

DVA QON Index – Budget Estimates 2020-21

No.	Senator	Broad Topic	Text of Question	Proof Hansard page or Written QoN
1	ABETZ	Hearing Aids	<p>Ms Cosson: As Ms Cameron is saying, if the audiologist for the veteran puts forward a request that is outside of that 240 list of the Hearing Services Program, our audiologists will talk to the audiologist to try and identify why the additional requirement for the hearing aid. As Ms Cameron is saying, in most instances they then resolve that a device that is on the list is actually suitable to the veteran. So they still get a hearing device, but they don't get the one outside the list.</p> <p>CHAIR: So when I am told that there is an 87 per cent rejection rate, that was from the original request that was made.</p> <p>Ms Cosson: Correct. But they'll still get a hearing aid.</p> <p>CHAIR: But then a satisfactory alternative was actually provided.</p> <p>Ms Cosson: Correct.</p> <p>CHAIR: Are you able to dissect those figures for us on notice and let us know how many out of this 87 per cent rejection were in fact provided with a satisfactory alternative?</p> <p>Ms Cosson: Absolutely. We can take that on notice.</p>	<i>p.101</i>
2	ABETZ	Hearing Aids	<p>CHAIR: The DVA health 31 August 2020 paper acknowledges that differing terminology may lead to confusion. Is that a correct assertion or statement?</p> <p>Ms Cosson: Is this on hearing devices?</p> <p>CHAIR: Yes.</p> <p>Ms Cosson: I am not aware of that statement.</p> <p>CHAIR: That is what I am advised.</p> <p>CHAIR: Take that on notice and let us know what that confusion actually entails and how that might inhibit veterans from accessing the full suite of services available to them.</p> <p>Ms Cosson: Certainly.</p>	<i>p.101-102</i>
3	KITCHING	TPI Adequacy	<p>Senator KITCHING: What if there are more who need it?</p> <p>Ms Cosson: It will be uncapped, as all our programs are.</p> <p>Ms Hancock: We'll do an estimates variation.</p> <p>Ms Cosson: Yes, that would be required if there are more. We've identified the DFISA recipients now at about 14,300, and that's where we think 2,800 will benefit from this change. I thought I read about \$55, but we'll take all that on notice for you. But if the TPI veterans feel that they are not receiving adequate payment, that is something I'd like the TPI Federation to actually let me know. As I mentioned, there is no change to the payments they're receiving now. This was intended to make it easier. It was something that the TPI Federation has advocated for for many years—to remove DFISA and look at the rental arrangements to</p>	<i>p1.05</i>

			ensure that they weren't income tested. This was in response to what they had been seeking. It just takes time to get the legislation through.	
4	KITCHING	TPI Legislation	Senator KITCHING: So when we next convene for estimates—presumably, late next February, early March—do you think that the legislation will be drafted? Ms Cosson: I will need to check with my general counsel on that. I don't have an answer, Senator. I'll take that on notice.	<i>p.105</i>
5	KITCHING	TPI Adequacy	Ms Cosson: They were provided a copy of the report before it was published, so they would have seen the recommendations in Mr Tune's report. Senator KITCHING: That's not really consultation, though. Ms Cosson: But he did meet with the TPI Federation. Senator KITCHING: When? Ms Cosson: I would have to give you the date. I don't have it in front of me. But Mr Tune did meet with them. Senator KITCHING: I would like the dates, and I would like to know whether the report was drafted or had been finalised when there was consultation. Was there consultation along the path to this report? That would be good to know. Also was it with the TPI Federation and with veterans as well. Whom did Mr Tune consult with? Was DVA consulted as part of the Tune Review? Ms Cosson: Yes.	<i>p.106</i>
6	KITCHING	TPI Adequacy	Senator KITCHING: What advice did the department provide? Ms Cosson: We provided a lot of the history and a lot of the data around the TPI Federation and the number of veterans and the breakdown of their payments, but also, as I mentioned, the history of the payments, because there have been several reviews into the TPI payments. I can give you a record of all of those. Senator KITCHING: Thank you. That would be very helpful.	<i>p.106</i>
7	KITCHING	TPI Adequacy	Senator KITCHING: So the Tune Review [inaudible] in response to my QON was received on the 30 August 2019. Why did it take so long for government to respond to and release the review? Ms Cosson: I can't answer that. CHAIR: That might be a question for the minister. Senator KITCHING: Minister Reynolds? CHAIR: We'll consider that that question was taken on notice.	<i>p.106-107</i>
8	LAMBIE	PMAC	Ms Cosson: I don't chair PMAC. PMAC is chaired by Admiral Russ Crane. Senator LAMBIE: Can you tell me how many were present on that day or a rough estimate? Ms Cosson: I will have to take that on notice. I will talk to the secretariat to find out how many were there. Senator LAMBIE: That's wonderful. Could I have the names of the people who were there on that day? Ms Cosson: Yes, we can do that for you. Senator LAMBIE: Thank you. CHAIR: That will be taken on notice. Senator LAMBIE: Could I also find out whether any of those people who are on the council are employed by government or already have government jobs and if any of them are actually paid for being on the council? Could I have that? If there are, could I	<i>p.107</i>

			<p>have a figure? Ms Cosson: Yes, I can take that on notice.</p>	
9	LAMBIE	Veteran Mental Health and Wellbeing Strategy and national action plan	<p>Senator LAMBIE: On that day, the chair briefed the council on a recent national health summit which brought together experts in veterans' mental health and suicide prevention. Could I also be supplied the so-called experts in veterans' mental health and suicide prevention that were mentioned that were part of that national mental summit? Would you be able to provide who the experts were on that day and who was at that national health summit? Ms Cosson: Absolutely.</p>	<i>p.107</i>
10	LAMBIE	PMAC	<p>Senator LAMBIE: Are there any experts in that Prime Ministerial Advisory Council on Veterans' Mental Health who are actually mental health professionals? Ms Cosson: I will take that on notice. I'm not trying to guess.</p>	<i>p.108</i>
11	LAMBIE	Royal Commission	<p>Senator LAMBIE: My question is: since Minister Chester knew on the 23rd that there was not going to be royal commission, exactly when did the Prime Minister know? Senator Reynolds: That I will have to take on notice.</p>	<i>p.110</i>
12	AYRES	TTTP	<p>Senator AYRES: So, apart from in those two categories, you're saying backlogs have been eliminated—or is there a pipeline backlog? Ms Cole: Roughly at pipeline levels, in those particular ones I mentioned—DRCA and MRCA incapacity, DRCA IL, the MRCA and DRCA permanent impairment categories. Senator AYRES: What does 'pipeline' mean in terms of days? Ms Cole: In some cases, depending on the size of the stream, a pipeline will usually be around—we would like it to be around two to three weeks, but in most of those examples it is around four to five weeks at the moment. Senator AYRES: Would you be able to provide us on notice with an outline of those categories? Ms Cole: Happy to do that.</p>	<i>p.112</i>
13	AYRES	TTTP	<p>Senator AYRES: Would you be able to provide—and I can provide this in writing, but I'll just rattle through it quickly now—the claims processing performance data at June 2020 and 31 September 2020 by claim type, the number of claims on hand, the number of unallocated claims on hand, the average time taken for a claim to be allocated, the median time for a claim to be allocated, the average processing time for claims, the median processing time for claims and the number of claims on hand not processed within 100 days? Is that the kind of information you can pull out of the system? Ms Cole: I can give you most of those. There is a caveat I need to talk about, which is the average time to allocation.</p>	<i>p.113</i>
14	AYRES	Jesse Bird Inquiry	<p>Senator AYRES: Can the department provide an update on the progress of the implementation of the 19 recommendations from the joint inquiry into the facts surrounding the death of Mr Jesse Bird? Ms Cosson: Certainly. Importantly, one of the recommendations from the joint inquiry was that we would have an independent review into the status of our work in the implementation of the recommendations. That was undertaken by Professor Robin Creyke. We have now uploaded on our website the update on all those recommendations, particularly what she found to be the</p>	<i>p.116</i>

			status of those recommendations. I am happy to go through each of them if that's helpful, or I'm happy to table for the committee an update on all those recommendations.	
15	AYRES	Staffing	<p>Senator AYRES: So it is a reasonable proxy. What's the turnover rate for workers engaged under the labour hire arrangements by division?</p> <p>Ms Cosson: Turnover for labour hire—I've got it for the APS but not labour hire. I don't know whether Ms Cole's got that. We can take that on notice.</p> <p>Senator AYRES: Do you know?</p> <p>Ms Cole: I have it for my division but not for the rest of the department. When we last looked at this, it was around 13 per cent.</p> <p>Senator AYRES: When was that?</p> <p>Ms Cole: That would have been approximately 12 months ago, but I can take it on notice for you.</p> <p>Senator AYRES: I appreciate that you're giving me quick figures now, but if you could come back on notice it would be appreciated. I appreciate there might be some small differences.</p>	<i>p.117</i>
16	AYRES	Staffing	<p>Senator AYRES: On notice can you provide me with—we've really just been talking about claims processing, but I'd like to see it for the other areas—length of service, turnover rates and numbers for each of the areas. I would like an outline that goes to the number of cases. How many labour hire workers have been engaged per month since 1 July 2019, and by division as well, on notice?</p> <p>Ms Cosson: I'll take that on notice.</p>	<i>p.118</i>
17	AYRES	Legal Advice - Chief Data Officer	<p>Ms Cosson: Maybe I can put it this way: he was engaged for his specific skills under a contract arrangement, but not as an SES officer. We pay him a contracted fee. His contract can be terminated.</p> <p>Senator AYRES: How's that consistent with the act?</p> <p>Ms Cosson: He's not engaged under the act.</p> <p>Senator AYRES: He's not engaged under the act. Have you sought legal advice about having somebody at that level on a contract?</p> <p>Ms Cosson: I'd have to check whether they are legal issues.</p> <p>Senator AYRES: Can you provide that on notice?</p> <p>Ms Cosson: Absolutely.</p>	<i>p.118-119</i>
18	AYRES	Labour Hire Costs - Chief Data Officer	<p>Senator AYRES: Is that arrangement through a labour hire company?</p> <p>Ms Cosson: Yes.</p> <p>Senator AYRES: Can you provide on notice the cost and also the component that is directed towards the labour hire company?</p> <p>Ms Cosson: Yes, I can take that on notice.</p>	<i>p.119</i>
19	STEELE-JOHN	Phoenix Australia - Grants	<p>Senator STEELE-JOHN: Ms Cosson, you say it was always planned to run for the centenary period. When was that made clear? Was that made clear in the funding arrangement of the grant itself, or was that a retrospective decision made subsequent to 2017? I ask because the announcement made by the minister referenced no time frame and, in fact, made it seem like quite a permanent institution.</p> <p>Ms Cosson: I'm sorry. I wasn't around when the grant was provided, so I'll need to look at the guidelines and take that on notice. But my review of the grant was that it was to conclude at the four-year period, at 30 June this year. But I will just keep reinforcing</p>	<i>p.120</i>

		<p>that the partnership with Phoenix still remains, and their work is incredibly important to us. That's why the minister announced funding for Phoenix to continue some work, particularly in our professional support program, and they're also doing some trial research evaluation for us.</p> <p>Senator STEELE-JOHN: Can I just clarify, Ms Cosson: are you telling me that you came in and decided that it should be for four years or that your understanding of the grant details was that it would be four years.</p> <p>Ms Cosson: Sorry, Senator. My understanding is that the grant detail was for four years, but can I take that on notice just to see what the grant guidelines said?</p> <p>Senator STEELE-JOHN: Please do. If you could provide those grant details on notice that would be great. In the work done by the centre, as I understand, one of the key goals was to find new and more effective treatment for PTSD and other illnesses in soldiers and veterans. Is that something that the department now feels has been achieved at the conclusion of the four-year period?</p>	
20	STEELE-JOHN	<p>SOAR Trial</p> <p>Senator STEELE-JOHN: In terms of some of the figures that we've covered, what has the DVA done to follow up on the research findings, particularly checking in to ensure that the folks identified in that study as struggling with those various mental illnesses actually have the support that they need? That's not an insignificant number of people.</p> <p>Ms Cosson: I will start, before Dr Hodson talks about the follow-up, because she was actively involved in the research program. The figures that you reported were a concern to all of us, and, as a result, that's where there has been considerable investment in mental health programs, particularly non-liability health care for all mental health conditions, and the focus on transition. The report certainly flagged some real risk areas, and we've had a range of programs delivered in response to that report. But, if you like, Dr Hodson can talk to you about how we followed up with the individuals that participated in the program.</p> <p>Dr Hodson: There are a couple of key points to make about this program. I was one of the chief investigators. It was a major consortium. As you can see, it was a major piece of work. We had both Defence and DVA partner with leading experts around Australia, with CTSS as the lead. What we did in that program was to answer a number of questions. The reason we partnered was that we had questions we wanted to answer, and that was about service delivery and how to enhance service delivery. I'll give you an example from those results. You saw the PTSD figures, but the one I found the most interesting was the number of people who, for the first time, as they transitioned, had a panic attack or, having just got out of military service, developed social phobia or agoraphobia. They are disorders that we can treat.</p> <p>Since we've had the reports, we've really focused on how, in our resilience building or in our prevention, we can focus on that transition process, as people are leaving the military, so that they don't develop a social phobia as they get out. One of the key pieces of research the secretary mentioned before was the SOAR trial, Stepping Out Attention Reset, which is a piece of work we're doing as an international study, including Phoenix Australia, that focuses on anxiety and how to bring down anxiety at that transition point. It was an integrated piece of research with policy development. We could give you a whole list of outcomes that have come out of that. Both Defence and DVA were integral to having questions we wanted to answer.</p> <p>Senator STEELE-JOHN: If you could provide that on notice, that would be very useful.</p> <p>Dr Hodson: I'm happy to.</p>	p.121-122

21	MCKENZIE	COVID Staffing	<p>Senator MCKENZIE: I have a couple of quick questions for the Department of Veterans' Affairs. I want to know the number of employees working from home during the COVID-19 response?</p> <p>Ms Cosson: During COVID we had nationally: working remotely 77 per cent some of the time; working from home full-time, 29 per cent; and 23 per cent in the office.</p> <p>Senator MCKENZIE: Is there a breakdown of where your employees are located?</p> <p>Ms Cosson: Yes, absolutely. I have not got totals for all these. Would you like the work from home, work remotely figures?</p> <p>Senator MCKENZIE: I should have phrased this differently; where are they regularly? Are 80 per cent in Canberra, 30 per cent in Melbourne?</p> <p>Ms Cosson: The majority of our staff are in ACT but we do have staff in every state and territory office, and we have staff in North Queensland.</p> <p>Senator MCKENZIE: Could I, on notice, get a breakdown of that?</p> <p>Ms Cosson: Absolutely, yes.</p>	<i>p.122</i>
22	MCKENZIE	COVID Staffing	<p>Ms Cosson: We saw a drop in unscheduled absences. In 2018-19, it was 15.5 per cent unscheduled absences. In 2019-20, it was down to 13.7 per cent.</p> <p>Senator MCKENZIE: If you could provide, on notice, data around positive and if there were any negative impacts of working from home or remotely, I would appreciate understanding that a bit more.</p> <p>Ms Cosson: We can do that.</p>	<i>p.123</i>
23	AYRES	Staffing	<p>Senator AYRES: Is it your evidence that you do not know what the cost differences are? You don't have that comparison?</p> <p>Mr Harrigan: We have not done a specific exercise. It would not be difficult to break down the individual cost components of an APS individual versus non-APS.</p> <p>Senator AYRES: Can you do that for each of the APS levels, on notice, for the committee?</p> <p>Mr Harrigan: Yes.</p>	<i>p.123</i>
24	AYRES	Staffing	<p>Senator AYRES: And can you identify the premium that goes to the labour hire company?</p> <p>Mr Harrigan: We would be making assumptions. It does depend on the fee negotiated through the contract, but there would be an average fee we could apply to such a costing.</p> <p>Senator AYRES: And is the fee expressed as a percentage?</p> <p>Mr Harrigan: Generally, yes.</p> <p>Senator AYRES: What are the minimum and maximum percentages?</p> <p>Mr Harrigan: I will take that on notice because of the variability. These are fees that can also be negotiated, as they should be.</p> <p>Senator AYRES: For the victory of depriving a person of their recreation or sick leave or whatever other entitlements they would get, in turn, instead of that cost, you provide a labour hire company with a premium? Will you be able to tell us, on notice, what the difference is between those?</p> <p>Mr Harrigan: We would be able to do a type of costing, yes.</p>	<i>p.123</i>
25	LAMBIE	National Commissioner	<p>Senator LAMBIE: Who coordinated the work between the departments on the policy proposal that the Hon. Darren Chester took to cabinet on 3 February? Was it coordinated by the Department of Veterans' Affairs?</p> <p>Senator Reynolds: That might be a question for the secretary.</p>	<i>p.128-129</i>

			<p>Senator LAMBIE: Was it also coordinated by the Department of Defence? Senator Reynolds: We're just trying to work out your question. Ms Cosson: Sorry, I didn't— Senator LAMBIE: I'll come back to you, Ms Cosson. Was it also coordinated by the Department of Defence? Senator Reynolds: I will have to take that on notice, but I will happily answer that question. Just to clarify, you're talking about February; is that right? Senator LAMBIE: When you took it to cabinet on 3 February, was it coordinated by the Department of Defence? Senator Reynolds: I will take that on notice, because I don't have that answer for you. I do not know whether the secretary has anything to add.</p>	
26	LAMBIE	National Commissioner	<p>Senator LAMBIE: Who coordinated the work between the departments on the policy proposal that the Hon. Darren Chester took to cabinet on 3 February? Was it coordinated by the Department of Veterans' Affairs? Senator Reynolds: That might be a question for the secretary. Senator LAMBIE: Was it also coordinated by the Department of Defence? Senator Reynolds: We're just trying to work out your question. Ms Cosson: Sorry, I didn't— Senator LAMBIE: I'll come back to you, Ms Cosson. Was it also coordinated by the Department of Defence? Senator Reynolds: I will have to take that on notice, but I will happily answer that question. Just to clarify, you're talking about February; is that right? Senator LAMBIE: When you took it to cabinet on 3 February, was it coordinated by the Department of Defence? Senator Reynolds: I will take that on notice, because I don't have that answer for you. I do not know whether the secretary has anything to add. Ms Cosson: I will have to take that on notice as well, Minister. I don't recall. I will have to check and come back on notice with that one.</p>	<i>p.129</i>
27	LAMBIE	National Commissioner	<p>Senator LAMBIE: How many people from the DVA worked on designing the role of the national commissioner during the summer months of 2019-20? Ms Cosson: How many people? I am sorry, but I will have to take that on notice.</p>	<i>p.129</i>
28	LAMBIE	National Commissioner	<p>Senator LAMBIE: That would be wonderful. And could I please have the number from Defence? I'd like to know how many people from Defence worked on designing the role of the national commissioner during the summer months of 2019-20—and, preferably, could you please supply the names from both employers? Senator Reynolds: I will take that on notice, Senator Lambie</p>	<i>p.129</i>
29	LAMBIE	National Commissioner	<p>Senator LAMBIE: How many people did both of you recommend for that position, and who were they? Senator Reynolds: I'll take that on notice and I will consult with Minister Chester as well so that we can get you that answer.</p>	<i>p.130</i>
Questions received in writing				
30	MCKENZIE	COVID-19 Staffing	(In relation to working from home arrangements from the beginning of the pandemic) What is the number of public servants working from home for each month from the Department?	<i>Written</i>

31	MCKENZIE	COVID-19 Staffing	How has the Department measured increased, static or declining productivity and what are the conclusions from that measure?	<i>Written</i>
32	MCKENZIE	COVID-19 Staffing	What is the number of sick days from the Department with a work-from-home workforce for each month of the lockdown and the corresponding sick days for the corresponding months in 2019?	<i>Written</i>
33	SMITH	Compensation Claims Processing	<p>What is the average time to process an application under the MRCA, DRCA or VEA? How many applications, by type, are currently being considered by DVA? Of those applications currently being considered, can you provide a breakdown of:</p> <ul style="list-style-type: none"> • How many have not been resolved after 12 months • How many have not been resolved after 18 months • How many have not been resolved after 24 months <p>Given the extensive time period it takes to assess a claim, what support is provided to the veteran whilst the application is processed?</p>	<i>Written</i>
34	SMITH	Claim Acceptance	<p>What is the percentage of claims that are rejected on first application? How many of these are subsequently accepted by the review board? What is the percentage of appeals to the review board that are successful? What is DVA's process to ensure that review board decisions are reflected in future assessments by the Department?</p>	<i>Written</i>
35	SMITH	COVID 19 - Claims processing	<p>Veterans have advised an unintended consequence of DVA working from home is trainee delegates are working in isolation without immediate reference to their supervisors, leading to 'unfortunate misunderstandings'. Is this a fair characterisation, and what is DVA doing to ensure that Veterans receive access to correct advice.</p>	<i>Written</i>
36	LAMBIE	Staffing - Contractors	<p>Have contractors who have previously worked with DVA been granted another contract without going through a tender process? How common is this? a. If so, how does DVA ensure there weren't other contractors available who could provide the relevant services more efficiently?</p>	<i>Written</i>
37	GALLAGHER	Costing Template	Please provide a copy of the costing template referred to by Mr Harrigan on pg. 127 of the transcript for Monday, 26 October	<i>Written</i>
38	KITCHING	TTTP	<p>In relation to claims processing performance data, as at 30 June 2020 and 31 September 2020, can the Department of Veterans' Affairs (DVA) provide by claim type:</p> <ol style="list-style-type: none"> a) Number of claims on hand b) Number of unallocated claims on hand c) Average time taken for a claim to be allocated/average time to allocation d) Median time take for a claim to be allocated e) Average processing time for claims f) Median processing time for claims g) Number of claims on hand not processed within 100 days. 	<i>Written</i>
39	KITCHING	TTTP	in relation to the age of compensation claims, can the department provide data on the number of claims as per the following tables.	<i>Written</i>

			<p>As at 1 Jan 2020 Number of Claims Case Age VEA MRCA Initial Liability MRCA Permanent Impairment DRCA Initial Liability DRCA Permanent Impairment <28 days 1-3 months 3-6 months 6-12 months >12 months</p> <p>As at 30 Sep 2020 Number of Claims Case Age VEA MRCA Initial Liability MRCA Permanent Impairment DRCA Initial Liability DRCA Permanent Impairment <28 days 1-3 months 3-6 months 6-12 months >12 months</p>	
40	KITCHING	Delegate Training	There are reports that DVA has reduced training for delegates from 18 months to 3 months. Can the department confirm this?	<i>Written</i>
41	KITCHING	Primary Determinations	In relation to the Veterans' Review Board (VRB): a) Can DVA please provide the percentage of DVA's primary determinations, made under the three Acts, that were appealed to the VRB for review in 2019-20? b) Can DVA confirm previous figures provided to the Senate that around three-quarters of compensation decisions – 76.9 per cent in 2019-20 – were successfully appealed and the VRB overturned or changed the department's initial ruling, while only around a quarter – 23.1 per cent – of decisions were unsuccessful? c) How do these figures compare over time? Can DVA provide figures for the last five years? d) Has the department undertaken any steps to address this and to simplify the claims process?	<i>Written</i>
42	KITCHING	NLHC	Under DVA's Non-Liability Health Care, there are anecdotal reports it can take several months for veterans to access mental health services. a) Can DVA confirm this? b) Can the department advise the wait times for access to these services?	<i>Written</i>
43	KITCHING	Consultants	Can DVA advise how many consultants it has engaged and what tasks or functions they are involved in?	<i>Written</i>
44	KITCHING	Labour Hire - Staffing Arrangements	In relation to labour hire staffing arrangements: a) Can DVA provide a comparison of the total cost of employing labour hire staff versus APS staff, including breakdowns across all APS (including APS, EL and SES) levels? b) Can DVA advise the total contract fees paid to labour hire companies? What are the minimum and maximum percentages paid on top of the hourly rate for labour hire workers to the labour hire company? What services are the labour hire companies providing for that fee? c) Can DVA provide a list of labour hire firms it engages?	<i>Written</i>

45	KITCHING	Productivity Commission Report - Interim Response	Regarding the Government's interim response to the Productivity Commission (PC) report on the veteran support system can DVA provide a list of the PC's recommendations and the Government's response to each, and the progress of implementation against these?	<i>Written</i>
46	KITCHING	Wellbeing Centres	In relation to Veteran Wellbeing Centres: a) Can DVA provide status reports for each centre, including updates on funding profiles, additional seed funding, implementation approaches, locations and timeframes for delivering the centres, and any other relevant planning documents? b) Does the Government and DVA have any intention to provide recurring funding for centres? c) Can DVA provide an update on the feasibility studies to establish Veteran Wellbeing Centres in Tasmania and the ACT, and the expected timeframes? Have you received any proposals as part of these studies? Can you provide any information on these?	<i>Written</i>
47	KITCHING	Staffing - Wellbeing Policy	DVA recently created a new Assistant Secretary position for Wellbeing Policy. a) Can DVA advise what this role and wellbeing policy entails? b) Can DVA advise how wellbeing is embedded in policy across the department?	<i>Written</i>
48	KITCHING	Council for Women and Families United by Defence Service	In relation to the Council for Women and Families United by Defence Service (CWFUDS): a) What has the agenda been over the past two years in relation to reform within the female and family community? b) Why are council meetings minutes not released publicly? c) What is the process for females and families to raise their concerns to the council for feedback? d) How do they consult with these veteran communities? e) Does CWFUDS have any plans to address increasing rates of female veteran suicide? If so, what are these? f) What are the key issues the Council sees as impacting female veterans and what are they doing to address this? g) Does CWFUDS have any plans to appoint a female veteran under the age of 30 and from the Other Ranks (e.g. Private or Corporal)? h) How many council members have a lived experience as a partner or family member of a veteran facing transitional needs? i) Are there any female veterans with lived experience that have transitioned in the last 10 years and have had to rely on DVA for financial support holding a position on the council? j) What was the process of employing paid members and recently appointed "Advisory" council roles? k) What remuneration are Council members paid? l) Has DVA engaged consultants in the past which has led to a specific position being created for them within the department? m) Has DVA ever let a contract/s to a specific individual or company that has previously been contracted to DVA without placing a tender? If so, why not?	<i>Written</i>
49	KITCHING	BEST Grants	In relation to DVA's Building Excellence in Support and Training (BEST) grants: a) Can DVA provide the total funding quantum for these programs for the last 10 financial years, including each round? b) Can DVA confirm that individual grant amounts have decreased over the last five years?	<i>Written</i>
50	KITCHING	Grant Programs	• Does the Department of Veterans Affairs administer any grants programs or funds? o If so, what are they?	<i>Written</i>

		<ul style="list-style-type: none"> • Do all of the grants programs have grant guidelines that are readily available to the public? • Who is the decision-maker for these grants or funds? How is the decision-maker assisted in making their decisions – departmental advice, an advisory group, some other independent body? • Were there any new grants programs or funds established in the 2020 Budget or the July update that the Department of Veterans Affairs is responsible for? o If so, what are they, and how much funding was provided? • For the new grants programs, have grant guidelines been developed? Where are they up to at the moment? Will Veterans Affairs be consulting with the Department of Finance on these guidelines? • For the new grants programs, who will be the decision-maker for the grants? How will the decision-maker be assisted in making their decisions, will it be departmental advice? An advisory group? Some other independent body? • For the new funds, how will funding be distributed? • For the new funds, who will be the decision-maker for the funding? How will the decision-maker be assisted in making their decisions, will it be departmental advice? An advisory group? Some other independent body? • How will the decision making process ensure grants go to projects based on merit, and not whether they are in a marginal or target Liberal seat? • Will the Department be having regard to the sports rorts scandal to ensure that is not repeated? • What assurance can you give that this will not be another sports rorts scandal – and that projects will be funded based on their merit and not where they fall on the Prime Minister’s colour coded spreadsheet? • Were there any grants programs or funds that the Department of Veterans Affairs administers that were provided with additional funding in the 2020 Budget or the July update? • If so, what were they, and how much funding was provided? 	
51	KITCHING	<p>Cybersecurity</p> <p>On Friday 19th June 2020 the Prime Minister held a press conference to tell the nation that a “sophisticated state-based cyber actor” was “targeting Australian organisations across a range of sectors including all levels of government, industry, political organisations, education, health, essential service providers and operators of other critical infrastructure.” He further indicated that the purpose of this press conference was to “raise awareness of these specific risks and targeted activities and tell you how you can take action to protect yourself... It is vital that Australian organisations are alert to this threat and take steps to enhance the resilience of their networks.”</p> <ul style="list-style-type: none"> • What steps did the Department of Veterans’ Affairs take “to enhance the resilience of their networks” after the Prime Minister’s warning? • The Prime Minister’s media release about this state sponsored campaign encouraged organisations to “take expert advice, and implement technical defences to thwart this malicious cyber activity.” Were any additional technical defences implemented within the Department of Veterans’ Affairs to enhance the resilience of its networks in the face of the specific threat identified by the Prime Minister? • Were any additional controls or mitigations implemented within the Department of Veterans’ Affairs to enhance the resilience of its networks in the face of the specific threat identified by the Prime Minister? • Was any new staff training initiated to enhance resilience against any phishing attacks targeting staff that may accompany this 	Written

			<p>state sponsored campaign? If so, please provide details to the committee.</p> <ul style="list-style-type: none"> • Were any internal communications prepared for staff about the threat of the state sponsored campaign identified by the Prime Minister in his June 19th 2020 press conference and what staff could do to maximise the cyber resilience of the Department of Veterans' Affairs' networks? If so, please provide them to the committee. • Was any additional funding allocated to support additional technical defences, controls, mitigations or training within the Department of Veterans' Affairs in response to the Prime Minister's press conference? • Was advice sought from the Australian Signals Directorate about the cyber resilience of the Department of Veterans' Affairs' networks in the face of the state sponsored campaign identified by the Prime Minister in his June 19th 2020 press conference? • Was the Minister briefed on the cyber resilience of the Department of Veterans' Affairs' networks in the face of the state sponsored campaign identified by the Prime Minister in his June 19th 2020 press conference? • Was the Minister briefed on any additional steps to enhance the resilience of the Department of Veterans' Affairs' networks needed in the face of the state sponsored campaign identified by the Prime Minister in his June 19th 2020 press conference? 	
52	KITCHING	Cybersecurity	Is the Department of Veterans' Affairs compliant with the Australian Signals Directorate's 'Top Four' mitigations as mandated under the Protective Security Policy Framework?	<i>Written</i>
53	KITCHING	Cybersecurity	Is the Department of Veterans' Affairs compliant with the Australian Signals Directorate's 'Essential Eight' mitigations as recommended under the Protective Security Policy Framework?	<i>Written</i>
54	KITCHING	Cybersecurity - IT Spend	What was the Department of Veterans' Affairs' total spend on the cyber security of its networks during the 2019-2020 financial year?	<i>Written</i>
55	KITCHING	Cybersecurity - IT Spend	What is the cyber security spend as a proportion of the Department of Veterans' Affairs' total IT spend?	<i>Written</i>
56	KITCHING	Cybersecurity - IT Spend	What is the Department of Veterans' Affairs' forecast total spend on the cyber security of its networks during the 2020-2021 financial year?	<i>Written</i>
57	KITCHING	Cybersecurity - IT Spend	Has the Department of Veterans' Affairs' total spend on cyber security increased proportionately to the increased threat identified in the Prime Minister's press conference?	<i>Written</i>
58	KITCHING	Cybersecurity - IT Spend	On Tuesday 30th June 2020, the Government announced a \$1.35 billion 10-year investment in cyber security. Was any of this funding allocated to the Department of Veterans' Affairs in order to take steps to enhance the cyber resilience of its own networks in the face of the specific threats identified by the Prime Minister in his press conference on 19 June 2020?	<i>Written</i>
59	KITCHING	Cybersecurity - DMARC	Has the Department of Veterans' Affairs fully implemented Domain-based Message Authentication, Reporting and Conformance (DMARC) on its email domains?	<i>Written</i>
60	KITCHING	Cybersecurity - DMARC	Does the full implementation of Domain-based Message Authentication, Reporting and Conformance (DMARC) provide the most effective email domain mitigation against the threat of phishing emails?	<i>Written</i>
61	KITCHING	Cybersecurity - DMARC	Has the Department of Veterans' Affairs worked with the Australian Cyber Security Centre to progress its implementation of DMARC?	<i>Written</i>
62	KITCHING	Cybersecurity - DMARC	Has the Department of Veterans' Affairs received an appropriation for the implementation of DMARC?	<i>Written</i>

63	KITCHING	Cybersecurity - DMARC	Does the Information Security Manual guidance for email gateways and servers recommend “DMARC records are configured for all domains such that emails are rejected if they fail SPF or DKIM checks”?	<i>Written</i>
64	KITCHING	Cybersecurity - DMARC	The ACSC’s “Malicious Email Mitigation Strategies” provides that “Socially engineered emails containing malicious attachments and embedded links are routinely used in targeted cyber intrusions against organisations.” Is the Department of Veterans’ Affairs concerned that the low levels of DMARC implementation within Commonwealth government departments revealed by Proofpoint leaves Australians unnecessarily vulnerable to phishing campaigns spoofing Commonwealth government agency domains?	<i>Written</i>
65	KITCHING	Cybersecurity - Training	Have APS staff in the Department of Veterans’ Affairs received cyber security training? How many APS staff in the Department of Veterans’ Affairs have attended in person cyber security training sessions? Who administers and conducts this training?	<i>Written</i>
66	KITCHING	Cybersecurity - Training	Does the Department of Veterans’ Affairs have a target for the proportion of active users of the Department of Veterans’ Affairs’ Network that have completed in-person cyber security training sessions?	<i>Written</i>
67	KITCHING	Cybersecurity - Training	Has consideration been given to making cyber security training mandatory for users of the Department of Veterans’ Affairs’ Network? If so, what was the outcome of those considerations?	<i>Written</i>
68	KITCHING	Cybersecurity - Training	What other forms of cyber security training does the Department of Veterans’ Affairs provide?	<i>Written</i>
69	LAMBIE	Contracts	1. Has DVA ever paid Ms Talissa Papamau, or any organisation of which she is a director, for contracted work that did not go through a competitive tender process? 2. Did Ms Papamau, or any organisation of which she is a director, receive funding to write, create, or publish children's books? a. When was the funding allocated? b. Who received the funding? c. Was the total funding for the book (or books) worth more than \$150,000? d. Was the funding allocated through a competitive tender process? e. Has the book (or books) been published?	<i>Written</i>
70	GALLAGHER	Contractors - Expenditure	Please provide the following figures: a. Expenditure on all contractors for 2019-20 b. Expenditure on all contracts with labour hire firms for 2019-20 c. Headcount of staff engaged through labour hire arrangements as at 30 June 2020 i. In total ii. As a percentage of total staff headcount d. As a percentage mark-up on the cost of the contractor, the maximum and minimum fees paid to labour hire firms in 2019-20	<i>Written</i>
71	GALLAGHER	Contractors - Costing Analysis	Has the agency performed any analysis on whether it costs more to engage staff as contractors compared with hiring staff as employees? If yes, please provide this analysis.	<i>Written</i>
72	GALLAGHER	Contractors - SES	Has the agency engaged any Senior Executive Service or equivalent positions on a contract/labour hire basis? If yes, please provide details	<i>Written</i>

73	GALLAGHER	Market Research	<p>In relation to contracts for market research:</p> <p>a. How much has been spent to date since 1 January 2020?</p> <p>b. How much has been spent since 24 August 2018?</p> <p>c. Please provide a table with all contracts entered into since 1 January 2020 along with the following information:</p> <p>i. Total contract value</p> <p>ii. Supplier</p> <p>iii. If it was approved by the Service Delivery and Coordination Committee</p>	<i>Written</i>
74	KITCHING	Executive Management	<p>1. In relation to executive management for the Department and its agencies, can the following be provided for each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020:</p> <p>a. The total number of executive management positions</p> <p>b. The aggregate total remuneration payable for all executive management positions.</p> <p>c. The change in the number of executive manager positions.</p> <p>d. The change in aggregate total remuneration payable for all executive management positions.</p>	<i>Written</i>
75	KITCHING	Ministerial functions	<p>1. In relation to any functions or official receptions hosted by Ministers or Assistant Ministers in the portfolio for each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020, can the following be provided:</p> <p>a. List of functions.</p> <p>b. List of all attendees.</p> <p>c. Function venue.</p> <p>d. Itemised list of costs (GST inclusive).</p> <p>e. Details of any food served.</p> <p>f. Details of any wines or champagnes served including brand and vintage.</p> <p>g. Any available photographs of the function.</p> <p>h. Details of any entertainment provided.</p>	<i>Written</i>
76	KITCHING	Departmental functions	<p>1. In relation to expenditure on any functions or official receptions etc hosted by the Department or agencies within the portfolio for each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020, can the following be provided:</p> <p>a. List of functions.</p> <p>b. List of all attendees.</p> <p>c. Function venue.</p> <p>d. Itemised list of costs (GST inclusive).</p> <p>e. Details of any food served.</p> <p>f. Details of any wines or champagnes served including brand and vintage.</p> <p>g. Any available photographs of the function.</p> <p>h. Details of any entertainment provided.</p>	<i>Written</i>

77	KITCHING	Executive office upgrades	1. Have any furniture, fixtures or fittings of the Secretary's office, or the offices of any Deputy Secretaries, been upgraded for each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020. If so, can an itemised list of costs please be provided (GST inclusive).	<i>Written</i>
78	KITCHING	Customised and special-order furniture and office supplies	1. For each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020, can the Department/agency advise the quantum spent on customised and special-ordered furniture and office supplies (excluding items such as ergonomic desks and chairs and items required for work, health and safety purposes). Please provide a full breakdown, descriptions and cost.	<i>Written</i>
79	KITCHING	Facilities upgrades	1. Were there any upgrades to facility premises at any of the Departments or agencies for each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020. This includes but is not limited to: staff room refurbishments, kitchen refurbishments, bathroom refurbishments, the purchase of any new fridges, coffee machines, or other kitchen equipment. 2. If so, can a detailed description of the relevant facilities upgrades be provided together with an itemised list of costs (GST inclusive). 3. If so, can any photographs of the upgraded facilities be provided.	<i>Written</i>
80	KITCHING	Staff travel	1. What is the total cost of staff travel for departmental/agency employees for each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020.	<i>Written</i>
81	KITCHING	Legal costs	1. What are the total legal costs for the Department/agency for each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020.	<i>Written</i>
82	KITCHING	Secretarial travel	1. Can an itemised list of the costs of all domestic and international travel undertaken by the Secretary of the Department for each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020 be provided including: a. Flights for the Secretary as well as any accompanying departmental officials, and identify the airline and class of travel. b. Ground transport for the Secretary as well as any accompanying departmental officials. c. Accommodation for the Secretary as well as any accompanying departmental officials, and identify the hotels the party stayed at and the room category in which the party stayed. d. Meals and other incidentals for the Secretary as well as any accompanying departmental officials. Any available menus, receipts for meals at restaurants and the like should also be provided. e. Any available photographs documenting the Secretary's travel should also be provided.	<i>Written</i>
83	KITCHING	Departmental staff allowances	1. Can a list of Departmental/agency allowances and reimbursements available to employees be provided.	<i>Written</i>
84	KITCHING	Market research	1. Does the Department/agency undertake any polling or market research in relation to government policies or proposed policies. 2. If so, can the Department provide an itemised list of: a. Subject matter b. Company	<i>Written</i>

			<p>c. Costs for each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020</p> <p>d. Contract date period</p> <p>3. Can the Department/agency advise what, if any, research was shared with the Minister or their office and the date and format in which this occurred.</p>	
85	KITCHING	Advertising and information campaigns	<p>1. What was the Department/agency's total expenditure on advertising and information campaigns for each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020.</p> <p>2. What advertising and information campaigns did the Department/agency run in each relevant period. For each campaign, please provide:</p> <p>a. When approval was first sought.</p> <p>b. The date of approval, including whether the advertising went through the Independent Campaign Committee process.</p> <p>c. the timeline for each campaign, including any variation to the original proposed timeline.</p> <p>3. Can an itemised list of all Austender Contract Notice numbers for all advertising and information campaign contracts in each period be provided.</p>	<i>Written</i>
86	KITCHING	Promotional merchandise	<p>1. What was the Department/agency's total expenditure on promotional merchandise for each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020.</p> <p>2. Can an itemised list of all Austender Contract Notice numbers for all promotional merchandise contracts in that period please be provided.</p> <p>3. Can photographs or samples of relevant promotional merchandise please be provided.</p>	<i>Written</i>
87	KITCHING	Ministerial overseas travel	<p>1. Can an itemised list of the costs met by the department or agency for all international travel undertaken by Ministers or Assistant Ministers in the portfolio for each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020 please be provided including:</p> <p>a. Flights for the Minister and any accompanying members of the Minister's personal staff or family members, as well as any accompanying departmental officials, together with the airline and class of travel.</p> <p>b. Ground transport for the Minister and any accompanying members of the Minister's personal staff or family members, as well as any accompanying departmental officials.</p> <p>c. Accommodation for the Minister and any accompanying members of the Minister's personal staff or family members, as well as any accompanying departmental officials, and identify the hotels the party stayed at and the room category in which the party stayed.</p> <p>d. Meals and other incidentals for the Minister and any accompanying members of the Minister's personal staff or family members, as well as any accompanying departmental officials. Any available menus, receipts for meals at restaurants and the like should also be provided.</p> <p>e. Any available photographs documenting the Minister's travel should also be provided.</p>	<i>Written</i>
88	KITCHING	Social media influencers	<p>1. What was the Department/agency's total expenditure on social media influencers for each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020.</p> <p>2. What advertising or information campaigns did the Department/agency use social media influencers to promote.</p> <p>3. Can a copy of all relevant social media influencer posts please be provided.</p>	<i>Written</i>

			4. Can an itemised list of all Austender Contract Notice numbers for all relevant social media influencer contracts please be provided.	
89	KITCHING	Commissioned Reports and Reviews	<p>1. For each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020, how many Reports or Reviews have been commissioned. Please provide details of each report including:</p> <p>a. Date commissioned. b. Date report handed to Government. c. Date of public release. d. Terms of Reference. e. Committee members and/or Reviewers.</p> <p>2. How much did each report cost/or is estimated to cost. 3. The background and credentials of the Review personnel. 4. The remuneration arrangements applicable to the Review personnel, including fees, disbursements and travel 5. The cost of any travel attached to the conduct of the Review. 6. How many departmental staff were involved in each report and at what level. 7. What is the current status of each report. When is the Government intending to respond to each report if it has not already done so.</p>	<i>Written</i>
90	KITCHING	Board Appointments	<p>1. Provide an update of portfolio boards, 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 made from 30 June 2020 to date. 4. What has been the total value of all Board Director fees and disbursements paid. 5. What is the value of all domestic travel by Board Directors. 6. What is the value of all international travel by Board Directors.</p>	<i>Written</i>
91	KITCHING	Stationery	1. How much has been spent on ministerial stationery requirements in each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020.	<i>Written</i>
92	KITCHING	Media monitoring	<p>1. What is the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the each Minister's office for each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020.</p> <p>a. Which agency or agencies provided these services. b. Can an itemised list of Austender Contract notice numbers for any media monitoring contracts in each period please be provided c. What is the estimated budget to provide these services for the FY 2020-21.</p> <p>2. What was the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the department/agency for each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020.</p> <p>a. Which agency or agencies provided these services. b. Can an itemised list of Austender Contract Notice numbers for any media monitoring contracts in each period please be</p>	<i>Written</i>

			provided c. What is the estimated budget to provide these services for the year FY 2020-21.	
93	KITCHING	Departmental staff in Minister's office	1. Can the Department provide an update on the total number of departmental staff seconded to ministerial offices, including: a. Duration of secondment. b. APS level. 2. Can the Department provide an update on the total number of DLOs/CLOs for ministerial offices including APS level.	<i>Written</i>
94	KITCHING	CDDA Payments	1. How many claims have been received under the Compensation for Detriment caused by Defective Administration scheme (CDDA) by the Department for each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020? 2. How many claims were: a. Accepted. b. Rejected. c. Under consideration. 3. Of the accepted claims, can the Department provide: a. Details of the claim, subject to relevant privacy considerations b. The date payment was made c. The decision maker.	<i>Written</i>
95	KITCHING	Recruitment	1. What amount has been expended by the department/agency on external recruitment or executive search services in each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020. 2. Which services were utilised. Can an itemised list be provided.	<i>Written</i>
96	KITCHING	Staffing	1. How many full-time equivalent staff were engaged at each of 30 June 2019, 30 June 2020 and at 10 November 2020. 2. How many of these positions are (a) ongoing and (b) non-ongoing. 3. How many redundancies have occurred in each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020. How many were: a. voluntary b. involuntary. 4. How many of those redundancies occurred as a result of departmental restructuring. What is the total cost of those redundancies. 5. What was the total value in dollar terms of all termination payments paid to exiting staff. 6. How much overtime or equivalent has been paid to staff in each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020. 7. How many section 37 notices under the Public Service Act 1999 have been offered in each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020.	<i>Written</i>
97	KITCHING	Comcare	1. For each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020, can the Department advise whether it has been the subject of any investigations involving Comcare. If yes, please provide details of the circumstances and the status.	<i>Written</i>

			2. Can the Department advise the number of sanctions it has received from Comcare in the each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020.	
98	KITCHING	Fair Work Commission	1. For each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020, how many references have been made to the Fair Work Commission within the Department or agency.	<i>Written</i>
99	KITCHING	Fair Work Ombudsman	1. For each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020, how many references have been made to the Fair Work Ombudsman within the Department or agency.	<i>Written</i>
100	KITCHING	Office of the Merit Protection Commissioner	1. For each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020, how many references have been made to the Office of the Merit Protection Commissioner within the Department or agency.	<i>Written</i>
101	KITCHING	Public Interest Disclosures	1. For each of the periods 1 July 2019-31 December 2019; 1 January 2020-30 June 2020 and 1 July 2020-30 September 2020, how many public interest disclosures have been received.	<i>Written</i>