

Senate Foreign Affairs, Defence and Trade Legislation Committee
Additional Estimates 2017-18 - Department of Veterans' Affairs QON Index

No.	Senator	BroadTopic	QuestionText	Written Hansard	Proof Hansard Page
1	ALEX GALLACHER	Suicide Prevention Strategy & Initiatives (Pilot)	<p>Ms Anderson: Yes. In terms of the suicide, sorry, the Mental Health Clinical Management Pilot, it will require people who are in the hospital environment. They'll be approached to see if they are willing to join the pilot.</p> <p>Senator GALLACHER: Have both the projects begun?</p> <p>Ms Anderson: The first pilot that I described, the CVC pilot, as I said, is testing in an environment at the moment and we've got one veteran enrolled. The other one, the clinical management pilot will be due to roll out by about mid-year.</p> <p>Senator GALLACHER: You mentioned Bundaberg. Where would the other one be?</p> <p>Ms Anderson: There are a range of current scheduled locations. There are 10 in total. I can go through those if you like.</p> <p>Senator GALLACHER: Perhaps we could get that detail on notice.</p> <p>Ms Anderson: Certainly.</p>	Hansard	117
2	CLAIRE MOORE	Suicide Prevention Strategy & Initiatives (Budget Breakdown)	<p>Senator GALLACHER: Have you given any thought as to how you're going to measure success in this area?</p> <p>Ms Anderson: Yes. For both pilots we have engaged an evaluator to ensure that, over the duration of the two years, we've got a way of measuring success or otherwise.</p> <p>Senator GALLACHER: Would that be an independent evaluator?</p> <p>Ms Anderson: That's right.</p> <p>Senator GALLACHER: Is there an abundance of people who evaluate these sorts of programs?</p> <p>Ms Anderson: I wouldn't say there is an abundance but there are a number of evaluators that do specialise in these sorts of evaluations.</p> <p>Senator GALLACHER: Can you provide a breakdown of the additional \$4 million that has been utilised in this program? Has it been used to employ additional staff?</p> <p>Ms Anderson: I can take that on notice.</p>	Hansard	117
3	CLAIRE MOORE	Suicide Prevention Strategy & Initiatives (Trial)	<p>Dr Hodson: This can change daily. That is one of the issues in this space; you have got to be reaching out constantly. It is why we have actually had to put in an additional level of case management. Most of these senior clinicians have come out of community mental health or acute mental health settings. They are well connected back into the community, because often what we need to do is pull people into care, but then we have also got to work through the discharge process and back in. We do the crisis support and, importantly, what were doing probably more than we've done before is reaching back to the department to help deal with the trigger that resulted in the crisis in the first place.</p> <p>Senator MOORE: Ms Cosson, do you have any further detail you could provide us on notice about the trial? I would imagine that you're looking at a range of different models of case management, and we won't have any capacity to go through that. You mentioned one variation tonight. I think it's really important that we get some idea about the range of case management models you're looking at. That would evolve over the two years. I'm sure the ones you start won't necessarily be the ones you end up with. It would be very useful to get an idea about the scope and where the trial is taking place as well. I would expect that, in some service areas across different states, you'd be trialling different models.</p> <p>Ms Cosson: Absolutely. We're working very closely with Defence on those sites. I'm happy to take that on notice.</p>	Hansard	119

4	CLAIRE MOORE	Suicide Prevention Strategy & Initiatives (Training Cost)	<p>Dr Hodson: We review the options that are out there to strengthen the continuum. There is one of the first tools, which we're putting in place at the moment. The Australian Psychological Society had worked with Griffith University to do upskilling for clinicians. It's a six-hour online upskilling program. We have worked with the Australian Psychological Society to roll that out to all our clinicians currently within our service and we're about to roll that out to our entire network. That will be the upskilling in the next six months.</p> <p>Senator MOORE: That's general professional training?</p> <p>Dr Hodson: Yes.</p> <p>Senator MOORE: So what you're doing is taking the current workforce and giving them that Griffith training—which is a very good course—which is general and then looking at how that can work within DVA. Is that right?</p> <p>Dr Hodson: Yes. Basically, this is making sure that the people who are asked to actually deal with people at risk have the skills to do it.</p> <p>Senator MOORE: How much does that cost?</p> <p>Dr Hodson: I'll take the exact figure on notice, but to do the entire work force is about \$400,000. That is our entire network of about 1,400 clinicians. They don't just see veterans, so we see this as a great opportunity to upskill people in rural Australia on a key area of suicide management.</p>	Hansard	120
5	CLAIRE MOORE	Veterans Transportation	<p>Senator GALLACHER: Basically what we've got here is that in September 2017 a procedural change was made to transport which has impacted a number of veterans in the St Mary's area. Prior to the change, veterans used the local company. That's no longer the case and apparently they're no longer getting the service they used to get, and it's presenting a number of problems for veterans and causing considerable angst.</p> <p>Ms Anderson: Senator, I may need to take that one on notice. I don't have that level of detail with me at the moment.</p> <p>Mr Lewis: We may have to take that on notice. How many transport bookings do we make a year? It's well over a million. We might need to take on notice the details of this one and come back to you on notice.</p> <p>Senator GALLACHER: Can you detail the changes you've made in respect to veterans in St Marys? When were the changes introduced? Is this change across the board or only in New South Wales? Has the department received complaints in respect to this change? If so, how many? What was the nature? What is the process for the complaints?</p> <p>Mr Lewis: We track complaints and compliments, and our complaint rate is very low. But, when you have well over a million transport bookings a year, it's still a significant number. If you're talking about just complaints in the St Mary's one—</p> <p>Senator GALLACHER: Yes, it is very specific.</p> <p>Mr Lewis: We'll see what we can do to answer your question.</p>	Hansard	126
6	ALEX GALLACHER	Access to Services (Clientele Locations)	<p>Mr Lewis: It's a critical point, and underlining it all is data. We need to get this data integrated. You mentioned all of those visits coming through. We need a much bigger pipe coming from Defence through to DVA, because a lot of that case history will be relevant to our future claims.</p> <p>Senator GALLACHER: As it was explained to me, a lot of the evaluations are necessary to give commanders the ability to defend the country, and they need to be assured of people being in the right shape. It's a small step to make sure that they're leaving in the right shape.</p> <p>Mr Lewis: Precisely.</p> <p>Senator MOORE: And staying in the right shape. Ms Hancock, you said that, from time to time, you get direct contact from people who are seeking support and you talked about the help with the gaps. Do you keep data on that and where they're from?</p> <p>Ms Hancock: I'd have to take that on notice.</p> <p>Senator MOORE: Could you take that on notice and see whether that's something we can get—of course</p>	Hansard	129

			<p>depersonalised—to see what the data shows in terms of the people contacting you and whether it's worse in some states than others. I presume it will be, depending on remoteness.</p> <p>Ms Hancock: Sure.</p>		
7	CLAIRE MOORE	Access to Services (Process Schedule)	<p>Senator MOORE: And we know the government received that survey. Ms Anderson, could you provide any data you have that indicates people who have contacted you by geographic location and even by issue. And I think the trials that you're putting in place will reflect that as well. The work you're doing around mental health, have you got a timing for when that will be completed? The work you're doing around looking at psychiatrists and where they are, could you would tell me about that particular process you're going through.</p> <p>Ms Anderson: That work is under way at the moment.</p> <p>Senator MOORE: Just put it on notice, and also that you're doing the Allied Health review.</p> <p>Ms Anderson: Certainly.</p>	Hansard	131
8	CLAIRE MOORE	Saluting Their Service Grants (Applications)	<p>Senator MOORE: This question is really short; it's just an update on the Saluting Their Service grants. How many applications were in the October round?</p> <p>Mr Corke: At this stage, we only have data for the round which closed on 30 September; so that's 1 July to 30 September. That's the current round which is being processed. There's another round running which is not yet complete.</p> <p>Senator MOORE: The question is on the October round, so would that be the one that's not yet complete?</p> <p>Mr Corke: That's the one that has just started—unless you're referring to the fact that there was a round that was run from July to September; October was when they were notified.</p> <p>Senator MOORE: When they may have got the money? Okay. We'll ask questions on that one.</p> <p>Mr Corke: On that one, there were two groups of grants. There are the commemorative grants, which are the grants for up to \$4,000; there were 183 grants issued, and a total of just under \$450,000. Then there are the major commemorative grants, which are for projects that are significant, usually from a state or national government perspective, naturally they are over \$4,000; there were 11 of those, and the total amount was just under \$220,000 awarded.</p> <p>Senator MOORE: Can you tell me how many applications were received in both those categories?</p> <p>Mr Corke: I'd have to take that on notice.</p>	Hansard	134
9	CLAIRE MOORE	Saluting Their Service Grants (Changes)	<p>Senator MOORE: Were any changes made by the minister or the ministerial office to the grant round prior to the approval? So, basically, between the recommendation and the decision, can you tell me whether there were any changes—whether the recommendations were accepted or whether some missed out that were recommended by the committee?</p> <p>Mr Corke: I would have to get back to you on that one. I don't believe so.</p> <p>Senator MOORE: It would just be a matter to take on notice, if you could get that and see if that did occur—and that would be subject to availability, releasing that information. But it is really the first bit, as to whether there were changes, that I would really like an answer on. As to the round that has started now, when is that to be concluded?</p>	Hansard	134
10	CLAIRE MOORE	Saluting Their Service Grants (Current Round)	<p>Senator MOORE: As to the round that has started now, when is that to be concluded?</p> <p>Mr Corke: I'll have to take that one on notice. We run it as a rolling round—</p> <p>Senator MOORE: I know.</p> <p>Mr Corke: and we then draw a line—</p> <p>Senator MOORE: I'm just trying to think: if we got them in October, the next round would open before Christmas, I'm pretty sure—</p> <p>Mr Corke: Yes.</p> <p>Senator MOORE: and then it would be determined and then go through the same process?</p>	Hansard	134

			Mr Corke: With a view to having it processed before the end of the financial year. Senator MOORE: Thank you very much.		
11	CLAIRE MOORE	Saluting Their Service Grants (Armistice Grants)	Mr Lewis: On the location issues, Senator Gallacher earlier was asking about armistice. I don't know whether you wanted armistice grants? Senator MOORE: They're specialist armistice grants, aren't they? They're another round, aren't they? Mr Lewis: This goes to your question, because Mr Corke is across that as well. Mr Corke: So as it stands, at the moment, you are aware that— Senator GALLACHER: I'm just trying to balance the amount of time we've got left. Mr Lewis: We'll take it on notice.	Hansard	135
12	ALEX GALLACHER	On the Line (KPI's)	Senator GALLACHER: You would be familiar with this media article which says that basically that the department isn't keeping data on call abandonment rates and wait times. Would that be correct? Is that article factually correct? You don't keep data on whether a contractor is doing their job or not? Dr Hodson: I think the article was actually about whether or not some FOI information was actually released. In reality, for the service, under the contract we have a number of KPIs that we monitor regularly. Probably for us, the most important KPI is the amount of time to answer a call. I can provide on notice the actual list of KPIs that we monitor. We do monitor the rate of use of that line. It has increased in the last financial year. Because of the increase, we have increased that line by 1.5 FTE in the current contract year, which was \$182,000 extra to meet the extra demand. So we have a fairly ongoing process of monitoring the performance of the line. And when necessary we increase the money in the contract to meet the demand. Senator GALLACHER: We would appreciate on notice if you could share with us the KPIs in this contract. But what does it actually look like? If I was ring up now, would I wait five minutes or 10 minutes or would I get an answer straight away? Or you don't know?	Hansard	135
13	ALEX GALLACHER	On the Line (Complaints)	Senator GALLACHER: Have you received complaints about access to the service? Dr Hodson: Not formal complaints but we have had social media around this issue which we have been trying to address. Senator GALLACHER: Does that mean that someone put it on Facebook or have started a website et cetera? Dr Hodson: We have on social media had the question, 'What is the information at the start of the online process?' and we answered that on social media. Senator GALLACHER: So they put it on your website? Dr Hodson: We have a Facebook page. We engage with our community with the Facebook page quite regularly. There is a whole range of issues we discuss. It's a good way to share information with our community, and when they raise concerns with us we respond to those concerns. Senator GALLACHER: Would you be able to say how many people have raised that on the Facebook page? Dr Hodson: I could take that on notice.	Hansard	136
14	ALEX GALLACHER	On the Line (Tender)	Senator MOORE: How long has On the Line had the contract? When was the last tender process? Dr Hodson: It was in 2010. It is a six-year cycle, and we've come to the end of the cycle. Senator MOORE: Is the contract document from the 2010 round still available? Dr Hodson: Yes. Senator MOORE: Would it be on AusTender? No, they'd drop off after they're completed, wouldn't they? Can we get a copy of the tender for 2010?	Hansard	137
15	CLAIRE MOORE	CSC & Royal Commission into Misconduct into the Banking,	Senator MOORE: Has the department received any correspondence from the Commonwealth Superannuation Corporation regarding the royal commission? Mr Lewis: I don't recall any correspondence passing my desk. Senator MOORE: Has the department received any feedback from clients about the exclusion of the	Hansard	138

		Superannuation and Financial Services Industry	Commonwealth Superannuation Corporation from the terms of reference for the royal commission? Mr Lewis: Not that I'm aware of. Mr Orme: There has been some commentary in social media. Senator MOORE: There has been quite a lot of commentary in social media, but I'm just wondering whether none of that commentary has been referred to the department. Mr Orme: Not to our knowledge. Mr Lewis: So far as I recall. We will check this. Senator MOORE: Just check it. Mr Lewis: I don't think there's been any correspondence whatsoever that I've received.		
17	LINDA REYNOLDS	Transition (Handover process)	What areas do you believe could be improved by the Department of Defence upon transition, to ensure veterans are in a better position before they come to the Department of Veterans Affairs?	Written	
18	LINDA REYNOLDS	Transition (Workforce transition)	How effective do you see the current transition model for ADF personnel when transitioning from the ADF into the civilian workforce, and what are the areas for improvement?	Written	
19	LINDA REYNOLDS	Transition (Employment & Support)	How many veterans are transitioning from the Defence Force each year? How many of these veterans are resignations, and not medical discharges? a) How many of these veterans struggle to gain meaningful employment, despite the fact they are perfectly healthy and highly capable talent? b) What support is provided to these veterans to help link them with private sector employers?	Written	
20	LINDA REYNOLDS	Employment (Engagement)	What engagement is there with private sector employers to help establish tailored veteran employment programs which are specifically suited to their needs?	Written	
21	LINDA REYNOLDS	Employment (External suppliers)	Do you work with any current external suppliers and providers who assist veterans in gaining employment? a) How are the outcomes of these suppliers measured to ensure they are delivering for veterans? b) What would be the primary focus of these external providers? Rehabilitation, or career transition and outplacement? c) How much money is currently spent with these external suppliers? d) Has consideration been made to partnering with an external provider who specialises in outplacement specifically for veteran employment?	Written	
22	LINDA REYNOLDS	Income Support (Expenditure)	How much is currently spent by the Department of Veterans Affairs on assisting military personnel through income support? a) Do you believe this money is being allocated as effectively as possible?	Written	
23	LINDA REYNOLDS	Medical Discharge	Of the veterans who are medically discharged, how many of these are unable to again re-enter the workforce? a) What support is provided to these medically discharged veterans, who may not be combat effective, but are more than capable of succeeding in the civilian workforce? b) Are any of these incentivised to take income support from DVA, rather than seek out fulfilling employment?	Written	
24	BRIAN BURSTON	Advocates (Reparations)	Lately a charge of fraud levelled at a veteran was overturned. In the process, not only was the veteran denigrated by the Department of Veterans' Affairs, but his advocate was limited severely in his access to the Department and in his ability to represent other veterans. In cases like this, what reparations would the Department consider reasonable for the veteran and his advocate?	Written	
25	BRIAN BURSTON	Advocates (Complaints)	Feedback from advocates of veterans indicate that their treatment at the hands of DVA is not collaborative, nor is it supportive of the advocate (many of whom are veterans themselves), or their veteran clients. Are you aware of the negative view many advocates have of DVA? a) Have you conducted a satisfaction survey of advocates to establish their views?	Written	

			b) If not, do you intend to conduct such a survey?		
26	ALEX GALLACHER	Suicide Inquiry Outcomes (Recommendation 6)	When will the terms of reference for the PC inquiry be released as per suicide inquiry recommendation number 6?	Written	
27	ALEX GALLACHER	VVCS	a. Are there performance agreements and KPIs in place for all outsourced rehab and phone counselling services for VVCS? b. Are these KPI's public? c. What is the value of the current contract to 'On The Line' for this service? d. When is the contract due to expire? e. How long has On The Line been the provider of the after-hours service for VVCS?	Written	
28	ALEX GALLACHER	Transport Changes in St Mary's	Are there any KPI's in place for the new transport arrangement for DVA clients in St Mary's? If yes - what are they?	Written	
29	ALEX GALLACHER	Suicide Inquiry Outcomes (Recommendation 10)	Has the Department completed the review into its use of medico-legal firms by the Department, as per recommendation 10 of the Senate inquiry? a. Yes; i. What were the outcomes of the review? ii. What changes have been implemented as a result of this review? b. No; i. When is it due to be completed?	Written	
30	ALEX GALLACHER	Suicide Inquiry Outcomes (Recommendation 11)	As per recommendation 11, can the Department provide an update on the use of social media? a. What is the average reach of the posts? b. On average, how many views do videos posted to the page receive? c. What is the average level of engagement for posts to the page? d. What division is responsible for the increased focus on social media engagement? e. Has more FTE been required to undertake this online engagement?	Written	
31	ALEX GALLACHER	Suicide Inquiry Outcomes (Recommendation 14)	Has the Transition Taskforces Terms of Reference have been expanded as per Recommendation 14 of the Senate Inquiry? a. Yes; ii. Has the Taskforce identified any gaps in medical services or income support for veterans? 1. Yes; a. What are they? b. What action will be taken as a result? iii. Has any barriers to employment or study for veterans been identified? 1. Yes; a. What are they? b. What action will be taken as a result?	Written	
32	ALEX GALLACHER	Suicide Inquiry Outcomes (Recommendation 15)	Can the Department detail the assistance being provided to the Department of Defence in relation to the transition assistance pilot program for Special Forces Personnel, as per recommendation 15? o When did this pilot begin? o When is it due to end? o How will success be measured in terms of the pilot? o Will a report be prepared at the conclusion?	Written	

			o Will the report be made public?		
33	ALEX GALLACHER	Suicide Inquiry Outcomes (Recommendation 16)	As per recommendation 16, can the Department advise the progress of implementing white card's for all ADF Members as they transition? Will this be fully implemented by the end of the 2017/18 financial year? If not, what is the expected date?	Written	
34	ALEX GALLACHER	Suicide Inquiry Outcomes (Recommendation 17)	Can the Department provide an update on the progress of Recommendation 18, that the Australian Public Service Commission review mechanisms to support veterans' employment in the public sector? Has there been any feedback on the initiatives put in place by the APSC and any increase in the employment of veterans?	Written	
35	ALEX GALLACHER	Suicide Inquiry Outcomes (Recommendation 20)	Can the Department provide an update on the progress of the strategic review into DVA's grant programs, as per recommendation 20? - Has this been completed? - If it has, did it make any recommendations? (if yes, what are they) - Who was consulted as a part of this process - Will a report be made public?	Written	
36	ALEX GALLACHER	Suicide Inquiry Outcomes (Recommendation 21)	1. As per recommendation 21, can the Department provide an update on the progress of the trial of assistance animals for veterans with Post Traumatic Stress Disorder? a. How long is the trial for? b. Who will participate? c. How will they be selected? d. How many veterans are involved? e. How will success be measured? f. How will the findings be reported? g. If a report; will it be made public?	Written	
37	ALEX GALLACHER	Suicide Inquiry Outcomes (Community Coordination Team Pilot)	Can the Department provide an update on the Community Coordination Team pilot in Townsville being conducted by VVCS? a. How many veterans have been engaged as a part of this pilot? b. When is the pilot due to end? c. How will success be measured? d. As a part of this pilot, an online veterans hub was to be trialled, is this up and running? iv. Yes; 1. How many individuals have accessed the Hub? 2. What information is available on the Hub? 3. How was the Hub developed? a. Was there a financial cost? i. If yes; 1. how much 2. Where did the funding come from? v. No; 1. When is it expected to go online? 2. What information will be available? 3. How was the Hub developed? a. Was there a financial cost?	Written	

			<ul style="list-style-type: none"> i. If yes; <ul style="list-style-type: none"> 1. How much 2. Where did the funding come from? 		
38	ALEX GALLACHER	Suicide Inquiry Outcomes (Recommendation 23)	<p>Can the Department provide an update on the progress of the scoping study on veterans advocacy, as per recommendation 23?</p> <p>If it has started</p> <ul style="list-style-type: none"> - When did it begin? - Who is completing this work? If an external provider is engaged, who is doing the work and how much will it cost? - Have millstones been established to ensure the work is completed on time? - Will the report be made public? <p>If it hasn't started</p> <ul style="list-style-type: none"> - When will work begin? - Why hasn't this study started yet? 	Written	
39	ALEX GALLACHER	Suicide Inquiry Outcomes (Recommendation 24)	<p>Can the Department advise the progress on the independent review into representation of veterans at the Veterans Review Board, as per recommendation 24 of the Senate Inquiry?</p> <ul style="list-style-type: none"> a. Who will be conducting the review? b. How much will the review cost? c. What is the deadline for reporting back to government? d. Have milestones been established to ensure the report is on track? e. If recommendations are made as a result of this report, who will make the final decision on implementation of the recommendations? f. Will the report be made public? <ul style="list-style-type: none"> i. Yes; expected date? ii. No; why not? 	Written	
40	ALEX GALLACHER	Jesse Bird Inquiry Outcomes (Non-Compliance)	<p>With regards to the review into the management of Jesse Bird's case, has the secretary of the Department completed the examination of the areas of potential non-compliance with current legislation and policy within the department and provided the Minister with advice regarding any redress actions?</p> <ul style="list-style-type: none"> a. Yes; <ul style="list-style-type: none"> i. When was this completed? ii. How was the examination completed? iii. How was the advice provided to the Minister? iv. What was the outcome of the review? v. What changes will be implemented? vi. Did the changes require Ministerial approval? <ul style="list-style-type: none"> 1. Yes; have these been signed off? If not, why not? b. No; <ul style="list-style-type: none"> i. When is this expected to be completed? ii. Has any interim report/advice been compiled? <ul style="list-style-type: none"> 1. What were the draft findings? iii. How will the advice be provided to the Minister? iv. Are the changes expected to require Ministerial approval? 	Written	
41	ALEX GALLACHER	Jesse Bird Inquiry Outcomes	<p>As per recommendation two of the Jesse Bird Inquiry, have department delegates been provided with the statement outlining the policy and processes when considering an interim payment of compensation for</p>	Written	

		(Recommendation 2)	<p>permanent impairment to ensure that interim compensation payments are being provided in all cases where appropriate?</p> <p>a. Yes;</p> <p>i. When was this provided?</p> <p>ii. How many interim compensation payments have been provided in the last four months?</p> <p>iii. How many interim compensation payments have been provided in the last 12 months?</p> <p>b. No;</p> <p>i. Why not?</p> <p>ii. When will this be provided?</p>		
42	ALEX GALLACHER	Jesse Bird Inquiry Outcomes (Registration of Claims)	What controls have been put in place to ensure the process of registration of claims is consistently followed when needs assessments are received and not delayed by other information?	Written	
43	ALEX GALLACHER	Jesse Bird Inquiry Outcomes (VVCS & DVA)	What actions have been taken to enhance reporting and risk factor escalations between VVCS and DVA?	Written	
44	ALEX GALLACHER	Jesse Bird Inquiry Outcomes (Complex Case Management)	<p>What controls have been put in place to ensure that complex case management is initiated for complex or high risk clients?</p> <p>a. How many complex or high risk clients have been identified in the last four months?</p> <p>b. How many complex or high risk clients have been identified in the last twelve months?</p>	Written	
45	ALEX GALLACHER	Jesse Bird Inquiry Outcomes (Information Sharing)	<p>Can the Department provide an update on the revision of the Service Level Agreement Key Performance indicators for information sharing with partner agencies?</p> <p>a. Did the revision recommend any changes to the KPI's?</p> <p>i. Yes;</p> <p>1. What are they?</p> <p>2. Have they been implemented?</p> <p>3. How do these differ from previous KPI's?</p> <p>ii. No;</p> <p>1. What are the current KPI's?</p> <p>2. How often are these targets met?</p>	Written	
46	ALEX GALLACHER	Jesse Bird Inquiry Outcomes (Recommendation 7)	<p>Can the Department provide an update on the review of Service Coordination processes, as per recommendation 7 of the Jesse Bird Inquiry?</p> <p>b. Did the review recommend any changes to the processes?</p> <p>i. Yes;</p> <p>1. What were these changes?</p> <p>2. Have they been implemented?</p> <p>3. How do these differ from previous arrangements?</p> <p>ii. No;</p> <p>1. What are the current processes?</p>	Written	
47	ALEX GALLACHER	Jesse Bird Inquiry Outcomes (Implementation Monitoring)	<p>How are the changes which are being implemented as a result of this inquiry being monitored and by whom?</p> <p>a. Is there a reporting back function?</p> <p>i. Yes;</p> <p>1. To who?</p> <p>2. How?</p>	Written	

			3. How often? ii. No;		
48	ALEX GALLACHER	Jesse Bird Inquiry Outcomes (KPIs)	Have targets or KPI's been established for implementation of the Jesse Bird recommendations? a. No; i. How will successful implementation be measured? b. Yes; ii. What are they? iii. How regularly will these be reviewed?	Written	
49	ALEX GALLACHER	Jesse Bird Inquiry Outcomes (Holistic Case Management)	Can the Department provide an update on the progress of the holistic case management approach? a. How many veterans have been involved within case management? b. When is this trial expected to be evaluated? c. Will the result of this evaluation be made public?	Written	
50	ALEX GALLACHER	Jesse Bird Inquiry Outcomes (High Risk & Vulnerable Clients)	What better systems and processes have been implemented to alert staff in order to support high risk and vulnerable clients as a result of the Jesse Bird Inquiry? a. How many? b. How were these implemented? c. How are these processes and systems being monitored to ensure success? How many clients have been identified as high risk or vulnerable?	Written	
51	ALEX GALLACHER	Jesse Bird Inquiry Outcomes (Wellness Checks)	Can the Department provide an update on the implementation of wellness checks for uncountable clients with mental health conditions who repeatedly submit incomplete documentation or exceed expected response timeframes? How many wellness checks have been completed?	Written	
52	ALEX GALLACHER	Jesse Bird Inquiry Outcomes (Client Correspondence)	Can the department provide an update on how letters and emails have been updated to ensure they are easy to understand and appropriate in tone?	Written	
53	ALEX GALLACHER	Jesse Bird Inquiry Outcomes (Compensation Rejection)	Can the department provide an update on the implementation of the policy which ensures liability and compensation rejection or claim denial correspondence only happens after the individual has been contacted by a DVA staff member?	Written	
54	ALEX GALLACHER	Jesse Bird Inquiry Outcomes (Recommendation 15)	Can the department provide an update on the implementation of an expanded scope of reviewed circumstances, as per recommendation number 15 of the Jesse Bird Inquiry?	Written	
55	ALEX GALLACHER	Jesse Bird Inquiry Outcomes (Case Response Team)	Can the department provide an update on the introduction of a case-response team within DVA? a. How many people are in this team? b. What KPI's have been put in place for members of this team? What is this team currently working on?	Written	
56	ALEX GALLACHER	Jesse Bird Inquiry Outcomes (Legal Advocacy)	Can the department provide an update on the establishment of a trial of independent legal advocacy service to assist veterans? If its established; a. How many members are on this team? b. What are the parameters for the trial? c. When is the trial scheduled to complete?	Written	

			d. How will the trial be evaluated? e. How are veterans able to access this service?		
57	ALEX GALLACHER	TPI Payments	Can the Department provide an update on the work being undertaken with the TPI Federation in relation to the TPI pension? a) How many meetings have the Department had with members of the TPI Federation since the December estimates? b) What are the outcomes of these meetings? c) Are more meetings scheduled? When does the Department expect a final decision to be made in relation to the TPI pension?	Written	
58	ALEX GALLACHER	Veteran Centric Reform (ICT Reform)	Can the Department provide an update on the implementation of the ICT reform? - How many systems have been addressed? - What are the next steps for the ICT program?	Written	
59	ALEX GALLACHER	Veteran Centric Reform (Consultancy)	How much has been spent on consultants under veteran centric reform in 16/17 and 17/18 so far? How much for PwC? How many FTE? How much as the Department's headcount and FTE declined in 16/17 and 17/18 under Veteran Centric Reform?	Written	
60	ALEX GALLACHER	Veteran Centric Reform (Inter-Departmental Service Delivery)	Are there any plans to deliver other DVA services into other Government department or agencies? a. Yes; i. What are these? ii. When will these changes happen? iii. What impact will these changes have for veterans?	Written	
61	ALEX GALLACHER	Reports Veteran Homelessness	Can the Department provide an update on the veterans' homelessness research project which was announced in November 2016 and was due to be completed at the end of 2017? a. If completed; i. When was the report finalised? ii. What were the findings of the project? iii. Will the report be made public? b. If not; i. What is the reason for the delay? ii. Has a new due date been set? iii. Has an interim report been compiled?	Written	
62	ALEX GALLACHER	Reports Mental Health Prevalence	Can the Department please confirm whether the outcomes of the Mental Health Prevalence Report, which forms part of the Transition and Wellbeing Research Programme, have been made public? If not, when will they be made public?	Written	
63	ALEX GALLACHER	Reports Pathways to Care	Can the Department please confirm when the outcomes of the Pathways to care Report, as a part of this same research Programme have been made public? If not, when will they be made public?	Written	
64	ALEX GALLACHER	Reports Physical Health Status	Can the Department confirm when the Physical Health Status Report is due to report back to Government? a. Is the report on track to be completed by this time? b. When will the report be made public?	Written	
65	ALEX	Reports	Can the Department confirm when the Technology Use and Wellbeing Report is due to report back to	Written	

	GALLACHER	Technology Use & Wellbeing	Government? a. Is the report on track to be completed by this time? b. When will the report be made public?		
66	ALEX GALLACHER	Reports Mental Health Changes Over Time	Can the Department confirm when the Mental Health Changes Over Time: A Longitudinal Perspective Report is due to report back to Government? a. Is the report on track to be completed by this time? b. When will the report be made public?	Written	
67	ALEX GALLACHER	Reports Health and Wellbeing of Reservists	Can the Department confirm when the Health and Wellbeing of ADF Reservists Paper is due to report back to Government? a. Is the report on track to be completed by this time? b. When will the report be made public?	Written	
68	ALEX GALLACHER	Reports Psychosocial Predictors of Health	Can the Department confirm when the Psychosocial Predictors of Health Paper is due to report back to Government? a. Is the report on track to be completed by this time? b. When will the report be made public?	Written	
69	ALEX GALLACHER	Reports Impact of Combat	Can the Department confirm when the Impact of Combat Report is due to report back to Government? a. Is the report on track to be completed by this time? b. When will the report be made public?	Written	
70	ALEX GALLACHER	Reports Family Wellbeing	Can the Department confirm when the Family Wellbeing Report is due to report back to Government? a. Is the report on track to be completed by this time? b. When will the report be made public?	Written	
71	ALEX GALLACHER	Reports Transition & Wellbeing Research Findings	Can the Department confirm when the Transition and Wellbeing Research Programme Key Findings Report is due to Government? a. Is the report on track to be completed by this time? b. When will the report be made public?	Written	
72	ALEX GALLACHER	ANAO Report on Rehabilitation	With regards to the ANAO report on the administration of Rehabilitation Services under the MRCA, can the Department confirm the implementation of recommendation 3 has now been completed?	Written	
73	ALEX GALLACHER	ANAO Report on Rehabilitation (KPIs)	Can the Department provide an update on the implementation of recommendation 4 of the ANAO report, which included the establishment of KPI's for rehabilitation services? Are KPI's now in place for service providers?	Written	
74	ALEX GALLACHER	ANAO Report on Rehabilitation (Recommendation 5)	In response to recommendation 5 of the ANAO report, the Department agreed to implement e-learning modules for rehab providers and developing a Statement of Work, can the Department confirm if this work has now been completed?	Written	
75	ALEX GALLACHER	VAN Offices	Can the department please provide the following information in relation to VAN offices – - Location of each van office - Staff numbers - FTE allocation - Opening hours of each office - Cost PA of each site - When the current lease expires - How many clients were assisted by this office in 2016/17	Written	
76	ALEX	Administration	Can the department please provide the following information in relation to staffing numbers –	Written	

	GALLACHER		<ul style="list-style-type: none"> - Total number of staff, including a breakdown by state and of permanent, part-time, casual and contractors - Total number of clients, including breakdown by state - Total number of pending clients, including breakdown by state 		
77	KIMBERLY KITCHING	Finance	Is the Department running at a deficit in 17/18 and will it require additional funding from the Department of Finance to cover any shortfall? What was the shortfall in 16/17?	Written	
78	KIMBERLY KITCHING	Ministerial Functions	<p>In relation to any functions or official receptions hosted by Ministers or Assistant Ministers in the portfolio in calendar year 2017, can the following please be provided:</p> <ul style="list-style-type: none"> - List of functions; - List of attendees including departmental officials and members of the Minister's family or personal staff; - Function venue; - Itemised list of costs (GST inclusive); - Details of any food served; - Details of any wines or champagnes served including brand and vintage; and - Details of any entertainment provided. 	Written	
79	KIMBERLY KITCHING	Departmental Functions	<p>In relation to expenditure on any functions or official receptions etc hosted by the Department or agencies in the portfolio in calendar year 2017, can the following please be provided:</p> <ul style="list-style-type: none"> - List of functions; - List of attendees; - Function venue; - Itemised list of costs (GST inclusive); - Details of any food served; - Details of any wines or champagnes served including brand and vintage; and - Details of any entertainment provided. 	Written	
80	KIMBERLY KITCHING	Executive Office Upgrades	Were the furniture, fixtures or fittings of the Secretary's office, or the offices of any Deputy Secretaries, upgraded in calendar year 2017? If so, can an itemised list of costs please be provided (GST inclusive)?	Written	
81	KIMBERLY KITCHING	Facilities Upgrades	<p>Were the facilities of any of the Department's premises upgraded in calendar year 2017, for example, staff room refurbishments, kitchen refurbishments, bathroom refurbishments, the purchase of any new fridges, coffee machines, or other kitchen equipment?</p> <p>If so, can a detailed description of the relevant facilities upgrade please be provided together with an itemised list of costs (GST inclusive)? Can any photographs of the upgraded facilities please be provided?</p>	Written	
82	KIMBERLY KITCHING	Staff Travel	What was the total cost of staff travel for departmental employees in calendar year 2017?	Written	
83	KIMBERLY KITCHING	Media Monitoring	What was the Department's total expenditure on media monitoring in calendar year 2017?	Written	
84	KIMBERLY KITCHING	Advertising & Information Campaigns	What was the Department's total expenditure on advertising and information campaigns in calendar year 2017?	Written	
85	KIMBERLY KITCHING	Promotional Merchandise	What was the Department's total expenditure on promotional merchandise in calendar year 2017?	Written	
86	KIMBERLY KITCHING	Overseas Travel	Can a copy of all correspondence exchanged between Ministers or Assistant Ministers in the portfolio and the Prime Minister in relation to approval for overseas travel in calendar year 2017 please be provided?	Written	