (ADMINISTRATIVE) 3.12
(March 2013)

USE OF SOCIAL MEDIA POLICY

INTRODUCTION

This document defines the Memorial's policy on staff use of social media sites and tools and applies to all Memorial staff.

The Memorial supports the use of social media sites as corporate communications and community building tools. Staff need to use sound judgement about what – and when – to publish online, and in what context, and to be aware of their responsibilities when working online.

GENERAL POLICY

All staff who participate in online social media activity for official or professional purposes, must ensure they protect the interests of the Memorial and must be aware of their responsibilities.

The Memorial recognises that staff may use social media in two capacities: official and unofficial. Official refers to work carried out on behalf of the Memorial, for example, adding posts to the Memorial's Facebook page. Unofficial refers to professional activity which is outside a person's role at the Memorial, and where they are not representing the Memorial. For example, a librarian may participate in an online discussion about metadata standards in their own time, and would make it clear that they are contributing as a professional, not as a person representing the Memorial.

INSTRUCTIONS

General

Use of social media sites for official purposes must be authorised on an individual basis by section heads. The extent of usage will be monitored by Information Technology and reported to management appropriately.

Staff should read this policy in conjunction with the [Internet and email policy \(Director's instruction – Administrative – 3.1¹\)](#)

¹ Available at

<http://staff.awm.gov.au/staffweb/Directors%20Instructions/Administrative/media/3.01%20Internet%20and%20E-Mail%20Policy.doc>

Social media sites are those which allow user participation and interaction. Examples include:

- social networking sites, e.g. Facebook, Google+, Twitter, LinkedIn,
- video and photo sharing web sites, e.g. Flickr, YouTube, Blip.tv, ABC Open, Photosynth, Gigapan
- micro-blogging and activity stream sites, e.g. Twitter, Posterous, Tumblr, Jaiku, Yammer
- blogs and blogging platforms, e.g. WordPress, Blogger, Tumblr, Movable Type
- forums and discussion boards, e.g. Google Groups, Trove Forum, Yahoo! Groups,
- online encyclopaedias, e.g. Wikipedia
- any other web sites that allow individual users or companies to use simple publishing tools, e.g. wikis

The Memorial participates in social media sites including Facebook, Flickr, the Commons on Flickr, Gigapan, Photosynth, Twitter, and YouTube. Staff may participate in these sites where appropriate. Staff who are required to use social media sites as part of their work will be provided with support and guidance to use the site properly and effectively to minimise risk.

The risks associated with online social media activity include:

- Breaching the [APS Values and Code of Conduct in practice](#)² Staff should be aware that these also apply when using their own social media resources outside of work hours.
- Plagiarism or breach of copyright/Creative Commons conditions when using or repurposing material
- Spending too much time on non-work related use of social media sites
- Bringing the Memorial's brand and reputation into disrepute
- Presenting a personal view as that of the Memorial
- Representing a person as someone else (either inside or outside the Memorial)
- Making untrue promises or statements about the Memorial
- Disclosing personal information relating to Memorial employees or users, or official information which is classified or commercial-in-confidence

² Available at <http://www.apsc.gov.au/values/conductguidelines.htm>

Control Definitions³

- Must:** The control is mandatory.
- Should:** This control is strongly advised. However, valid reasons to vary from the control could exist in particular circumstances; the full implications need to be considered before choosing a different course.
- Recommended:** This control is optional. However, employees are encouraged to consider the implementation of guidance containing the recommended keyword based on the unique circumstances and risk.
- May:** This control is optional. There is no associated compliance requirement.

Staff using social media for official purposes:

- **Must** read, understand and comply with the Memorial's Internet and email policy
- **Must** read, understand and comply with [APS Values and Code of Conduct in practice](#)⁴ (especially the section entitled *Participating online*) and the Memorial's [Code of ethics relating to the national collection](#)⁵ at all times when communicating with the public, irrespective of the format of the communication
- **Must** declare their purpose and position as a representative of the Memorial when using an official Memorial account. The nature of the discussion will determine the level of identification, e.g.
 - I am Jane Citizen, the Web Manager
 - I am Jane Citizen, a member of the Web Team
 - I am Jane Citizen, an employee of the Australian War Memorial
- **Should** not comment in depth on any activities of the Memorial unless it is factual information that is on the public record, or they have authority to make comment
- **Must** not make any statement that could damage the Memorial, its brand or reputation
- **Must** not commit the Memorial to any activity without appropriate authority

³Taken with permission from <http://www.nla.gov.au/policy-and-planning/social-media>

⁴ *APS Code of Conduct in practice* is available at <http://www.apsc.gov.au/conduct/index.html>

⁵ *Code of ethics relating to the national collection* is available at <http://awm-staff/staffweb/Directors%20Instructions/Administrative/collection/4.06%20Code%20of%20Ethics%20Relating%20to%20the%20National%20Collection.doc>

- **Must** not disclose official information unless authorised to do so or unless it is already in the public domain.
- **Must** apply the test at [Attachment A](#) to any material posted on social media sites, including the Memorial's blog
- **Should** be aware of laws covering libel, defamation, privacy and the protection of intellectual property.
- **Must** ensure all activities are in line with APS and Memorial policies.
- **Must** be apolitical, impartial and professional, and avoid any statements that might be interpreted as advocating government policies or criticising the policies of political parties or groups.
- **Must** protect personal information entrusted to the Memorial from distribution into the public domain.
- **Must** have approval from their section head and the Head, Communications and Marketing, to use social media in an official capacity.
- **Should** take note of any copyright/Creative Commons notices attached to content they wish to use/repurpose.
- **Should** cite or otherwise acknowledge content sources when they are known.
- **Should** seek a second opinion from a supervisor or someone in authority when in doubt about adding something to a website or posting on a social media site. The [Ethics Advisory Service](#)⁶ may also be of assistance, in particular the [REFLECT: APS Values and Code of Conduct: Decision making model](#)⁷.
- **Must** acknowledge, cite and/or link to any sources used

Staff using social media for professional purposes

- **Must** read, understand and comply with *APS Values and Code of Conduct in practice*, in particular the sub-section called *Making public comment in an unofficial capacity – general principles* in Section 1.3⁸
- **Should** be aware that **any** inappropriate comment, even one made anonymously on a matter not related to the Memorial, could constitute a breach of the APS Code of Conduct in practice
- **Must** provide an explicit disclaimer, when commenting in a professional capacity, that their views do not represent those of the Memorial.
- Are **recommended** to get approval from their supervisor before participating in a professional capacity on external sites or channels
- **Should** get approval from their supervisor before making any comments in a professional capacity where that comment may reflect poorly on the Memorial.

⁶ Available at <http://www.apsc.gov.au/aps-employment-policy-and-advice/ethics/ethics>

⁷ Available at <http://www.apsc.gov.au/publications-and-media/current-publications/reflect>

⁸ Available at <http://www.apsc.gov.au/aps-employment-policy-and-advice/aps-values-and-code-of-conduct/aps-values-and-code-of-conduct-in-practice/managing-official-information>

Usage monitoring and reporting

As with all Internet traffic, logs are kept detailing staff usage against sites visited. Staff need to be aware that data download resulting from accessing sites on the Internet has an associated cost, particularly in the case of viewing video content. Head, IT is responsible for implementing a regular review of these logs and reporting either excessive data download or time spent accessing sites. Irregular or excessive use will be reported to section heads in the first instance.

RESPONSIBILITY

All section heads are responsible for ensuring that this instruction is implemented. IMSG through Head, CAM and Head, IT is responsible for ensuring this Instruction is maintained and reviewed periodically.

References

Australian War Memorial *Director's Instructions (Administrative) 3.01 Internet and E-Mail policy* available at

<http://staff.awm.gov.au/staffweb/Directors%20Instructions/Administrative/media/3.01%20Internet%20and%20E-Mail%20Policy.doc>

National Library of Australia, *Social media policy*, PVY10/061, version 2.0 accessed on 20 January at <http://www.nla.gov.au/policy-and-planning/social-media>

[Circular 2012/1: Revisions to the Commission's guidance on making public comment and participating online.](#)

APS Values and Code of Conduct in practice, available at

<http://www.apsc.gov.au/publications-and-media/current-publications/aps-values-and-code-of-conduct-in-practice>, especially Section 1.3 Managing official information available at <http://www.apsc.gov.au/aps-employment-policy-and-advice/aps-values-and-code-of-conduct/aps-values-and-code-of-conduct-in-practice/managing-official-information>

Reflect: APS Values and Code of Conduct: Decision-making model available at

<http://www.apsc.gov.au/publications-and-media/current-publications/reflect>

Department of Justice, Victoria, *Department of Justice social media policy for employees* available at <http://www.justice.vic.gov.au/socialmedia> [accessed 22February 2012]

Attachment A

Test to apply to material before releasing it to the Memorial's social media sites and the Memorial's blog

Do not disclose:

- Any Defence material subject to clearance
- Any material subject to the privacy provision
- Any material subject to copyright or contractual conditions
- Any material that has political or media sensitivities
- Any confidential or commercial sensitive material or other material that may harm or risk the integrity or reputation of the Memorial

Do:

- Ensure that your tone is appropriate and dignified
- Apply the appropriate watermark according to the Memorial's access policy
- Have your piece proofed for accuracy
- Seek approval for the use of collection material by the Collection Section Head (eg film titles). Ensure that it doesn't pre-empt plans we might already have for that item or strategic directions for collection material (e.g. commercial considerations)
- Check with H/CAM in light of the Memorial's broader PR strategy (i.e. it shouldn't pre-empt media announcements) and brand guidelines

If in any doubt, do not post; talk to your section head.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Australian War Memorial

Question 97

Outcome 1: Program: Australian War Memorial

Topic: AWM Internet

(Written Question on Notice)

Senator EGGLESTON asked:

Has the Department experienced any internet problems, such as but not limited to slow internet, or internet blackouts? If yes, what was the reason for this? Did it impact the Minister's office?

Answer

The AWM's website was overwhelmed with traffic on Anzac Day 2013 making it inaccessible to some users during part of that day. Consultants have been involved in identifying measures to prevent any reoccurrence.

The Minister's Office internet services are provided through the Department of Veterans' Affairs.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Australian War Memorial

Question 98

Outcome 1: Program: Australian War Memorial

Topic: AWM Staff amenities

(Written Question on Notice)

Senator EGGLESTON asked:

What amenities are provided to staff? Provide a list, including any costs and the reason for providing the amenity.

Answer

Staff are provided with tea room/break out rooms with access to chilled and boiling water, microwave ovens and vending machines. There are also 2 cafes on site which are open to the public where staff can purchase a range of food and beverages.

The information on costs and reasons are not readily available. The time and effort to accurately provide this information would be too resource intensive.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Australian War Memorial

Question 99

Outcome 1: Program: Australian War Memorial

Topic: AWM Coffee Machines

(Written Question on Notice)

Senator EGGLESTON asked:

1. Has the department/agency purchased coffee machines for staff usage? If yes, provide a list that includes the type of coffee machine, the cost, the amount, and any ongoing costs such as purchase of coffee or coffee pods and when the machine was purchased.
 - a) Why were coffee machines purchased?
 - b) Has there been a noticeable difference in staff productivity since coffee machines were purchased? Are staff leaving the office premises less during business hours as a result?
 - c) Where did the funding for the coffee machines come from?
 - d) Who has access?
 - e) Who is responsible for the maintenance of the coffee machines?
 - i) How much was spent on maintenance in this financial year to date, include a list of what maintenance has been undertaken.
 - ii) Where does the funding for maintenance come from?
 - f) What are the ongoing costs of the coffee machine, such as the cost of coffee?
2. Does the department/agency rent coffee machines for staff usage? If yes, provide a list that includes the type of coffee machine, the cost, the amount, and any ongoing costs such as purchase of coffee or coffee pods and when the machine was purchased.
 - a) Why are coffee machines rented?
 - b) Has there been a noticeable difference in staff productivity since coffee machines were rented? Are staff leaving the office premises less during business hours as a result?
 - c) Where does the funding for the coffee machines come from?
 - d) Who has access?
 - e) Who is responsible for the maintenance of the coffee machines?
 - i) How much was spent on maintenance in this financial year to date, include a list of what maintenance has been undertaken.
 - ii) Where does the funding for maintenance come from?
 - f) What are the ongoing costs of the coffee machine, such as the cost of coffee?

Answer

1. and 2.
No.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Australian War Memorial

Question 100

Outcome 1: Program: Australian War Memorial

Topic: AWM 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, 2, and 4 to 9.

No. The AWM has not employed any of these contractors to date and there is no indication at this time that it intends to employ this organisation in the future.

3. The AWM engaged John Utting (based in WA, ABN 48 251 349 704) to provide Memorial Shop items for resale (\$63.00) on 3 July 2003. The AWM does not know whether there is any connection with this company and John Utting & UMR Research Group as mentioned in the

question. There is no indication at this time that the AWM intends to employ John Utting & UMR Research Group in future.

10. See table below for listing of contractors engaged during the 2012-13 financial year to 31 May 2013. Only executed contracts have been reported.

Contract No	Vendor Name	Description	Start Date	Finish Date	Fees Amount	Super Amount	GST Amount	Total Amount
2010/0102	Leith Arundel	Deliver performance pieces Last Letters & Radio Silence	8/07/2010	22/04/2013	\$40,563.78	\$4,056.38	\$0.00	\$44,620.16
2012/0038	John Martinkus	Provision of services as Official Cinematographer to Afghanistan 2011	31/08/2011	30/11/2012	\$75,000.00	\$6,750.00	\$0.00	\$81,750.00
2012/0042	Benjamin John Quilty	Provision of services as an official artist to Afghanistan	1/09/2011	31/10/2012	\$100,000.00	\$9,000.00	\$10,000.00	\$119,000.00
2012/0046	Andrew McDonald	Provision of contract editing services for the Military History Section	27/10/2011	30/06/2013	\$138,278.00	\$12,445.02	\$0.00	\$150,723.02
2012/0085	Tony Ross Albert	provision of services as a commissioned artist to record the activities of NORFORCE	1/05/2012	31/05/2013	\$20,000.00	\$1,800.00	\$2,000.00	\$23,800.00
2013/0028	Reel Enterprises Pty Ltd Mr Ross Warren Symonds	Provision of Master of Ceremonies duties at the Remembrance Day 2012 and ANZAC Day 2013 ceremonies	1/11/2012	26/04/2013	\$4,622.00	\$415.98	\$462.20	\$5,500.18
2013/0029	Stephen Dupont	Provision of photographs of Australian Defence Forces serving in Afghanistan in 2012	7/09/2012	30/06/2013	\$50,000.00	\$4,500.00	\$5,000.00	\$59,500.00
2013/0045	Michael David Thomas	Provision of editing services for the Military History Section	8/10/2012	30/06/2014	\$50,400.00	\$4,536.00	\$0.00	\$54,936.00
2013/0077	Reel Enterprises Pty Ltd Mr Ross Warren Symonds	Provision of Master of Ceremonies functions at Remembrance Day and ANZAC Day ceremonies 2013-2015	1/11/2013	26/04/2015	\$15,454.54	\$1,390.90	\$1,545.46	\$18,390.90
2013/0102	Mr Christopher Wayne Masters	Provision of consultancy services to work in collaboration with the Memorial to develop the content for the Afghanistan exhibition to be opened in July 2013	12/03/2013	30/06/2013	\$36,000.00	\$2,160.00	\$3,600.00	\$41,760.00
2013/0107	Callum Robert Henshaw	Provision of services in relation to the Memorial Open Day 2013	18/03/2013	7/04/2013	\$454.55	\$45.45	\$0.00	\$500.00
2013/0115	Mr Ben Bonney	To perform music appropriate to the closing ceremony in uniform each afternoon rostered by the Project Officer in the Commemorative Area	27/03/2013	30/06/2014	\$70.00	\$6.30	\$0.00	\$76.30

Contract No	Vendor Name	Description	Start Date	Finish Date	Fees Amount	Super Amount	GST Amount	Total Amount
2013/0116	Daniel Hiscock	To perform music appropriate to the closing ceremony in uniform each afternoon rostered by the Project Officer in the Commemorative Area	20/03/2013	30/06/2014	\$70.00	\$6.30	\$0.00	\$76.30
2013/0117	Mr Luke Glasson	To perform music appropriate to the closing ceremony in uniform each afternoon rostered by the Project Officer in the Commemorative Area	27/03/2013	30/06/2014	\$70.00	\$6.30	\$0.00	\$76.30
2013/0127	Leith Arundel	provision of dramatic reading at ANZAC Day 2013 Dawn Ceremony	23/04/2013	25/04/2013	\$750.00	\$75.00	\$0.00	\$825.00
2013/0133	Mr Alex Raupach	To perform music appropriate to the closing ceremony in uniform each afternoon rostered by the Project Officer in the Commemorative Area	27/03/2013	30/06/2014	\$70.00	\$6.30	\$0.00	\$76.30
2013/0135	Mr Kevin Noon	To perform music appropriate to the closing ceremony in uniform each afternoon rostered by the Project Officer in the Commemorative Area	27/03/2013	30/06/2014	\$70.00	\$6.30	\$0.00	\$76.30
2013/0137	Mr Steven Carter	To perform music appropriate to the closing ceremony in uniform each afternoon rostered by the Project Officer in the Commemorative Area	27/03/2013	30/06/2014	\$70.00	\$6.30	\$0.00	\$76.30
2013/0138	Ms Claire Leske	To perform music appropriate to the closing ceremony in uniform each afternoon rostered by the Project Officer in the Commemorative Area	27/03/2013	30/06/2014	\$70.00	\$6.30	\$0.00	\$76.30
2013/0147	Zerosix Stencils	Provision of artistic services in the commission of an artwork for the entrance to the Afghanistan/MEAO galleries	17/05/2013	12/06/2013	\$10,000.00	\$1,000.00	\$0.00	\$11,000.00
2014/0001	Mr Alan Collins	To perform music appropriate to the closing ceremony in uniform each afternoon rostered by the Project Officer in the Commemorative Area	1/07/2013	30/06/2014	\$70.00	\$6.30	\$0.00	\$76.30
2014/0004	Mrs Catherine Savage	To perform music appropriate to the closing ceremony in uniform each afternoon rostered by the Project Officer in the Commemorative Area	1/07/2013	30/06/2014	\$70.00	\$6.30	\$0.00	\$76.30

Contract No	Vendor Name	Description	Start Date	Finish Date	Fees Amount	Super Amount	GST Amount	Total Amount
2014/0005	Mr David Howard	To perform music appropriate to the closing ceremony in uniform each afternoon rostered by the Project Officer in the Commemorative Area	1/07/2013	30/06/2014	\$70.00	\$6.30	\$0.00	\$76.30
2014/0007	Mr Horace Reginald Foreman	To perform music appropriate to the closing ceremony in uniform each afternoon rostered by the Project Officer in the Commemorative Area	1/07/2013	30/06/2014	\$70.00	\$6.30	\$0.00	\$76.30
2014/0008	Mr James Davey	To perform music appropriate to the closing ceremony in uniform each afternoon rostered by the Project Officer in the Commemorative Area	1/07/2013	30/06/2014	\$70.00	\$6.30	\$0.00	\$76.30
2014/0012	Mr Stephen Ladd	To perform music appropriate to the closing ceremony in uniform each afternoon rostered by the Project Officer in the Commemorative Area	1/07/2013	30/06/2014	\$70.00	\$6.30	\$0.00	\$76.30
2014/0013	Mr Stephen Ross	To perform music appropriate to the closing ceremony in uniform each afternoon rostered by the Project Officer in the Commemorative Area	1/07/2013	30/06/2014	\$70.00	\$6.30	\$0.00	\$76.30
2014/0014	Mr Warren Stoodley	To perform music appropriate to the closing ceremony in uniform each afternoon rostered by the Project Officer in the Commemorative Area	1/07/2013	30/06/2014	\$70.00	\$6.30	\$0.00	\$76.30
Total					\$542,572.87	\$48,269.23	\$22,607.66	\$613,449.76

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Australian War Memorial

Question 101

Outcome 1: Program: Australian War Memorial

Topic: AWM Grants

(Written Question on Notice)

Senator EGGLESTON asked:

1. Could the department/agency provide a list of all grants, including ad hoc and one-off grants for this financial year to date? Please provide details of the recipients, the amount, the intended use of the grants and what locations have benefited from the grants.
2. Have all grant agreement details been published on its website within the required timeframe? If not, provide details.

Answer

1. The only grant provided was the Summer Scholars program, based in Canberra for the purpose of undertaking specific research projects relevant to the AWM.

Recipient	Grant Amount	Accom & Travel
Jessica Bretherton	\$2,520	\$4,018.21
Lucy Robertson	\$2,520	\$4082.68
James Brien	\$2,520	\$4326.65

2. The AWM notes that the *Commonwealth Grants Guidelines* FMG 23 July 2009 and Finance Circular No. 2009/04, *Grants—Reporting Requirements*, 29 June 2009 relate to agencies operating under the *Financial Management Act 1997*. The AWM operates under the *Commonwealth Companies and Authorities Act 1997*.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Australian War Memorial

Question 102

Outcome 1: Program: Australian War Memorial

Topic: AWM Commissioned Reports

(Written Question on Notice)

Senator EGGLESTON asked:

1. How many Reports have been commissioned by the Government in your department/agency 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.
2. How much did each report cost/or is estimated to cost?
3. How many departmental staff were involved in each report and at what level?
4. What is the current status of each report?
5. When is the Government intending to respond to these reports?

Answer

1. to 5.
Nil.

**Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Australian War Memorial**

Question 103

Outcome 1: Program: Australian War Memorial

Topic: AWM 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)?

- a) 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.
- b) 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?
- c) Where interest is being paid, what rate of interest is being paid and how is the rate determined?

Answer

- a) In the 2012-13 financial year to 31 May 2013, the AWM paid 54% of its invoices in accordance with Government policy.

Vendor payments are processed twice weekly. Payments made after the due date (usually no more than 7 days after the due date) generally represent invoices which had not been received in a timeframe that allows them to be processed within the standard timeframe.

Due to Financial Management Information System limitations, the exact breakdown as to reasons for delays in meeting 30 day payment terms cannot be provided, however, they can be attributed to:

- delayed receipt of invoice;
- internal review and approval processes;
- clarification with the vendor; or
- invoice dispute.

To expedite payments, vendors are encouraged to supply invoices directly to the processing section, which records and monitors the level of unprocessed invoices weekly.

These statistics are monitored quarterly to address any issues contributing to unacceptable payment delays.

Total Payments	Paid within 30 days	Payment made after due date			
		0-7 days	8-14 days	15-30 days	>30 days
6,673	3,592	1,446	572	565	498
Percentage	54%	22%	9%	8%	7%

- b) For the 2012-13 financial year to 31 May 2013, no interest payments were made on the overdue amounts as per Finance Circular 2008/10, as it only applies to FMA agencies.
- c) Not applicable.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Australian War Memorial

Question 104

Outcome 1: Program: Australian War Memorial

Topic: AWM 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 are the department/agency's stationery costs for the financial year to date?

Answer

1. Please refer to the answer provided to Question on Notice 26, part 1.
2. The AWM has spent \$87,340 on stationery for the 2012-13 financial year to 31 May 2013.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Australian War Memorial

Question 105

Outcome 1: Program: Australian War Memorial

Topic: AWM Media Subscriptions

(Written Question on Notice)

Senator EGGLESTON asked:

1. What pay TV subscriptions does your department/agency have?
 - a) Please provide a list of what channels and the reason for each channel.
 - b) What is the cost for this financial year to date?
2. What newspaper subscriptions does your department/agency have?
 - a) Please provide a list of newspaper subscriptions and the reason for each.
 - b) What is the cost for this financial year to date?
3. What magazine subscriptions does your department/agency have?
 - a) Please provide a list of magazine subscriptions and the reason for each.
 - b) What is the cost for this financial year to date?

Answer

1. The AWM has a basic package subscription with Foxtel.
 - a) A minimum number of channels are provided as part of the basic package (see attached list), however the only channels monitored are Sky News and the History Channel for broadcasts relevant to the AWM.
 - b) The total cost for the 2012-13 financial year to 31 May 2013 is \$879.75.
2. The AWM has newspaper subscription expenses for the Executive and Communications and Marketing section. The purpose of the subscriptions is to keep relevant sections and senior managers up to date on recent news, political and social issues and market movements.
 - a) Subscription included: Canberra Times, Sydney Morning Herald, Australian and Daily Telegraph.
 - b) The total cost for the 2012-13 financial year to 31 May 2013 is \$2,774.83.
3.
 - a) The Economist.
 - b) The total cost for the 2012-13 financial year to 31 May 2013 is \$365.

Note: A magazine has been defined as a popular periodical containing a collection of articles, stories, pictures, or other features which is not refereed. The AWM does not, with the exception of the above, subscribe to magazines; however, staff have access to professional journals (periodicals that present articles on a particular subject that are considered to be more scholarly or academic and that are refereed) that directly relate to individual business units.

FOXTEL Channels

<i>Channel #</i>	<i>Channel Name</i>	<i>PLUS Channel #</i>	<i>PLUS Channel Name</i>
101	TV1	151	TV1 +2
103	UKTV	156	UKTV +2
105	ARENA	154	ARENA +2
106	LIFESTYLE	157	LIFESTYLE +2
108	FOX8	150	FOX8 +2
111	HITS	161	HITS +2
112	COMEDY CHANNEL	153	COMEDY CHANNEL +2
114	FOX CLASSICS	152	FOX CLASSICS +2
115	SOHO	155	SOHO +2
116	UNIVERSAL		
117	BIO		
118	FOOD	158	FOOD +2
119	LIFESTYLE HOME		
121	E!		
124	MTV		
132	STUDIO		
176	TVSN SHOPPING		
177	EXPO		
182	ACL		
183	AURORA		
428	TCM		
501	FOX SPORTS 1		
502	FOX SPORTS 2		
503	FOX SPORTS 3		
505	FOX SPORTS PLUS		
508	ESPN		
509	ESPN2		
511	EUROSPORT		
512	SPEED		
513	FOX SPORTS NEWS		
514	EUROSPORT NEWS		
516	FUEL TV		
518	MAIN EVENT		
601	SKY NEWS		
602	SKY BUSINESS		
603	SKY WEATHER		
604	FOX NEWS		
605	CNN		
608	DISCOVERY	620	DISCOVERY +2
610	NATIONAL GEOGRAPHIC	622	NATIONAL GEOGRAPHIC +2
612	BBC KNOWLEDGE		

<i>Channel #</i>	<i>Channel Name</i>	<i>PLUS Channel #</i>	<i>PLUS Channel Name</i>
615	ANIMAL PLANET		
617	CRIME		
628	NATIONAL GEOGRAPHIC ADVENTURE		
638	DISCOVERY SCIENCE		
640	DISCOVERY HEALTH		
646	TLC	647	TLC +2
648	APAC		
649	BBC WORLD NEWS		
650	BLOOMBERG		
651	AL JAZEERA		
652	CNBC		
701	NICKELODEON		
703	NICK JR		
713	CARTOON NETWORK		
715	BOOMERANG		
801	CHANNEL V		
803	V HITS		
805	MAX		
808	MTV HITS		
810	MTV CLASSICS		
812	MTV LIVE		
815	COUNTRY MUSIC		

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Australian War Memorial

Question 106

Outcome 1: Program: Australian War Memorial

Topic: AWM 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). Also provide a reason and brief explanation for the travel.
3. What travel is planned for the rest of this financial year? Also provide a reason and brief explanation for the travel.
4. What is the policy for business class airfare tickets? Is there still a reduction in business flights as per the media release by the Minister for Finance and Deregulations and the Special Minister of State dated 25 September 2012?
5. 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.
6. 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.
7. Does the department/agency elect to offset emissions for employees work related travel? If yes, what is the cost?

Answer

1. Please refer to the answer provided to the Question on Notice 28, part 1.
2. See Table 1 below.
3. See Table 2 below.
4. The AWM Teamwork Agreement (clause 34.15) provides that: "business class travel is an entitlement where an employee is required to travel on official business overseas".
 - Per the Remuneration Tribunal's document Determination 2004/03: Official Travel by Office Holders:
 - i) The Australian War Memorial's Director is entitled to Business Class travel within Australia and Overseas.
 - ii) The Australian War Memorial's Council Members are entitled to Business Class travel within Australia and Overseas.

iii) SES Employment contracts also provide for the AWM's Assistant Directors to use Business Class travel.

5. Lounge memberships are not provided to employees.
6. No support or administrative staff accompany SES employees when they travel.
7. Not applicable - Offsetting emissions is not available to the AWM under current whole of government travel arrangements.

Table 1

Note: Travel for 1 July 2012 to 31 May 2013.

Note: "Other" includes coach, train, bus, private car and parking.

Note: Class of airfare is not recorded in the Financial Management System.

Dep.Date	Destination	Purpose	Accomm	Taxi	Car Hire	Flights	Allowance	Other	Total
11/07/2012	Sydney	Acquisition inspection in Howitzer	\$0.00	\$0.00	\$354.49			\$0.00	\$354.49
12/07/2012	Sydney	Presentation at conference	\$0.00	\$0.00	\$0.00			\$62.00	\$62.00
16/07/2012	Wagga Wagga	Demount "Framing Conflict"	\$270.00	\$55.15	\$187.18		\$238.60	\$0.00	\$750.93
18/07/2012	Sydney	Inspect Long Tan Cross	\$0.00	\$154.20	\$0.00	\$260.52		\$0.00	\$414.72
18/07/2012	Melbourne	Meeting for First World War Galleries	\$0.00	\$0.00	\$0.00	\$287.76		\$19.00	\$306.76
26/07/2012	Sydney	Vignacourt Plates pick up	\$160.90	\$0.00	\$0.00			\$0.00	\$160.90
26/07/2012	Adelaide	Peter Stanley conference	\$118.75	\$39.80	\$0.00	\$563.46	\$149.80	\$31.50	\$903.31
30/07/2012	Sydney	Industry briefing	\$119.00	\$84.20	\$0.00		\$124.80	\$0.00	\$328.00
30/07/2012	Sydney	Industry briefing	\$119.00	\$37.00	\$0.00	\$124.80		\$0.00	\$280.80
30/07/2012	Sydney	Industry briefing	\$119.00	\$0.00	\$0.00		\$135.58	\$0.00	\$254.58
3/08/2012	Sydney	Cultural HR Heads Meeting	\$0.00	\$64.65	\$0.00	\$217.62		\$0.00	\$282.27
8/08/2012	Sydney	Engraving AWM Object	\$0.00	\$190.35	\$0.00	\$219.39		\$0.00	\$409.74
9/08/2012	Melbourne	Attend ARC War Crimes project meeting	\$0.00	\$34.00	\$0.00	\$301.36		\$0.00	\$335.36
13/08/2012	Sydney	Deliver OLAW at Museum of Sydney	\$0.00	\$36.40	\$0.00			\$72.00	\$108.40
14/08/2012	Launceston	Install Framing Conflict at Launceston	\$417.50	\$256.15	\$0.00	\$453.37	\$453.33	\$0.00	\$1,580.35
19/08/2012	Cairns	Demount Gladwell Exhibition	\$333.50	\$62.05	\$0.00	\$749.35	\$245.98	\$0.00	\$1,390.88
20/08/2012	Brisbane	Attend ICA Congress	\$1,187.55	\$203.10	\$0.00	\$343.86	\$492.27	\$0.00	\$2,226.78
24/08/2012	Port Macquarie	Bring In Your Memorabilia	\$130.29	\$67.70	\$0.00	\$427.36	\$131.80	\$0.00	\$757.15
24/08/2012	Port Macquarie	Bring In Your Memorabilia	\$130.29	\$43.90	\$0.00	\$529.87	\$106.80	\$0.00	\$810.86
24/08/2012	Port Macquarie	Bring In Your Memorabilia	\$130.29	\$131.25	\$0.00	\$427.36	\$131.80	\$0.00	\$820.70
24/08/2012	Wagga Wagga	Attend promotional event in Wagga	\$135.00	\$0.00	\$0.00			\$0.00	\$135.00
24/08/2012	Wagga Wagga	Attend promotional event in Wagga	\$135.00	\$0.00	\$0.00		\$174.80	\$0.00	\$309.80
24/08/2012	Port Macquarie	Bring In Your Memorabilia	\$130.29	\$0.00	\$0.00	\$427.36	\$131.80	\$0.00	\$689.45

Dep.Date	Destination	Purpose	Accomm	Taxi	Car Hire	Flights	Allowance	Other	Total
29/08/2012	Mackay	Install Gladwell at Mackay	\$975.50	\$100.90	\$0.00	\$690.08	\$453.33	\$0.00	\$2,219.81
3/09/2012	Townsville	Demount TE Perspectives	\$489.00	\$106.05	\$0.00	\$465.96	\$345.40	\$0.00	\$1,406.41
9/09/2012	Port Macquarie	Demount OLAW	\$561.56	\$0.00	\$0.00	\$627.24	\$402.20	\$0.00	\$1,591.00
9/09/2012	Port Macquarie	Demount OLAW	\$561.56	\$22.30	\$0.00	\$495.74	\$402.20	\$0.00	\$1,481.80
9/09/2012	Port Macquarie	Demount OLAW	\$561.56	\$75.60	\$0.00	\$618.48	\$402.20	\$36.50	\$1,694.34
16/09/2012	Launceston	Demount Framing Conflict	\$299.50	\$113.35	\$0.00	\$539.01	\$214.83	\$0.00	\$1,166.69
16/09/2012	Sydney	Force preparation training	\$443.70	\$76.45	\$0.00	\$217.62	\$288.40	\$0.00	\$1,026.17
16/09/2012	Sydney	Force preparation training	\$443.70	\$26.95	\$0.00	\$260.86	\$288.40	\$0.00	\$1,019.91
19/09/2012	Sydney	ASRA Conference 2012	\$333.00	\$58.00	\$0.00	\$217.62	\$284.16	\$0.00	\$892.78
24/09/2012	Adelaide	Museums Australia Conference	\$700.00	\$82.75	\$0.00	\$539.76	\$563.32	\$0.00	\$1,885.83
25/09/2012	Katanning	Install Framing Conflict in Katanning	\$380.00	\$103.20	\$300.25	\$624.82	\$496.33	\$0.00	\$1,904.60
27/09/2012	Melbourne	Uni of Melbourne Awards	\$248.68	\$147.85	\$0.00	\$690.16	\$88.88	\$0.00	\$1,175.57
27/09/2012	Adelaide	Attend Funeral	\$420.21	\$23.50	\$0.00	\$1,587.06	\$94.90	\$66.02	\$2,191.69
1/10/2012	Perth	HTAA Conference 2012	\$1,035.30	\$0.00	\$0.00	\$1,075.25	\$495.20	\$0.00	\$2,605.75
1/10/2012	Perth	HTAA Conference 2012	\$1,035.30	\$0.00	\$445.71	\$1,075.25	\$495.20	\$0.00	\$3,051.46
6/10/2012	Washington USA	Research and meetings for First World War Gallery Redevelopment	\$2,696.00			\$10,642.70	\$1,935.00	\$0.00	\$15,273.70
7/10/2012	Newcastle	Install OLAW at Newcastle	\$764.25	\$0.00	\$0.00		\$608.50	\$0.00	\$1,372.75
7/10/2012	Melbourne	Cover Welcome Home Arrival-Operation ASTUTE	\$0.00	\$40.10	\$0.00	\$354.86		\$0.00	\$394.96
7/10/2012	Sydney	MLP Refresher Program	\$0.00	\$163.40	\$0.00	\$260.52	\$47.10	\$0.00	\$471.02
7/10/2012	Newcastle	Install OLAW at Newcastle	\$889.25	\$0.00	\$644.57		\$560.13	\$0.00	\$2,093.95
7/10/2012	Melbourne	Cover Welcome Home Arrival Op ASTUTE Melbourne	\$0.00	\$124.50	\$0.00	\$354.86		\$0.00	\$479.36
9/10/2012	Sydney	Site visit to Ben Quilty Tour	\$0.00	\$0.00	\$0.00			\$441.70	\$441.70
10/10/2012	Sydney	Meeting with crew of HMAS <i>Farncomb</i> , in Sydney, for Visual	\$140.07	\$269.55	\$0.00			\$0.00	\$409.62
13/10/2012	Wagga Wagga	Visiting Kapooka Open Day	\$113.50	\$0.00	\$0.00		\$143.58	\$377.40	\$634.48
14/10/2012	Mackay	Demount Shaun Gladwell	\$200.50	\$40.90	\$0.00	\$541.86	\$175.93	\$0.00	\$959.19
17/10/2012	Ballarat	CAMD AGM	\$200.00	\$38.75	\$0.00	\$563.89	\$231.60	\$65.00	\$1,099.24
23/10/2012	Lismore	Install Shaun Gladwell	\$335.50	\$71.30	\$0.00	\$697.83	\$325.43	\$0.00	\$1,430.06
24/10/2012	Sydney	Meeting for Indigenous War	\$0.00	\$0.00	\$0.00	\$410.01	\$0.00	\$0.00	\$410.01

Dep.Date	Destination	Purpose	Accomm	Taxi	Car Hire	Flights	Allowance	Other	Total
		Memorial							
24/10/2012	Sydney	Meeting for Indigenous War Memorial	\$0.00	\$105.25	\$0.00	\$410.01		\$61.80	\$577.06
24/10/2012	Adelaide	Interview ADF Personnel	\$323.50	\$192.90	\$251.19	\$886.82	\$306.51	\$115.00	\$2,075.92
25/10/2012	Melbourne	Attend Melb Presentation and Shrine of Remembrance	\$165.50	\$105.90	\$0.00	\$465.45	\$162.93	\$38.00	\$937.78
25/10/2012	Temora	Hudson Inspection	\$0.00	\$0.00	\$119.70			\$0.00	\$119.70
26/10/2012	Sydney	Interview Alex Bartos	\$0.00	\$94.15	\$98.01			\$0.00	\$192.16
28/10/2012	Brisbane	EMC VNX Course in Brisbane	\$1,110.50	\$151.65	\$0.00	\$430.98	\$581.15	\$0.00	\$2,274.28
5/11/2012	Sydney	Google Maps Australia Launch	\$147.18	\$47.80	\$0.00	\$174.72	\$63.80	\$0.00	\$433.50
6/11/2012	Hobart	WWI Redevelopment Meeting	\$137.75	\$124.55	\$0.00	\$473.16	\$116.23	\$0.00	\$851.69
7/11/2012	Sydney	Google Training	\$400.00	\$108.30	\$0.00	\$265.49	\$334.70	\$0.00	\$1,108.49
8/11/2012	Sydney	Symposium and art viewing	\$0.00	\$107.95	\$0.00		\$162.93	\$72.32	\$343.20
8/11/2012	Sydney	Give lecture	\$135.50	\$98.45	\$0.00	\$342.46	\$119.23	\$40.40	\$736.04
8/11/2012	Melbourne	Attend Outdoor Sculpture Conservation Seminar	\$214.50	\$118.89	\$0.00	\$342.66	\$159.93	\$0.00	\$835.98
9/11/2012	Sydney	Bernard Smith Symposium	\$0.00	\$41.70	\$0.00			\$81.96	\$123.66
9/11/2012	Sydney	Seminar and Interviews	\$320.75	\$199.60	\$0.00		\$464.92	\$0.00	\$985.27
11/11/2012	Melbourne	Conference	\$190.50	\$0.00	\$87.35	\$287.76	\$138.58	\$0.00	\$704.19
19/11/2012	Melbourne	New acquisitions	\$0.00	\$56.25	\$0.00	\$171.06		\$17.00	\$244.31
19/11/2012	Perth	Demount Framing Conflict	\$340.50	\$33.40	\$224.40	\$1,053.04	\$282.16	\$0.00	\$1,933.50
19/11/2012	Melbourne	Meetings in Melbourne and Adelaide	\$736.98	\$196.45	\$0.00	\$2,012.84	\$400.85	\$0.00	\$3,347.12
20/11/2012	Sydney	Filming A.Seton	\$0.00	\$45.85	\$225.70		\$0.00	\$0.00	\$271.55
25/11/2012	Sydney	Intercom Conference	\$247.50	\$80.45	\$0.00	\$143.79	\$246.77	\$15.40	\$733.91
25/11/2012	Sydney	Intercom Conference	\$180.00	\$49.50	\$0.00		\$230.46	\$84.22	\$544.18
25/11/2012	Sydney	Intercom Conference	\$0.00	\$70.90	\$0.00	\$174.72	\$304.82	\$0.00	\$550.44
25/11/2012	Sydney	Intercom Conference	\$1,340.00	\$64.95	\$0.00	\$174.72	\$304.82	\$0.00	\$1,884.49
25/11/2012	Sydney	Meetings in Sydney	\$500.50	\$99.00	\$0.00	\$260.52	\$468.85	\$0.00	\$1,328.87
27/11/2012	Newcastle	Demount OLAW	\$721.00	\$42.20	\$367.40		\$422.74	\$0.00	\$1,553.34
2/12/2012	Melbourne	Melbourne Film and History Conference	\$560.50	\$54.10	\$0.00	\$524.52	\$395.39	\$0.00	\$1,534.51
3/12/2012	Brisbane	Portrait commission	\$385.50	\$103.65	\$69.27	\$500.67	\$190.28	\$0.00	\$1,249.37
3/12/2012	Melbourne	ARC War Crimes Committee	\$0.00	\$130.55	\$0.00	\$315.06		\$0.00	\$445.61

Dep.Date	Destination	Purpose	Accomm	Taxi	Car Hire	Flights	Allowance	Other	Total
7/12/2012	Brisbane	Development and training	\$373.50	\$177.35	\$0.00	\$353.98	\$288.98	\$0.00	\$1,193.81
8/12/2012	Nowra	Portrait commission photographs and interviews	\$0.00	\$0.00	\$164.54			\$0.00	\$164.54
9/12/2012	Brisbane	AICCM 2012 Symposium	\$328.50	\$0.00	\$0.00		\$185.76	\$0.00	\$514.26
9/12/2012	Ballina	Demount Shaun Gladwell	\$155.50	\$39.00	\$62.74	\$653.08	\$175.93	\$0.00	\$1,086.25
13/12/2012	Perth	Portrait commission	\$108.00	\$114.45	\$116.06	\$930.52	\$143.58	\$0.00	\$1,412.61
13/12/2012	Sydney	Attend Gladwell	\$155.50	\$0.00	\$0.00		\$116.23	\$0.00	\$271.73
17/12/2012	Melbourne	Meeting for ARC Project	\$0.00	\$167.35	\$0.00	\$300.06		\$0.00	\$467.41
18/12/2012	Sydney	Site visit with Designer	\$0.00	\$0.00	\$277.08			\$0.00	\$277.08
19/12/2012	Sydney	Portrait commission	\$0.00	\$145.60	\$0.00	\$260.52	\$0.00	\$0.00	\$406.12
10/01/2013	Sydney	Meeting for Washington War Art Exhibit	\$0.00	\$134.40	\$0.00	\$265.50		\$0.00	\$399.90
16/01/2013	Temora	To Temora Hudson	\$0.00	\$0.00	\$203.15			\$0.00	\$203.15
17/01/2013	Sydney	Meeting with Wingrove Design Sydney	\$0.00	\$0.00	\$214.43			\$0.00	\$214.43
18/01/2013	Melbourne	Research for First World War Gallery Redevelopment	\$375.50	\$123.10	\$0.00	\$271.06	\$655.20	\$0.00	\$1,424.86
18/01/2013	Sydney	Oversee prep for Ben Quilty exhibition	\$0.00	\$56.25	\$0.00	\$100.90		\$0.00	\$157.15
22/01/2013	Brisbane	Install Shaun Gladwell Exhibit	\$374.50	\$51.50	\$0.00	\$330.29	\$321.34	\$0.00	\$1,077.63
25/01/2013	Brisbane	Launch of Shaun Gladwell Afghanistan	\$171.53	\$156.90	\$0.00	\$438.91	\$143.58	\$0.00	\$910.92
29/01/2013	Gosford	Install "Perspectives" exhibition	\$520.00	\$51.10	\$0.00	\$217.65	\$492.27	\$15.00	\$1,296.02
30/01/2013	Sydney	Present paper at conference	\$342.90	\$26.10	\$0.00	\$260.55	\$177.76	\$33.80	\$841.11
5/02/2013	Sydney	Meeting with National Art School Sydney	\$0.00	\$0.00	\$67.78			\$25.00	\$92.78
6/02/2013	Sydney	Drupal Conference 2013	\$484.16	\$0.00	\$0.00	\$260.55	\$447.09	\$0.00	\$1,191.80
7/02/2013	Melbourne	Dyson Exhibit Meeting	\$0.00	\$56.85	\$0.00	\$352.86	\$116.23	\$17.00	\$542.94
7/02/2013	Melbourne	Meetings - Dyson Exhibits and upcoming exhibit	\$0.00	\$145.00	\$0.00	\$449.96	\$353.21	\$0.00	\$948.17
10/02/2013	Sydney	Force Prep Training Course	\$402.00	\$0.00	\$0.00	\$217.65	\$348.69	\$0.00	\$968.34
10/02/2013	Sydney	Force Prep Training Course	\$402.00	\$125.65	\$0.00	\$217.65	\$348.69	\$0.00	\$1,093.99
11/02/2013	Launceston	Install Nurses Exhibit	\$660.00	\$32.50	\$0.00	\$581.86	\$453.33	\$0.00	\$1,727.69
11/02/2013	Launceston	Install Nurses	\$495.00	\$148.30	\$0.00	\$495.55	\$346.53	\$0.00	\$1,485.38
12/02/2013	Launceston	Install Nurses	\$660.00	\$70.30	\$0.00	\$564.76	\$453.33	\$0.00	\$1,748.39

Dep.Date	Destination	Purpose	Accomm	Taxi	Car Hire	Flights	Allowance	Other	Total
13/02/2013	Sydney	Ben Quilty Exhibition 2013	\$293.34	\$69.00	\$0.00	\$308.79	\$162.93	\$0.00	\$834.06
13/02/2013	Sydney	Ben Quilty Exhibition 2013	\$1,202.78	\$0.00	\$0.00		\$692.86	\$152.00	\$2,047.64
14/02/2013	Sydney	Ben Quilty Exhibition 2013	\$0.00	\$150.95	\$0.00	\$312.79	\$190.28	\$0.00	\$654.02
15/02/2013	Launceston	Nurses Exhibition	\$165.00	\$140.00	\$0.00	\$1,506.67	\$98.35	\$0.00	\$1,910.02
15/02/2013	Sydney	Ben Quilty Exhibition 2013	\$1,050.00	\$130.35	\$0.00	\$377.79	\$650.68	\$0.00	\$2,208.82
18/02/2013	Sydney	Ben Quilty Exhibition 2013	\$152.25	\$101.35	\$0.00	\$361.03	\$348.69	\$0.00	\$963.32
19/02/2013	Sydney	Ben Quilty Exhibition 2013	\$525.00	\$37.20	\$0.00	\$335.29	\$321.34	\$0.00	\$1,218.83
19/02/2013	Sydney	Ben Quilty Exhibition 2013	\$350.00	\$85.00	\$0.00	\$260.55	\$248.40	\$0.00	\$943.95
20/02/2013	Sydney	Ben Quilty Exhibition 2013	\$242.59	\$252.40	\$0.00	\$260.55		\$0.00	\$755.54
20/02/2013	Sydney	Ben Quilty Exhibition 2013	\$350.00	\$211.95	\$0.00		\$205.11	\$0.00	\$767.06
20/02/2013	Sydney	Ben Quilty Exhibition 2013	\$0.00	\$108.30	\$0.00	\$335.29	\$104.55	\$0.00	\$548.14
20/02/2013	Sydney	Ben Quilty Exhibition 2013	\$175.00	\$48.00	\$0.00	\$260.55	\$88.88	\$0.00	\$572.43
20/02/2013	Sydney	Ben Quilty Exhibition 2013	\$0.00	\$47.00	\$0.00	\$260.55	\$104.55	\$0.00	\$412.10
20/02/2013	Sydney	Ben Quilty Exhibition 2013	\$280.14	\$118.20	\$0.00	\$392.39	\$116.23	\$46.80	\$953.76
20/02/2013	Sydney	Ben Quilty Exhibit 2013	\$239.00	\$0.00	\$173.45		\$143.58	\$0.00	\$556.03
21/02/2013	Temora	Inspect TAM Hudson	\$0.00	\$0.00	\$0.00			\$0.00	\$0.00
25/02/2013	Melbourne	Avalon Air Show	\$360.63	\$175.60	\$206.45	\$1,164.22	\$326.80	\$69.85	\$2,303.55
25/02/2013	Melbourne	Attendance at AIME	\$456.75	\$130.90	\$0.00	\$527.72	\$279.16	\$0.00	\$1,394.53
25/02/2013	Albury	Attending volunteer managers course	\$219.09	\$0.00	\$0.00		\$257.83	\$368.00	\$844.92
26/02/2013	Melbourne	Meet with CMD	\$155.00	\$0.00	\$0.00	\$375.96	\$119.23	\$0.00	\$650.19
26/02/2013	Melbourne	Meet with CMD	\$155.00	\$64.30	\$0.00	\$375.96	\$119.23	\$0.00	\$714.49
27/02/2013	Melbourne	Meet with CMD	\$0.00	\$130.30	\$0.00	\$442.41		\$0.00	\$572.71
28/02/2013	Sydney	NORFORCE Studio visit	\$0.00	\$82.95	\$0.00	\$217.65		\$25.00	\$325.60
28/02/2013	Melbourne	Attendance at Avalon Airshow	\$525.26	\$75.50	\$242.83	\$408.16	\$348.69	\$0.00	\$1,600.44
28/02/2013	Sydney	NORFORCE Studio visit	\$0.00	\$50.40	\$0.00	\$217.65		\$0.00	\$268.05
28/02/2013	Melbourne	Attendance at Avalon Airshow	\$525.27	\$50.45	\$0.00	\$267.04	\$348.69	\$0.00	\$1,191.45
7/03/2013	Delgate	Hilda Rix Nicholas Studio Visit	\$0.00	\$0.00	\$118.27			\$0.00	\$118.27
8/03/2013	Melbourne	Shrine of Remembrance Meeting	\$0.00	\$0.00	\$0.00	\$1,140.26	\$124.00	\$0.00	\$1,264.26
9/03/2013	Brisbane	Demount Gladwell Exhibit	\$343.07	\$105.40	\$0.00	\$433.22	\$306.51	\$0.00	\$1,188.20
12/03/2013	Sydney	Preparation for Defence trip	\$0.00	\$71.05	\$0.00	\$302.55	\$232.46	\$0.00	\$606.06
12/03/2013	Sydney	To SYD for Sustainment flight	\$192.85	\$0.00	\$113.26	\$143.80	\$232.46	\$0.00	\$682.37

Dep.Date	Destination	Purpose	Accomm	Taxi	Car Hire	Flights	Allowance	Other	Total
14/03/2013	Sydney and Hobart	Meeting with A.Stoner	\$0.00	\$176.00	\$0.00	\$337.00		\$0.00	\$513.00
19/03/2013	Sydney	Attend Sydney focus group for First World War Gallery Redevelopment	\$0.00	\$0.00	\$273.28			\$0.00	\$273.28
19/03/2013	Sydney	Attend Sydney focus group for First World War Gallery Redevelopment	\$244.50	\$231.00	\$0.00	\$279.91	\$88.88	\$0.00	\$844.29
20/03/2013	Sydney	Meetings with stakeholders	\$0.00	\$227.36	\$0.00	\$315.93		\$0.00	\$543.29
20/03/2013	Sydney	Attend Art Month Sydney Forum	\$158.00	\$67.30	\$0.00	\$310.17	\$116.23	\$0.00	\$651.70
21/03/2013	Melbourne	Refurbishment project meeting for First World War Galleries	\$0.00	\$128.70	\$0.00	\$137.73		\$0.00	\$266.43
22/03/2013	Sydney	Trip to National Art School			\$328.49			\$0.00	\$328.49
23/03/2013	West Wyalong	Deliver public talks at West Wyalong	\$0.00	\$112.40	\$132.46			\$0.00	\$244.86
24/03/2013	Hervey Bay	Install OLAW	\$725.00	\$0.00	\$0.00	\$809.36	\$512.25	\$0.00	\$2,046.61
24/03/2013	Hervey Bay	Install OLAW at Hervey Bay	\$580.00	\$126.35	\$149.03	\$1,006.95	\$407.23	\$0.00	\$2,269.56
24/03/2013	Hervey Bay	Install OLAW at Hervey Bay	\$725.00	\$93.90	\$0.00	\$797.43	\$512.25	\$0.00	\$2,128.58
25/03/2013	Melbourne	Meeting at Shrine of Remembrance for Gallipoli boat installation	\$0.00	\$0.00	\$0.00	\$451.73		\$0.00	\$451.73
25/03/2013	Melbourne	Meeting at Shrine of Remembrance for Gallipoli boat installation	\$0.00	\$144.85	\$0.00	\$451.73		\$7.00	\$603.58
26/03/2013	Sydney	Install Gladwell in Sydney	\$465.00	\$0.00	\$0.00		\$400.34	\$0.00	\$865.34
28/03/2013	Sydney	ANZAC Day Building Projections Meeting	\$0.00	\$73.10	\$207.25	\$0.00	\$0.00	\$0.00	\$280.35
1/04/2013	Gosford	Demount Perspectives	\$260.00	\$0.00	\$0.00		\$196.16	\$268.00	\$724.16
2/04/2013	Sydney	Visiting publishers in Sydney	\$0.00	\$0.00	\$0.00		\$143.58	\$152.00	\$295.58
3/04/2013	Melbourne	Victoria Barracks visit	\$0.00	\$157.30	\$0.00	\$327.00	\$0.00	\$0.00	\$484.30
5/04/2013	Sydney	Powerhouse Art Centre visit	\$214.50	\$0.00	\$0.00		\$88.88	\$0.00	\$303.38
6/04/2013	Sydney	Gladwell Exhibit Sydney	\$0.00	\$60.55	\$126.26			\$0.00	\$186.81
8/04/2013	Darwin	Install Perspectives at MGNT	\$451.68	\$35.25	\$0.00	\$1,009.77	\$422.74	\$0.00	\$1,919.44
8/04/2013	Darwin	Install Perspectives at MGNT	\$814.00	\$32.80	\$410.77	\$1,023.57	\$771.43	\$0.00	\$3,052.57
10/04/2013	Perth	Editing Across Borders Conference	\$520.25	\$192.70	\$0.00	\$652.28	\$400.39	\$0.00	\$1,765.62

Dep.Date	Destination	Purpose	Accomm	Taxi	Car Hire	Flights	Allowance	Other	Total
11/04/2013	Sydney	PFSM Day Trip	\$0.00	\$48.05	\$359.67			\$0.00	\$407.72
11/04/2013	Melbourne	Museum Leadership Program Reunion	\$171.54	\$59.00	\$0.00	\$386.36	\$116.23	\$0.00	\$733.13
12/04/2013	Sydney	Attend Copyright Key Discussion	\$0.00	\$81.80	\$0.00	\$217.65		\$0.00	\$299.45
14/04/2013	Sydney	Demount Quilty Exhibition	\$322.77	\$32.40	\$0.00		\$259.81	\$0.00	\$614.98
14/04/2013	Sydney	Demount Quilty Exhibition	\$322.77	\$0.00	\$0.00		\$259.81	\$0.00	\$582.58
14/04/2013	Sydney	Demount Quilty Exhibition	\$372.77	\$0.00	\$241.82		\$259.81	\$0.00	\$874.40
17/04/2013	Washington DC	Launch of Exhibition at Washington Embassy	\$1,508.00	\$124.00		\$6,529.43	\$910.00	\$248.00	\$9,319.43
21/04/2013	Cairns	Install Quilty Exhibition	\$781.50	\$122.35	\$0.00	\$737.28	\$453.33	\$0.00	\$2,094.46
24/04/2013	Sydney	ANZAC Day Interviews	\$205.00	\$143.70	\$0.00	\$417.89	\$162.93	\$0.00	\$929.52
26/04/2013	Sydney	ATE 2013 Conference	\$950.00	\$109.30	\$0.00	\$217.65	\$608.50	\$0.00	\$1,885.45
28/04/2013	Sydney	Film T.Albert in in studio	\$151.75	\$0.00	\$234.04		\$152.38	\$0.00	\$538.17
28/04/2013	Sydney	Film T.Albert in in studio	\$151.75	\$36.55	\$237.27		\$143.58	\$0.00	\$569.15
28/04/2013	Sydney	ATE 2013 Conference	\$190.00	\$130.60	\$0.00	\$155.39	\$167.93	\$0.00	\$643.92
28/04/2013	France	First World War Research in France	\$1,314.17			\$1,312.96	\$1,998.75	\$0.00	\$4,625.88
30/04/2013	Melbourne	Wheeler Centre IQ Debate	\$0.00	\$20.00	\$0.00		\$106.00	\$0.00	\$126.00
30/04/2013	Sydney	Present at panel at Uni NSW	\$0.00	\$0.00	\$173.18			\$0.00	\$173.18
1/05/2013	Sydney	Training course in Sydney	\$0.00	\$31.60	\$0.00	\$260.55	\$279.16	\$44.00	\$615.31
5/05/2013	Gold Coast	RSL National Conference	\$0.00	\$24.70	\$0.00		\$98.00	\$426.74	\$549.44
6/05/2013	Melbourne	Research assistance grant project	\$308.00	\$87.80	\$0.00	\$221.41	\$259.81	\$0.00	\$877.02
9/05/2013	Sydney	Meeting with Qantas at Sydney Airport	\$0.00	\$0.00	\$0.00	\$260.94		\$0.00	\$260.94
11/05/2013	Hervey Bay	Staff representative at BIYM event	\$145.00	\$132.70	\$0.00	\$1,077.69	\$154.73	\$0.00	\$1,510.12
11/05/2013	Hervey Bay	Staff representative at BIYM event	\$145.00	\$35.15	\$0.00	\$797.82	\$154.73	\$0.00	\$1,132.70
11/05/2013	Hervey Bay	Bring In Your Memorabilia	\$145.00	\$174.10	\$0.00	\$809.75	\$154.73	\$0.00	\$1,283.58
11/05/2013	Hervey Bay	BIYM and Demount OLAW	\$725.00	\$0.00	\$394.66	\$647.74	\$581.93	\$0.00	\$2,349.33
13/05/2013	Sydney	Evaluation panel for Indigenous War Memorial	\$0.00	\$175.65	\$0.00	\$247.98		\$0.00	\$423.63
13/05/2013	Sydney	Demount Gladwell Exhibition	\$0.00	\$0.00	\$147.51			\$0.00	\$147.51

Dep.Date	Destination	Purpose	Accomm	Taxi	Car Hire	Flights	Allowance	Other	Total
13/05/2013	Hervey Bay	Demount OLAW	\$435.00	\$109.75	\$0.00	\$865.25	\$346.53	\$0.00	\$1,756.53
13/05/2013	Hervey Bay	Demount OLAW	\$435.00	\$103.70	\$0.00	\$920.01	\$346.53	\$40.00	\$1,845.24
14/05/2013	Melbourne	AV Training Course	\$528.00	\$0.00	\$0.00	\$482.15	\$395.39	\$0.00	\$1,405.54
14/05/2013	Melbourne	AV Training Course	\$528.00	\$311.70	\$0.00	\$482.15	\$395.39	\$0.00	\$1,717.24
15/05/2013	Boorowa	Deliver workshop in Boorowa	\$0.00	\$85.40	\$131.09			\$0.00	\$216.49
20/05/2013	Launceston	Demount Nurses Exhibition	\$279.50	\$129.35	\$0.00	\$545.43	\$304.53	\$0.00	\$1,258.81
22/05/2013	Melbourne	Artwork Auction	\$0.00	\$206.75	\$0.00	\$163.89	\$116.23	\$0.00	\$486.87
23/05/2013	Melbourne	Meetings with Ministers and NRMA	\$0.00	\$27.00	\$0.00	\$454.69	\$129.00	\$0.00	\$610.69
24/05/2013	Sydney	Attend Aust. Book Industry Awards	\$172.00	\$107.75	\$0.00	\$218.04	\$143.58	\$0.00	\$641.37
23/04/2013	Turkey	Boronia Tour - Incidentals.					\$420.00	\$0.00	\$420.00
27/04/2013	France	First World War Research in France	\$1,605.47		\$642.30	\$6,336.04	\$2,091.25	\$510.91	\$11,185.97
23/04/2013	France	Boronia Tour Incidentals					\$540.00	\$0.00	\$540.00
			\$56,639.69	\$14,438.30	\$9,524.34	\$89,484.73	\$46,027.79	\$4,146.32	\$220,261.17

Table 2

Forecast of future travel from 1 June 2013 to 30 June 2013.

Departure Date	Details
29/05/2013	Meeting with Premier
2/06/2013	Salute exhibition designer meeting x 3 staff members
3/06/2013	Steele Barracks Meeting
3/06/2013	EDD Dog & Handler work
4/06/2013	Indigenous Memorial
5/06/2013	RAG Grant Travel
10/06/2013	Demount Ben Quilty Exhibition
10/06/2013	Meeting with AV Producer for Afghanistan Exhibit and ABC
10/06/2013	ANZAC Voices Designer meeting x 2 staff members
11/06/2013	Research for Reality in Flames Exhibition
12/06/2013	Inspect sites Friends bus tour
14/06/2013	Meeting with AV Editor for Afghanistan Exhibit x 2 staff members
17/06/2013	Survey Bushmaster Hulks – x 4 staff members
17/06/2013	Install Ben Quilty
19/06/2013	ARC Meeting
20/06/2013	Meetings with fundraisers and artists
22/06/2013	RAG- Meeting with Dame Alice Chisholm
24/06/2013	Meetings in NZ

**Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Australian War Memorial**

Question 107

Outcome 1: Program: Australian War Memorial

Topic: AWM 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

1. The Australian War Memorial has spent \$104,359.56 on legal services for the 2012-13 financial year to 25 June 2013 as follows (all figures excl GST):

Services	Amount
Legal advice on storage vault in Mitchell	\$8,372.00
Legal advice on Mitchell land lease contract	\$5,031.00
Legal consultation regarding publishing agreements	\$4,572.00
Legal consultation regarding sponsorships agreements	\$6,269.00
Legal consultation regarding contracted security officers	\$6,878.50
Legal advice on Usage Agreement	\$765.00
Legal advice on Estate matters	\$21,348.50
Legal advice regarding war medals	\$4,606.00
Legal advice regarding Roll of Honour	\$6,627.00
General Advice	\$6,381.00
Legal advice / settlement on Eastern Precinct defects	\$7,079.56
Legal advice on Catering contract	\$11,473.00
Legal consultation on RFT and Agreement for WW1 Gallery Construction	\$8,019.00
Legal consultation on RFT and Agreement for Lighting project	\$6,844.00
Small claims lodgement	\$94.00
Total	104,359.56

2. The Australian War Memorial has spent \$67,269 on Australian Government Solicitor legal services for the 2012-13 financial year to 25 June 2013, as follows (all figures excl GST):

Services	Amount
Legal advice on storage vault in Mitchell	\$8,372.00
Legal advice on Mitchell land lease contract	\$5,031.00
Legal consultation regarding publishing agreements	\$4,572.00
Legal consultation regarding sponsorships agreements	\$6,269.00
Legal consultation regarding contracted security officers	\$6,878.50
Legal advice on Usage Agreement	\$765.00
Legal advice on Estate matters	\$21,348.50
Legal advice regarding war medals	\$4,606.00
Legal advice regarding Roll of Honour	\$6,627.00
General Advice	\$2,800.00
Total	\$67,269.00

3. The Australian War Memorial has spent \$34,415.50 on private firm legal services for the 2012-13 financial year to 25 June 2013, as follows (all figures excl GST):

Vendor	Services	Amount
Clayton Utz	Legal advice on Eastern Precinct defects	3,181.00
DLA Piper	General Advice	1,317.50
Minter Ellison	Legal consultation on RFT and Agreement for WW1 Gallery Construction and Lighting Project	14,863.00
Sparke Helmore	Legal advice on Catering contract and General advice	15,054.00
Total		\$34,415.50

4. Other (all figures excl GST):

Vendor	Services	Amount
Institute of Arbitration	Legal settlement on Eastern Precinct defects	2,581.06
ACT Civil and Administration	Small claims filing fee	94.00
Total		\$2,675.06

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Australian War Memorial

Question 108

Outcome 1: Program: Australian War Memorial

Topic: AWM Educational Expenses

(Written Question on Notice)

Senator EGGLESTON asked:

1. What is the department/agency's guidelines on study?
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 Memorial's Studybank Guidelines provide all Memorial ongoing employees including ongoing part-time employees with the following support:
 - For undergraduate students, access of up to 5 hours leave per week to attend all tutorials, lectures and classes for the semester of study.
 - For thesis students, time to attend compulsory study activities essential to the successful completion of the course and leave up to 3 hours per week to undertake study activities to be agreed between the student, Section Head and the relevant Branch Head and delegate.
 - For online students, time to attend compulsory study activities essential to the successful completion of the course. Up to 3 hours leave per week to undertake study activities to be agreed between the student, Section Head, the Branch Head and delegate.
 - Financial support to meet registration and/or administration fees, tuition fees, examination fees and course material charges up to a maximum of \$2,500 per academic year. Students may be reimbursed for:
 - Compulsory administration fees, tuition fees, examination fees and course materials – treated as a reimbursement up to \$2,500
 - HELP payments – will be reimbursed via payroll and treated as an additional salary payment and taxed accordingly. Reimbursement and its associated PAYG tax must not exceed \$2,500
 - The highest level of support is provided to undergraduate study leading to an award of a first certificate, diploma or degree, or bridging and related courses leading to study for a first certificate, diploma or degree. The level of support will be at the discretion of the delegate in consultation with the respective Section and Branch Head, having regard to resource capacity and operational requirements of the work area.
 - For a second or higher degree, support is more limited. For highly relevant study, it may consist of financial support and flexibility with time to study.

- If the study has no significance to the Memorial, then no support will be given under Studybank.
- Studies assistance will not be granted where the delegate is of the opinion that the scheme of study is best addressed through internal development activities under the People Development Plan.
- The priority fields of study are:
 - Archival Studies
 - Accounting
 - Conservation (e.g. of cultural materials)
 - Computing
 - Education
 - Fine/Visual Arts
 - History
 - Information Technology
 - Journalism
 - Library Studies
 - Management:
 - Building Management
 - Business Management
 - Contract Management
 - Heritage Management
 - Human Resource Management/Occupational Health and Safety/Industrial Relations
 - Information Management
 - Project Management
 - Marketing
 - Media Studies
 - Museum Studies/Museology
 - Public Relations
 - Photography
 - Security and Risk Management
 - Tourism
 - Trade training (workshop staff only)

2. In house: The employment classification breakdown for attendance at in-house courses is shown below for the financial year but it is not possible to provide it by individual course:

Level	No of staff completing training
SES	7
EL2	39
EL1	138
APSL6	184
APSL5	58
APSL4	88
APSL3	120
APSL2	103

AWMBB4	2
AWMBB3	188
AWMBB2	4
BBB6	4
BBB1	1

2012-13 In-house Training Statistics (to 31 May 2013)

Name of Course	Total Cost	Cost Per Participant	No. Participants	Length of Course (hrs)
Writing Workshop	\$0.00	\$0.00	12	3
Adobe Premier Pro CS6	\$5,500.00	\$1,375.00	4	14.42
First Aid	\$4,320.00	\$180.00	24	14.42
First Aid – Refresher	\$316.00	\$158.00	2	7.21
Getting That Contract Right	\$1,135.00	\$1,135.00	1	14.7
Asbestos Awareness Training	\$7,310.00	\$170.00	43	4
Copyright Review	\$0.00	\$0.00	3	3
Budgeting & Forecasting Essentials	\$495.00	\$495.00	1	7.21
Business Acumen - Leadership	\$0.00	\$0.00	17	2.5
Business Acumen – OHS Awareness	\$2,193.00	\$129.00	17	2.5
Business Acumen - Recruitment	\$0.00	\$0.00	13	2
Cataloguing the RDA Way	\$375.00	\$375.00	1	7.21
CMBS – Monthly Actuals	\$0.00	\$0.00	2	3
Grammar Made Easy	\$300.00	\$300.00	1	14.42
Communication Matters	\$660.00	\$660.00	1	7.21
Dealing with Grief	\$4,400.00	\$440.00	10	1
Disaster Recovery	\$0.00	\$0.00	37	7.21
Effective Writing	\$7,098.00	\$273.00	26	7.21
Elevated Work Platform	\$1,380.00	\$690.00	1	21.63
Exhibition Text	\$0.00	\$0.00	16	3.5
Fire Warden Training	\$550.00	\$50.00	11	7.21
FBT Essentials	\$1,303.00	\$1,303.00	1	14
Google Earth Outreach	\$0.00	\$0.00	1	21.63
HSR Bridging Training	\$2,887.75	\$262.50	11	7.21
HSR Committee Training	\$1,380.00	\$276.00	5	3.5
Law and Collection Management	\$2,200.00	\$2,200.00	1	36.05
Forklift	\$650.00	\$650.00	1	21.3
Manual Handling	\$2,360.00	\$30.00	80	1
Media Training	\$4,300.00	\$287.00	15	4
Military History	\$0.00	\$0.00	29	3
Military History Introduction	\$0.00	\$0.00	60	7.21
Museum Leadership Program	\$3,695.00	\$3,695.00	1	29
White Card – Construction Safety	\$4,500.00	\$150.00	30	6
Negotiating Publishing Contract	\$0.00	\$0.00	1	3

Previous of Workplace Bullying & Harassment	\$2,800.00	\$87.50	32	3.5
Project 2010 Essentials	\$830.00	\$830.00	1	14.42
Project Management	\$3,000.00	\$333.00	9	11.4
SG Fleet Intelligence	\$0.00	\$0.00	1	1.5
Vmware vSphere Install, Configure, Manage VSO	\$3,850.00	\$3,850.00	1	36.25
Writing for the Web	\$675.00	\$675.00	1	7
Writing Grants Applications	\$395.00	\$395.00	1	7
TOTAL	\$70,857.75			

Tertiary: The total cost for the 2012-13 financial year to 31 May 2013 for Studybank reimbursement was \$9,454. Please note that some employees have been approved for Studybank but had not been reimbursed by 31 May 2013.

2012-13 Study Bank Statistics (to 31 May 2013)

Name of Course	Actual Cost Reimbursed	Approved Cost if Not Yet Reimbursed	Approved Hours per Semester	Level
Diploma Library Information Services	\$580.00		3.5 per week	APSL3
Masters of Literary Arts – Museums and Collections	\$143.00		3.25 per week	AWMB3
Masters of Business Administration	N/A		4 per week	AWMB3
BA of Education	\$2,500.00		3 per week	APSL5
BA of History	\$2,500.00		5 per week	APSL2
Masters of Project Management (Built Environment)	\$2,010.00		3 per week	APSL5
BA Tourism Management		Up to \$2,500.00	5 per week	APSL6
BA – Art History and History		Up to \$2,500.00	3 per week	APSL4
Cert IV in Government (Procurement & Contracts)		Up to \$2,500.00	N/A	APSL4
Graduate Certificate of Visual Arts		Up to \$2,500.00	4 per week	AWMB3
PhD in Film Studies		Up to \$2,500.00	4 per week	AWMB3
BA of History	\$762.00		4 per week	APSL5
CPA Australia – Ethics and Governance	\$850.00		5 per week	APSL6
Masters of Visual Arts		Up to \$2,500.00	3 per week	APSL3
Bachelor of Heritage, Museum & Conservations		Up to \$2,500.00	N/A	APSL4
Certificate IV in Record Keeping	\$109.00		1 per week	APSL2
Certificate III in Business Administration		Up to \$2,500.00	3 per week	APSL3
Master of Information Studies		Up to \$2,500.00	3 per week	AWMB3
Museum Education and Heritage Interpretation		Up to \$2,500.00	3 per week	APSL4
Master of Business Administration		Up to \$2,500.00	3 per week	AWMB3
TOTAL	\$9,454.00	Up to \$27,500.00		

Reason and benefit:

- The Memorial requires capable and highly skilled people who can work effectively as creative and efficient members of teams. Accordingly, the Memorial strongly fosters staff development. It challenges staff to extend their skills, experience and performance, thereby enhancing their ability to contribute.
- To be eligible for Studybank assistance, the scheme of study must have current and direct relevance to the employee's current and future career at the Memorial. It must also have direct relevance to the Memorial's corporate goals and meet the operational needs of the Memorial as determined by the Corporate Management Group.
- The Studybank scheme aims to provide staff with the opportunity to develop the necessary skills and knowledge to enable them to contribute effectively to the achievement of the overall goals and objectives of the Memorial.
- The benefit to the Memorial is increasingly skilled staff who are motivated to perform their jobs to the highest standard.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Australian War Memorial

Question 109

Outcome 1: Program: Australian War Memorial

Topic: AWM Executive Coaching and Leadership Training

(Written Question on Notice)

Senator EGGLESTON 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 (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)
 - d) Any costs the department or agency's incurred to use the location

Answer

1. No leadership or executive coaching was purchased in the 2012-13 financial year to 31 May 2013.
2. Not applicable.
3. Not applicable.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Australian War Memorial

Question 110

Outcome 1: Program: Australian War Memorial

Topic: AWM 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)
 - d) Any costs the department or agency's incurred to use the location

Answer

1.
 - a) The total spend on media training services for the 2012-13 financial year to 31 May 2013 was \$4,300.
 - b) The media training was offered to 16 employees based on their job requirement. Classification breakdown is below:

EL2	3
EL1	7
APS6	6
TOTAL	16

- c) 14 employees received media training. Classification breakdown is below:

EL2	2
EL1	6
APS6	6
TOTAL	4

- d) The services were provided by Talkforce Consultants and Trainers.

2.

- a) The service purchased was called *Media Management Session: Half Day Workshop*. The nature of the service purchased was training staff to be interviewed by the media.

- b) The training was completed on a group basis.

- c) 14 employees received media training. Classification breakdown is below:

EL2	2
EL1	6
APS6	6
TOTAL	14

- d) The session was 3.5hrs. The total number of hours for all employees was 49 hours. A breakdown for each employment classification is below.

EL2	7 hrs
EL1	21 hrs
APS6	21 hrs
TOTAL	49 hrs

- e) The training cost a total of \$4,300.

- f) The fees charged were a complete package.

3. Not applicable.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Australian War Memorial

Question 111

Outcome 1: Program: Australian War Memorial

Topic: AWM Paid Parental Leave

(Written Question on Notice)

Senator EGGLESTON asked:

1. Please list how many staff in each 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.
3. What is the paid parental scheme offered by each department and agency? How many staff have used the scheme this financial year to date.

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.

Level	Number
APS 4	1
APS 5	3
BB3	1
EL 1	2
Total	7

3. For child caring purposes, AWM employees may access up to a maximum of four weeks paid parental leave during the 12 month period following the birth or adoption of a child, or commencement of a foster care arrangement for a child. 11 staff have accessed this scheme during the 2012-13 financial year to 31 May 2013.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Australian War Memorial

Question 112

Outcome 1: Program: Australian War Memorial

Topic: AWM 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. to 3.

Please refer to the answer provided to Question on Notice 34.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Australian War Memorial

Question 113

Outcome 1: Program: Australian War Memorial

Topic: AWM Corporate Cars

(Written Question on Notice)

Senator EGGLESTON asked:

1. How many cars are owned by each department/agency?
2. Where is the car/s located?
3. What is the car/s used for?
4. What is the cost of each car for this financial year to date?
5. How far did each car travel this financial year to date?

Answer

1. to 5.
Nil.

**Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Australian War Memorial**

Question 114

Outcome 1: Program: Australian War Memorial

Topic: AWM 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 for each business group in each department/agency.
2. What are the reasons for taxi costs?

Answer

1. AWM taxi costs for the 2012-13 financial year to 31 May 2013 (excl. service charges):

Section (number of cab charges)	Cost
Art	\$1,529.01
Military Heraldry and Technology	\$114.30
Photo Sound Film Multimedia	\$1,960.55
Research Centre	\$279.60
Collection Services	\$425.05
Management Support National Collection	\$1,431.35
Education and Visitor Services	\$2,004.35
Exhibitions	\$1,851.80
Communications and Marketing	\$1,645.30
Military History	\$596.50
Travelling Exhibitions	\$3,785.90
Management Support	\$1,292.90
Executive	\$3,586.10
Human Resources	\$901.65
Finance	\$234.40
Retail and Online Sales	\$107.75
Management Support Corporate Services	\$163.40
Total	\$21,909.91

2. Please refer to the answer provided to Question on Notice 106, part 2 for the reason for taxi costs associated with official travel. Details of local trips are not readily available. The time and effort to provide this information would be too resource intensive.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Australian War Memorial

Question 115

Outcome 1: Program: Australian War Memorial

Topic: AWM Hire Cars

(Written Question on Notice)

Senator EGGLESTON asked:

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

Answer

1.

Car Hire Costs July 12 to May 13 (inc. GST)	
Art	\$826.24
Military Heraldry and Technology	\$98.01
Photo Sound Film Multimedia	\$1,151.71
Research Centre	\$263.55
Collection Services	\$322.85
Management Support National Collection	\$235.89
Education and Visitor Services	\$445.71
Exhibitions	\$849.55
Communications and Marketing	\$1,121.51
Military History	\$87.35
Travelling Exhibitions	\$3,793.78
Executive	\$411.45
Total	\$9,607.60

2. Please refer to the answer provided to Question on Notice 106, part 2 for the reason for hire car costs associated with official travel.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Australian War Memorial

Question 116

Outcome 1: Program: Australian War Memorial

Topic: AWM 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 details of the following:
 - 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. Three staff in the AWM are issued a corporate credit card:
 - Assistant Director, Branch Head, Corporate Services (SES 1)
 - Chief Finance Officer (EL2)
 - Travel Officer (APS4)
2.
 - a) In accordance with the Memorial's Fraud Control Plan, the Fraud Control Officer (Assistant Director, Corporate Services) is responsible for the investigation of all alleged instances of fraud. They shall determine whether internal or external resources should be used in such investigations and that those resources are qualified to the standards identified in the Commonwealth Fraud Control Guidelines, 2002. Investigations undertaken will meet the requirements of the Australian Government Investigations Standards released by the Australian Federal Police and complex fraud incidents will be reported to them for investigation.
 - b) The Memorial has several monitoring procedures in place to ensure the appropriate use of corporate credit cards. They include:
 - Requirement for card holders to sign an acknowledgement of conditions of use of credit card prior to card issue;
 - Full reconciliation of monthly credit card statements by officers other than card holders;
 - Extensive verification of all credit card purchases;
 - Regular scrutiny of expenditure against budget by relevant delegate;
 - Monthly review of financial results to identify unusual expenditure;
 - A full review of Memorial credit card controls and use is conducted by internal audit every 2 – 3 years.

- c) If an apparent misuse of a corporate credit card is identified it is reported immediately to the Chief Finance Officer. The CFO will subsequently investigate and determine if the matter is to be referred to the Assistant Director, Corporate Services in accordance with the Memorial's Fraud Control Plan and Director's Instruction (Financial) 8 *Fraud Control*.
- d) No instances of corporate credit card misuse have been identified. The last formal internal audit review of card control and use was conducted in September 2011. No issues were identified.
- e) The Memorial has several controls in place to ensure that the misuse of corporate credit cards is low. They include:
- A low number of corporate credit cards are issued (three);
 - Proposed general credit card purchases must be approved by the CFO in addition to the expenditure delegate;
 - Corporate credit cards are not used for transactions where alternative payment methods are available;
 - There is no facility to withdraw cash on corporate credit cards;
 - Corporate credit card expenditure is monitored and managed within credit limits;
 - The Memorial's ongoing commitment to fraud prevention awareness-training programmes for all staff; and
 - Credit cards cannot be used for any non-official expenses.

**Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Australian War Memorial**

Question 117

Outcome 1: Program: Australian War Memorial

Topic: AWM 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?
3. Is electronic equipment (such as ipad, laptop, wireless card, vasco token, blackberry, mobile phone (list type if relevant), thumb drive) 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. 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.

Answer

1. Please refer to the answer provided to Question on Notice 39, part 1.
2. Please refer to the answer provided to Question on Notice 39, part 2.
3. The AWM provides laptops, wireless data cards and mobile phones to staff as required for their work.

Mobile Phones – There are 25 phones that are provided to staff members on a permanent or long-term basis and 15 pool phones that are available to be provided to staff on a short-term basis as required e.g. when travelling.

Mobile Phones	Type	Purchase cost *	Ongoing cost #	Staff member position	Classification
Permanent	Apple	\$750.00	n/a	Director	Statutory officer
	Apple	\$750.00	n/a	Assistant Director National Collection	SES Band 1
	Samsung	\$780.00	n/a	Media Officer	EL1
	Thru IT	n/a	n/a	Head IT	EL2
	Thru IT	n/a	n/a	Network Support Officer	APS6
	Nokia	n/a	n/a	Assistant Director Corporate Services	SES Band 1
	Nokia	n/a	n/a	Assistant Director Public Programs	SES Band 1
	Nokia	n/a	n/a	Security Duty Officer	APS 2 & 3
	Nokia	n/a	n/a	Workshop manager	BB2
	Nokia	n/a	n/a	Head Collection Services	EL2

Mobile Phones	Type	Purchase cost *	Ongoing cost #	Staff member position	Classification
	Nokia	n/a	n/a	Manager Buildings	EL1
	Nokia	n/a	n/a	Manager Relics	APS6
	Nokia	n/a	n/a	Preventative Conservation Officer	APS6
	Nokia	n/a	n/a	Manager Audio Visual	EL1
	Nokia	n/a	n/a	Head Exhibitions	EL2
	Nokia	n/a	n/a	Exhibitions Project Manager	APS6
	Nokia	n/a	n/a	IT Service Alerts	n/a
	Nokia	n/a	n/a	Manager Multi-Media	EL1
	Nokia	n/a	n/a	Manager Retail E-business project	EL1
	Nokia	n/a	n/a	Manager Travelling Exhibitions	EL1
	Nokia	n/a	n/a	Manager Security	APS6
	Nokia	n/a	n/a	Indigenous Liaison Officer	BB3
	Nokia	n/a	n/a	Manager Conservation: Textiles, Art, Paper, Photographs	EL1
	Nokia	n/a	n/a	Grounds maintenance	BB1
	Nokia	n/a	n/a	Buildings and Services Officer	APS3
Pool	Nokia	n/a	n/a	Pool	
	Nokia	n/a	n/a	Pool	
	Nokia	n/a	n/a	Pool	
	Nokia	n/a	n/a	Pool	
	Nokia	n/a	n/a	Pool	
	Nokia	n/a	n/a	Pool	
	Nokia	n/a	n/a	Pool	
	Nokia	n/a	n/a	Pool	
	Nokia	n/a	n/a	Pool	
	Nokia	n/a	n/a	Pool	
	Nokia	n/a	n/a	Pool	
	Nokia	n/a	n/a	Pool	
	Nokia	n/a	n/a	Pool	
	Nokia	n/a	n/a	Pool	
	Nokia	n/a	n/a	Pool	
	Nokia	n/a	n/a	Pool	
	Samsung	n/a	n/a	Pool	

* With the exception of the 3 smart phones indicated, the price of the other phones was below the asset threshold and therefore is not easily obtainable. The time and effort to provide this information would be too resource intensive.

The ongoing cost of individual phones is not easily obtainable. The time and effort to provide this information would be too resource intensive. The total mobile phone cost was \$10,122.53.

Laptops – there are 16 laptops that are provided to staff members on a permanent or long-term basis and 6 pool laptops that are available for staff to borrow on a short-term basis as required e.g. when travelling.

Laptops	Type	Purchase cost	Ongoing cost	Staff member position	Classification
4034	Dell	Leased	\$93/Q	Head Exhibition	EL2

Laptops	Type	Purchase cost	Ongoing cost	Staff member position	Classification
4003	Dell	Leased	\$93/Q	Director	Statutory officer
4064	Dell	Leased	\$93/Q	Assistant Director National Collection	SES Band 1
4036	Dell	Leased	\$93/Q	Head IT	EL2
4005	Dell	Leased	\$93/Q	Manager Infrastructure	EL2
4031	Dell	Leased	\$93/Q	Manager Travelling Exhibitions	EL1
4037	Dell	Leased	\$93/Q	Director's Personal Assistant	APS6
4041	Dell	Leased	\$93/Q	Conservator	EL1
4039	Dell	Leased	\$93/Q	Manager Conservation: Textiles, Art, Paper, Photographs	EL1
4038	Dell	Leased	\$93/Q	Stocktake officer	APS4
4047	Dell	Leased	\$93/Q	Photographer	APS6
4048	Dell	Leased	\$93/Q	Assistant Curator - Research	BB3
4035	Dell	Leased	\$93/Q	Public Programs Officer	APS5
4033	Dell	Leased	\$93/Q	Curator of Photographs	APS6
4032	Dell	Leased	\$93/Q	Conservator	APS5
4030	Dell	Leased	\$93/Q	Web Developer	EL1
4044	Dell	Leased	\$93/Q	Pool	
4045	Dell	Leased	\$93/Q	Pool	
4046	Dell	Leased	\$93/Q	Pool	
4042	Dell	Leased	\$93/Q	Pool	
4007	Dell	Leased	\$93/Q	Pool	
4009	Dell	Leased	\$93/Q	Pool	

Wireless data cards – There are 5 wireless data cards which are made available for staff to use on Memorial equipment as required for work purposes on a short-term basis e.g. when travelling. Wireless data cards have been provided to 2 staff members on a permanent or long-term basis – the Director, Statutory Officer and Assistant Director National Collection, SES Band 1.

4. Please refer to the answer provided to Question on Notice 39, part 4.

**Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Australian War Memorial**

Question 118

Outcome 1: Program: Australian War Memorial

Topic: AWM Electricity Purchasing

(Written Question on Notice)

Senator EGGLESTON asked:

1. What are the details of the department/agency electricity purchasing agreement?
2. What are the department/agency electricity costs for this financial year to date?

Answer

1. The AWM purchases electricity as part of the contract between Whole of Government (ACT) represented by Department of Defence and ERM Power Retail (Period of Agreement 1 July 2011 – 30 June 2015).

Pricing Schedule:

Period	Peak Energy Charge	Off Peak Energy Charge	Green surcharge	LRET	SRES	AGAC
	(\$/MWh ex GST)	(\$/MWh ex GST)	(\$/MWh ex GST)	(\$/MWh ex GST)	(\$/MWh ex GST)	(\$/MWh ex GST)
2011-12	\$57.98	\$26.10	\$50.13	\$2.95	Refer below	\$1.05
2012-13	\$70.88	\$27.15	\$54.12	\$3.83	Refer below	\$1.20
2013-14	\$75.42	\$28.35	\$58.58	\$4.57	Refer below	\$1.51
2014-15	\$81.61	\$29.61	\$63.43	\$5.41	Refer below	\$1.86

Definitions:

- Peak is 7:00 am to 10:00 pm Monday to Friday and Off Peak all other times.
- Green energy component of 10% in addition to the above pricing.
- **LRET** rate is quoted at the TNI and assumes the required GWh of renewable source electricity for each relevant calendar year is as set out in the table in section 40(1) of the Renewable Energy (Electricity) Act 2000 Act (without any increase under any other sections). If the required GWh of renewable source electricity for any relevant calendar year is not as set out in the table in section 40(1), the LRET rate for the relevant period will be increased or decreased proportionately.
- **SRES** charge for calendar year 2011 is \$6.208/MWh. The SRES charge in subsequent calendar years will be equal to the STP multiplied by the clearing house price under section 30LA(1) of the Renewable Energy (Electricity) Act 2000 Act (plus reasonable transaction costs of not greater than 5%).
- **AGAC** rate is quoted at the NMI and is subject to changes in loss factors.

- **Metering Cost** – if the Contractor arranges metering for a Site, the cost will be \$1,050 per annum per meter. If the Commonwealth arranges metering for a Site, the cost will be \$150 per annum per meter (which is in addition to any cost payable directly by the Commonwealth to the metering provider).

Note- emails from Defence:

- *23/05/2011: The retail component is approximately 52% of the total electricity contract price. Calculations indicate that costs against the latest contract could be reduced by approximately 17% over the four years (compared to the previous contract rates), but it is anticipated that changes in regulated fees will impact these savings.*
 - *10/01/2013: Defence can confirm there is no legislation or policy requiring Government Agencies to purchase Green energy. Our research indicates the option was a recommendation by ANAO as a means of supporting the Government's carbon emissions reduction target. The basis for the recommendation is that the purchase of green energy supports the development of renewable energy sources and thereby reduces carbon emissions from coal fired generation. Defence will not be purchasing Green energy in future as we believe this support for renewable energy sources is now part of the Clean Energy Act (through the Carbon Pricing Mechanism).*
2. Electricity costs for the 2012-13 financial year to 31 May 2013 is **\$1,176,249** (this does not include the *Terrace at the Memorial* and *Landing Place café* as these are on-charged to the tenant, but would include early payment discounts).

Note: this figure also includes Treloar E payments charged by the landlord totalling \$6,038 that is not part of Whole of Government contract.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Australian War Memorial

Question 119

Outcome 1: Program: Australian War Memorial

Topic: AWM Briefings for the Australian Greens and Independents

(Written Question on Notice)

Senator EGGLESTON asked:

1. Have any briefings and/or provision of information been provided to the Australian Greens? If yes, please include:
 - a) How are briefings requests commissioned?
 - b) What briefings have been undertaken? Provide details and a copy of each briefing.
 - c) Provide details of what information has been provided and a copy of the information.
 - d) Have any briefings request been unable to proceed? If yes, provide details of what the requests were and why it could not proceed.
 - e) How long is spent preparing and undertaking briefings/information requests for the Australian Greens? How many staff are involved and how many hours? Provide a breakdown for each employment classification.
2. Have any briefings and/or provision of information been provided to Independents? If yes, please include:
 - a) How are briefings requests commissioned?
 - b) What briefings have been undertaken? Provide details and a copy of each briefing.
 - c) Provide details of what information has been provided and a copy of the information.
 - d) Have any briefings request been unable to proceed? If yes, provide details of what the requests were and why it could not proceed.
 - e) How long is spent preparing and undertaking briefings/information requests for the Independents? How many staff are involved and how many hours? Provide a breakdown for each employment classification.
 - f) Which Independents have requested briefings and/or information?

Answer

1. and 2.
Nil.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Australian War Memorial

Question 120

Outcome 1: Program: Australian War Memorial

Topic: AWM Shredders

(Written Question on Notice)

Senator EGGLESTON asked:

Has the department/agencies purchased any shredders this financial year? 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 shredders have been purchased in the 2012-13 financial year to 31 May 2013.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Australian War Memorial

Question 121

Outcome 1: Program: Australian War Memorial
Topic: AWM Protective Security Policy Framework
(Written Question on Notice)

Senator EGGLESTON asked:

Provide an update for your department/agency, including what is your current compliance level, what are you doing to manage risk, what is being done to comply with the mandatory requirements and details of any department/agency specific policies and procedures.

Answer

A review of the AWM's compliance against the 33 requirements of the Protective Security Policy Framework (PSPF) was undertaken by PriceWaterhouse Coopers in March 2013 and determined the following:

Status	No. of mandatory requirements
Does not comply	0
Partially complies	5
Complies	28

For the AWM to be fully compliant it needs to implement the Australian War Memorial Security Plan (recently reviewed by the Australian Federal Police) and Australian War Memorial Security Policy (recently developed).

A cost versus benefit analysis is currently be undertaken to determine whether full compliance can be achieved.

The AWM is a CAC agency and therefore there is no mandatory requirement to be compliant with the PSPF, however, it elects to implement to the extent possible and practical within available resources and appropriate to its risk profile.

**Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Australian War Memorial**

Question 122

Outcome 1: Program: Australian War Memorial

Topic: AWM Office Locations

(Written Question on Notice)

Senator EGGLESTON asked:

Please provide a list of all office locations for all departments and agencies within the portfolio by:

- a) Department/Agency;
- b) Location;
- c) Leased or Owned;
- d) Size;
- e) Number of Staff at each location and classification;
- f) If rented, the amount and breakdown of rent per square metre;
- g) If owned, the value of the building;
- h) Depreciation of buildings that are owned;
- i) Type of functions and work undertaken.

Answer

Location	Leased/ Owned	Size	If rented, the amount and breakdown of rent per square metre	If owned, the NBV of the building as at 31 May 2013	Accumulated Depreciation of buildings that are owned as at 31 May 2013	Type of functions and work undertaken.
Main Building, Treloar Cres, Campbell, ACT	Owned	18,530 m2	N/A	\$64,185,781.82	\$7,747,767.06	Visitor services, security, library and archival functions, volunteer management, retail
Admin Building, Treloar Cres, Campbell, ACT	Owned	5,995 m2	N/A	\$7,074,371.00	\$1,412,468.45	Administrative, marketing, curatorial and collection management, online retail
Bean Building, Treloar Cres, Campbell, ACT	Owned	3,115 m2	N/A	\$8,214,643.00	\$1,462,852.00	Curatorial and collection management, archival, visitor services, education, event management

Location	Leased/ Owned	Size	If rented, the amount and breakdown of rent per square metre	If owned, the NBV of the building as at 31 May 2013	Accumulated Depreciation of buildings that are owned as at 31 May 2013	Type of functions and work undertaken.
Treloar A, Callan Street, Campbell, ACT	Owned	4,590 m2	N/A	\$2,530,874.81	\$681,728.92	Collection storage, preservation and conservation
Treloar B, Callan Street, Campbell, ACT	Owned	3,550 m2	N/A	\$1,235,136.00	\$462,864.00	Collection storage, preservation and conservation
Treloar C, Callan Street, Campbell, ACT	Owned	6,030 m2	N/A	\$6,228,720.00	\$1,637,728.37	Collection storage, preservation and conservation

Note: staffing figures are only maintained at an organisational level and as such are not available by building.

**Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Australian War Memorial**

Question 123

Outcome 1: Program: Australian War Memorial

Topic: AWM Communications Staff

(Written Question on Notice)

Senator EGGLESTON asked:

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

By Department or agency:

- a) How many ongoing staff, the classification, the type of work they undertake and their location?
 - b) How many non-ongoing staff, their classification, type of work they undertake and their location?
 - c) How many contractors, their classification, type of work they undertake and their location?
 - d) How many are graphic designers?
 - e) How many are media managers?
 - f) How many organise events?
2. Do any departments/agencies have independent media studios? If yes, why? When was it established? What is the set up cost? What is the ongoing cost? How many staff work there and what are their classifications?

Answer

1. a), b) and c).

Classification	Position Description	Ongoing/ non-ongoing/ contract	Type of work	Location
Executive Level 2	Head, Communications and Marketing	Ongoing	Overall management of all communications and marketing for the Memorial	Administration Building, Treloar Cres, Campbell
Executive Level 1	Marketing Manager	Ongoing	Manages advertising and marketing for the Memorial under the guidance of the Head, Communications and Marketing.	Administration Building, Treloar Cres, Campbell
APS 6	Media Liaison	Ongoing	Manages the media for the Memorial under the guidance of the Head, Communications and Marketing.	Administration Building, Treloar Cres, Campbell

Classification	Position Description	Ongoing/ non-ongoing/ contract	Type of work	Location
APS 6	Publications Officer	Ongoing	Brand management including copyright and image requests.	Administration Building, Treloar Cres, Campbell
EL1	Web manager	Ongoing	Overall management of content and design of the Memorial's website and internal intranet.	Administration Building, Treloar Cres, Campbell
APS 5	Web Support	Ongoing	Assists web manager and undertakes social media.	Administration Building, Treloar Cres, Campbell
APS 5	Friends of the Memorial Coordinator	Ongoing	Manages the loyalty program for the Memorial.	Administration Building, Treloar Cres, Campbell
APS 2	Administrative Support	Ongoing	Supports the section and some project work.	Administration Building, Treloar Cres, Campbell
APS5	Centenary Communication	Non-ongoing	Communications and marketing of the First World War galleries and other centenary events and activities.	Administration Building, Treloar Cres, Campbell
EL1	Communications and Marketing Project Manager	Non-ongoing	Assisting with communications and marketing and specific project management for centenary projects.	Administration Building, Treloar Cres, Campbell

- d) There are no graphic designers employed by the AWM, however, some staff do have skills in this area.
 - e) One staff would be classified as a media manager - the Media Liaison Officer.
 - f) Communications staff do not organise events.
2. No, the AWM does not have an independent media studio.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Australian War Memorial

Question 124

Outcome 1: Program: Australian War Memorial

Topic: AWM Alternative Policy Costings

(Written Question on Notice)

Senator EGGLESTON asked:

Has the Department undertaken any alternative policy costings or advice? If yes, provide details of what these costings or advice were, including provision of costings or advice documents and assumptions used, and who made the request and when.

Answer

No alternative costings or advice have been undertaken by the AWM for the 2012-13 financial year to 31 May 2013.

Senate Standing Committee on Foreign Affairs, Defence and Trade
Budget Estimates 2013–14; 4 June 2013
Answers to questions on notice from Australian War Memorial

Question 125

Outcome 1: Program: Australian War Memorial

Topic: AWM Pre-election Appointments

(Written Question on Notice)

Senator EGGLESTON asked:

Provide a list of any appointments made in your portfolio that will commence after the announced election of 14 September 2013. Provide details of the appointment including position and length.

Answer

Given the current uncertainty of when the 2013 Federal Election will be held, the Department is unable to provide a response at this time.