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Foreign Affairs, Defence and Trade Legislation Committee

QUESTIONS ON NOTICE – SUPPLEMENTARY BUDGET ESTIMATES, 23 October 2019

Defence Portfolio/Department of Veterans' Affairs/Australian War Memorial

Questions Taken on Notice from the 23 October Hearing

AWM / DVA	No	SENATOR	Broad topic	Question	Written Hansard	Page
Australian War Memorial	1	Jordon STEELE-JOHN	AWM Donations	Senator STEELE-JOHN: Thank you very much for your contribution, Dr Nelson. I have met so many people who have a personal connection to the War Memorial. My great-uncle Gordon flew Wellington bombers in the Second World War, was declared missing in action in June of '44 alongside a Captain Minogue, whose name is written on the War Memorial wall. One of my earliest interactions with Australia was a visit to the War Memorial as a child. It has always been a bit of a personal place for me as it is for so many other people. I must confess a certain amount of ignorance to the funding arrangements around the War Memorial prior to taking on the role of peace and disarmament spokesperson for the Greens. It came as a great surprise to me to find out that the memorial does in fact take donations from corporate weapons manufacturers. In the seven years of your tenure, what is the precise amount of donations that have been taken from people like BAE, Thales, for instance, in donations to the memorial?	Hansard	103
Australian War Memorial	2	Jordon STEELE-JOHN	AWM Donations	Senator STEELE-JOHN: To be clear, Dr Nelson, as I said, I have a personal connection to the War Memorial, as do so many. I personally find the involvement of weapons manufacturers in the memorial—and indeed their contribution to the memorial—to be morally repugnant and a stain upon the institution of the most profound nature. So I would very much appreciate if you could get that information to me on notice and if you could further provide me with the exact period of time under which these donations have been able to be made to the memorial—that is, has this always been the practice or was there a point at which we started allowing manufacturers to make these types of contributions?	Hansard	104
Department of Veterans' Affairs	3	Jacqui LAMBIE	Assistance Dogs	Senator LAMBIE: The Department of Veterans' Affairs has announced several different funding figures over the past 18 months for an assistance dog research program with La Trobe University and the Centre for Service and Therapy Dogs. These published figures included indicative spends by the department of \$2.4 million, \$2.2 million and \$2 million over the period of 2018-19 to 2021-22. Could you please advise what the actual figure for this research project with CSTDA and La Trobe is? Mr Cormack: I'll get a colleague to give us the precise answer to that. Ms Nowland: On the figures that we have, it's approximately \$2 million for La Trobe to undertake the research and then approximately \$350,000 for Evolution Research's evaluation of the program. Senator LAMBIE: And how much has been spent on the scheme so far? Mr Cormack: We'll see if we can get you an answer on that tonight, but the project's been underway for about 12 months, and the money's not all expended, but we'll give you an indication as to where we're up to with that before the hearing concludes.	Hansard	108
Department of Veterans' Affairs	4	Jacqui LAMBIE	TPI – Tune Report	CHAIR: Can I follow up? I understand Mr Tune's report has been delivered to government. Is that correct? Ms Cosson: It has been delivered to government, yes. CHAIR: I think that was in August some time; would that be right? Ms Cosson: I think the report was due 31 August; I think that might be the date. Senator Reynolds: I understand it was the end of August, and government are still considering the report. CHAIR: And do we have a general time line? I don't expect a specific date. Senator Reynolds: That is the information that I have to hand, and I'll take that on notice and see if I can get the answer back tonight. If not, I'll take it on notice.	Hansard	108¶
Department of Veterans' Affairs	5	Jacqui LAMBIE	TPI – Tune Report	Ms Cosson: When we commissioned the KPMG report—I had been engaging with the TPI Federation before releasing it, but I have now received advice from the president of the federation to say that they actually don't want to offer any further comment, so if we want to release it we can. Unfortunately, the report didn't deliver what the federation wanted, so it's ready to go. Senator LAMBIE: I doubt if it's what anybody would want. Anyway, is it any different to the review on the TPI benefits conducted by David Tune? Is it similar? Can you at least tell us that much? Are they matching up or— Ms Cosson: I can tell you what was in the KPMG report and what it found, if that is helpful? Certainly the KPMG report— Senator LAMBIE: That's okay; I have a copy. CHAIR: I suppose the question is: is there any overlap, without giving the game away completely as to what's in the Tune report? Are there are certain similarities, at least in some areas?	Hansard	109

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				¶Senator Reynolds: As the government's still considering the Tune report, I'll see if I can get further information about that. But I think it would be inappropriate to comment further until I can report back.		
Department of Veterans' Affairs	6	Jacqui LAMBIE	Legal – AAT	Senator LAMBIE: I guess we'll see. Regarding the AAT decision in the matter of Thurlow vs Repatriation Commission involving Mr Thurlow, a World War II veteran, can you please advise how much did DVA spend on legal costs with respect to the AAT application relating to Mr Timothy Thurlow? How much did DVA spend on the disbursements relating to the Thurlow AAT application in 2015? ¶Ms Cosson: Senator, I can take on notice how much.	Hansard	111
Department of Veterans' Affairs	7	Jacqui LAMBIE	Legal – Panel Firms	Senator LAMBIE: I'm talking about the panel firms. I'm talking about how much is spent with the Australian Government Solicitor. You obviously get tapped for that. ¶Ms Cosson: Okay. We do have those figures for you. ¶Senator LAMBIE: For the panel firms, I'd like to see whether they're all paid the same. I'd like to know how much is spent with the Australian Government Solicitor and how that works—the hourly, monthly and yearly rates and what that is costing. ¶Ms Cosson: Are you happy for us to take that on notice to give you that breakdown? ¶Senator LAMBIE: Sure.	Hansard	111
Department of Veterans' Affairs	8	Timothy AYRES	Staffing	Senator AYRES: So they're round figures. Were the individuals who lost their job in the last year, 2017-18 to 2018-19, made redundant or redeployed? ¶Ms Cosson: There was a mix. I did provide an answer on notice to this earlier—that is, we do have voluntary redundancies, where staff actually seek a voluntary redundancy, and I think that was around just over 40 in the last financial year. But there are also staff who want to be redeployed, and we will always try and do that, particularly when we've been going through significant transformation. Some staff have preferred to leave, but that is normal management. So it's been pretty steady over the last financial years. ¶Senator AYRES: So 40 voluntary redundancies— ¶Ms Cosson: It was 43. We answered that in question on notice No. 63. From 1 July 2018 to 17 April 2019, there were 43 staff who wanted a voluntary redundancy. ¶Senator AYRES: And how many redeployed? ¶Ms Cosson: I don't have that number. I'll take that on notice.	Hansard	116
Department of Veterans' Affairs	9	Timothy AYRES	Staffing	Senator AYRES: Have you got a budget for the number of redundancies from 2018-19 to 2019-20? ¶Ms Cosson: We would put funding aside in the departmental budget to cover redundancies. I don't want to guess, so I'll take on notice what the budget was for the last financial year	Hansard	116
Department of Veterans' Affairs	10	Timothy AYRES	Staffing	AYRES: I'm not critical of the contractors; I'm critical of the efficiency dividend and the impact it's having on services for veterans. What is the saving that's been generated by the last round of staff cuts? ¶Ms Cosson: I'll have to take that on notice; I don't have that in front of me. I think I might have answered that in a question on notice as well, where we looked at the reduction in the number and how much that equated to in dollars. Here we go; it was question on notice No. 7. The total ASL reduction in 2019-20 was 108, which equates to \$7 million. ¶Senator AYRES: How much did you spend on labour hire? ¶Ms Cosson: It's somewhere. I might have to take that one on notice while we find it. ¶Senator AYRES: Could you tell me, if it's on notice, how many labour hire people there were and how many direct APS staff there were in the APS categories—I accept that these were people who were providing specialist services—in 2017-18 and 2018-19, and what the savings that arose out of staff cuts were and what the cost of the labour hire component of the workforce was for each of those years? ¶Ms Cosson: I'm happy to take all that on notice.	Hansard	118
Department of Veterans' Affairs	11	Timothy AYRES	Consultants	Senator AYRES: I've asked for a schedule of the costs for labour hire over the course of the last two years— ¶Ms Cosson: Yes, that's right. ¶Senator AYRES: What about consultants? On notice, could you provide the same material for the consultants that you use and the functions you use them for? ¶Ms Cosson: Absolutely. ¶Senator AYRES: And the costs associated with each of those? ¶Ms Cosson: Yes, we can do that.	Hansard	119
Department of Veterans' Affairs	12	Timothy AYRES	VCR – Staffing	Senator AYRES: Could you tell me if the DVA headcount has declined since the Veteran Centric Reform program began, and by how many? ¶Ms Cosson: It has declined. From 30 June 2016, our headcount was 1,986; a year later it was 1,938; and on 30 June 2018, it was 1,885. ¶Senator AYRES: That's your APS headcount, is it? ¶Ms Cosson: That's APS, that's correct. Then, on 30 June 2019, our APS headcount was 1,681. ¶Senator AYRES: Let's do it as a job lot, then. If you could provide me with the APS figures and the labour hire	Hansard	120

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				figures for each of those years, I think that'd make more sense. ¶ Ms Cosson : My challenge will be in 2016-17, when we didn't have the system to capture the non-APS. It's quite a manual system, so it's not going to be as accurate as it has been since 2018 when we moved onto a new HR system. But we'll do the best we can to give you the breakdown of APS and non-APS.		
Department of Veterans' Affairs	13	Timothy AYRES	VCR – Consultants	Senator AYRES : Could you tell me how much has been spent on consultants since VCR began? ¶ Mr McHardie : Yes, I can. There are two core contracts that sit behind VCR. One is with KPMG, and then the other one is with PwC, as you've mentioned already. I'll just bring those figures up.	Hansard	120
Department of Veterans' Affairs	14	Timothy AYRES	Budget – savings measures	Senator AYRES : Would you be able to provide the committee with an outline of the savings measures and the amount that's planned for 2019-20? ¶ Ms Cosson : Yes.	Hansard	121
Department of Veterans' Affairs	15	Raff CICCONE	Allied Health – Treatment Cycle	Mr Cormack : We provided regular updates to the minister on the implementation of this government policy initiative. ¶ Senator CICCONE : If you can take on notice, can the department provide an itemised list of all advice, submissions and correspondence provided to or requested by the minister or her office? ¶ Mr Cormack : Sure. We'll take it on notice.	Hansard	125
Department of Veterans' Affairs	16	Raff CICCONE	Allied Health – Treatment Cycle	Senator CICCONE : I understand at the last hearings—which I wasn't at—PwC provided some modelling on the changes. Are you able to provide that or is someone here able to talk about that analysis? ¶ Ms Cosson : We do have the question on notice response. I'll try and grab that for you. We did provide the details in regard to the modelling. ¶ Senator CICCONE : I'm curious to know what the results or findings were from that. ¶ Ms Cosson : And we can show that. We can find that number again. ¶ Senator CICCONE : Have you got that now? ¶ Ms Cosson : This is one of them. This talks about the modelling we did with PwC—and established a range of service usage patterns, which informed our report in to the allied health arrangements. It was published on our website, and I can give you the link to that if that's helpful. ¶ Senator CICCONE : Just take it on notice. I can get it afterwards if you've got it there. ¶ Ms Cosson : It's question No. 12 that we responded to on notice.	Hansard	126
Department of Veterans' Affairs	17	Eric ABETZ	Open Arms – services for incarcerated veterans	CHAIR : Is it true that Open Arms were unable to get permission to access the jail, Dr Hodson? ¶ Dr Hodson : I have not heard of that actual case. Typically, jails do have their own psychologist, and we will typically work with them. The guidance we have for our psychologists is that we could be invited in at request, and there would be no barrier, but the actual jail psychologist would take the lead on any clinical care. At the moment, especially down in South Australia, we are working on a transition process. A young individual who is a veteran himself and who works in the jails—his name is on our younger veterans list: Chris Tilley—is working with us to look at a transition point. What we have probably not done well in the past is, as these individuals are leaving, just like when people transition out of defence. It's important that we look at the social determinants that might mean they won't actually do well and try to help by doing a psychosocial assessment. We've just kicked off that work down in South Australia, and it is actually driven by a young veteran who is driven. What we'd love to see, if it works in South Australia as a lighthouse case, would be that, as people are transitioning out, we do a full assessment and then look to see what ongoing care they need. ¶ CHAIR : But that's only in South Australia? ¶ Dr Hodson : That's where we've started. It's really important with this to get it right and then take it national. So, at the moment, the focus is on South Australia working— ¶ Senator LAMBIE : What's the timeline? ¶ CHAIR : Because the Open Arms psychologists, one assumes, have special expertise dealing with veterans— ¶ Dr Hodson : Yes. ¶ CHAIR : and therefore might be able to value-add a bit more than the clinical psychologist who's attached to the jail. ¶ Dr Hodson : And, if invited in by the jail, we would be happy to go. ¶ CHAIR : But the issue is that you're not being invited in— ¶ Senator LAMBIE : Excuses. You're not being proactive. ¶ CHAIR : and that access is being denied. That's the assertion. I don't know if it's true. Are you saying you have not experienced that? ¶ Dr Hodson : It hasn't come to my attention. I'm happy to take it on notice. ¶ CHAIR : That's fine. I don't have a specific case to put to you.	Hansard	130

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Department of Veterans' Affairs	18	Eric ABETZ	Compensation Payments	<p>Ms Kairouz: We provide to our MRCA and DRCA veterans, who are our more modern contemporary veterans, compensation in the form of incapacity payments and— CHAIR: Sorry, what sort of payments? Ms Kairouz: Compensation in the form of incapacity payments, which are for economic loss, and also compensation for non-economic loss, which are permanent impairment payments. For permanent impairment payments, MRCA provides for individuals to receive a periodic payment. It's a weekly payment. What that is, depending— CHAIR: If it's a weekly payment, the veteran wouldn't— Ms Kairouz: They have a choice. They have up to six months to determine whether or not to take that as a lump sum payment. So there is a period there. Under DRCA, it can only be a lump sum payment that's provided. They're the only time frames that are set out for our legislation. CHAIR: To cut through: the only time frame is the six-month one? Ms Kairouz: In relation to permanent impairment for MRCA, the payment's initially— CHAIR: That's the only time frame? Ms Kairouz: That is a time frame. CHAIR: How's that working? Are you getting complaints that that rushes people into decision-making? Ms Kairouz: Not that I am aware of. We'd have to— Ms Cosson: We'll take that on notice, if that's all right. CHAIR: Yes, if you could.</p>	Hansard	131
Department of Veterans' Affairs	19	Jacqui LAMBIE	Suicide – Senate Inquiry recommendations	<p>Senator LAMBIE: How many of the 23 recommendations from the 2017 review on veteran suicide have been implemented fully? Ms Cosson: Do you mean <i>The constant battle</i>, the Senate inquiry? Senator LAMBIE: That would be the one. Ms Cosson: I've got a breakdown against each of the recommendations, but— Senator LAMBIE: Are they in full? Have the recommendations been finished in full? My count is that at least seven—and I'm being extremely kind here—have been completely ignored. Ms Cosson: I'd suggest they haven't been completely ignored. Senator LAMBIE: Okay. Ms Cosson: But if I can take that on notice— Senator LAMBIE: That would be great. Ms Cosson: because we've got a complete breakdown of all of the recommendations and what we're doing, so that might be helpful. Senator LAMBIE: That would be wonderful.</p>	Hansard	133
Department of Veterans' Affairs	20	Jacqui LAMBIE	Suicide – WASP	<p>Senator LAMBIE: That would be wonderful. The review recommended: "... the Minister for Veterans' Affairs and Defence Personnel should liaise with the Minister for Health to oversee the development of strategies ... to engage and support former members of the ADF aged 18-29 years who have left the service in the last 5 years and who could be at risk of suicide or self-harm. What's happened with that? Ms Cosson: We regularly engage with the Department of Health. Importantly, the Prime Minister has appointed an adviser on suicide, Ms Christine Morgan, and we've had a meeting with her, and Mr Cormack has actually written to her. I met with her yesterday as well, just to talk about the veterans suicide initiatives that we have. She is facilitating a summit in November, which I think is 13 November, and I think we'll be participating in that. Senator LAMBIE: Another summit? Seriously? Ms Cosson: But it's a workshop. Senator LAMBIE: I'm sick of summits. Ms Cosson: It's a workshop, Senator— Senator LAMBIE: Yes, well, I've seen them all. Ms Cosson: and she is very keen to work with us very closely. Senator LAMBIE: Okay, so nothing's been done at this point in time for those aged 18 to 29 who have left the service and are most at risk of suicide and self-harm. We still are waiting for anything to be done. Nothing has</p>	Hansard	133

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				<p>happened. ¶Ms Cosson: No, no, no. ¶Mr Cormack: No, that's not the case. ¶Ms Cosson: No, we've done a lot, actually. ¶Mr Cormack: There's a wellbeing and support program that focuses on them. ¶Senator LAMBIE: Okay. How's this being evaluated? Can you supply me with all the evaluations—what's come out of that, the accomplishments? ¶Mr Cormack: It's into its second year and it will be the subject of a formal evaluation, and we're happy to give you the details of that on notice. ¶Senator LAMBIE: When is that evaluation happening? ¶Mr Cormack: The evaluation design is underway. The program is still running. It is a three-year program, and it's targeting support for just the sorts of people that you mentioned. The evaluation will be fully undertaken at the end of that three-year period.</p>		
Department Veterans' Affairs	21	Jacqui LAMBIE	Allied Health – Treatment Cycle	<p>Senator LAMBIE: With your 12-session treatment cycle pathway, how did you contact every serving member and veteran to let them know that was going on and explain that to them? ¶Mr Cormack: We used a range of communication measures. There were articles in <i>Vetaffairs</i>. There was social media. I can give you the details of all the different communication activities. ¶Senator LAMBIE: So nothing in the mail, nothing in emails—you just threw out some ads. 'That's it, well done.' Seriously? ¶Mr Cormack: No, no. I'll provide you with the details. ¶Senator LAMBIE: But there was nothing in the mail and nothing in emails, was there? ¶Mr Cormack: Senator, I'll take it— ¶Senator LAMBIE: I specifically asked you a question, mate. Was there anything sent in the mail, was there anything sent out in an email? ¶Mr Cormack: Yes. <i>Vetaffairs</i> was sent out to a very large mailing list of our clients— ¶Senator LAMBIE: How many of them? ¶Mr Cormack: I'll need to get you the circulation figures for that publication, but that goes out on a regular basis and it contained full details of that initiative before it commenced. ¶Ms Cosson: We also have that electronically— ¶Mr Cormack: That's right. ¶Ms Cosson: so we can take that on notice to work out the distribution list for that. ¶Senator LAMBIE: Okay. You've got all the names there, though, right? ¶Ms Cosson: Yes. ¶Senator LAMBIE: You've got all the names; you've got all your database. Why didn't you send out an email to everybody? ¶Ms Cosson: I'll check if we did or didn't do that. ¶Senator LAMBIE: No, you didn't, trust me. ¶Ms Cosson: Okay. ¶Senator LAMBIE: If you're really trying to sell something and you're not trying to hide it, because there's nothing wrong with it, why wouldn't you just flood it out there? ¶Ms Cosson: We'll take that on notice, Senator—how we communicated that. ¶Senator LAMBIE: Okay, and can you please tell me how you reached every GP out there if they've still got no idea about your 12-session cycle pathway. ¶Mr Cormack: Sure. ¶Senator Reynolds: Senator Lambie, I understand there was an email that was sent to all veterans who'd accessed the service in the previous 12 months—as well as any other activity. ¶CHAIR: We will find that out on notice, in detail.</p>	Hansard	134

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Department of Veterans' Affairs	22	Jacqui LAMBIE	Homelessness & Housing	1. A DVA-commissioned report by AHURI found that about 6,000 veterans are homeless. The rate of homelessness for servicemen and women is over 5%, compared to less than 2% for the population as a whole. ¶¶Does the DVA agree with those figures? ¶¶What is the DVA doing to locate veterans who are homeless?¶¶Has the number of veterans who are homeless gone up or down over the past decade?	Written	
Department of Veterans' Affairs	23	Jacqui LAMBIE	Homelessness & Housing	1. The AHURI report suggested a number of interventions that would help reduce veteran homelessness. ¶¶In particular, it recommended early intervention and mental health support to provide a safety net for veterans who are at risk of falling through the cracks. ¶¶What is the DVA doing to ensure veterans aren't winding up homeless?¶¶Does the DVA accept any responsibility for veterans who wind up homeless after delays in processing their claims?	Written	
Department of Veterans' Affairs	24	Jacqui LAMBIE	Hearing Aids	Hearing loss which is due to Defence service is considered a compensable condition and is an accepted disability for a vast majority of DVA disability clients.¶¶What is the DVA policy for the 520 ex-SRCA (now DRCA) DVA Clients who, under SRCA, used to obtain full hearing aids but now only have the basic hearing aids?	Written	
Department of Veterans' Affairs	25	Jacqui LAMBIE	Hearing Aids	What is the process for veterans who have a 'clinical need' to obtain 'top-up' hearing aids?	Written	
Department of Veterans' Affairs	26	Jacqui LAMBIE	Coordinated Client Support	1. How many people are referred to the client liaison unit because they have health and mental health issues? ¶¶How long do veterans typically stay in coordinated client support?	Written	
Department of Veterans' Affairs	27	Jacqui LAMBIE	PTSD Dogs	1. I refer to the Minister's Media Release of 27th of September 2019 regarding Assistance Dogs to support veterans and two assistance dog providers (Smart Pups for Children with Special Needs & CSTDA - Centre for Service and Therapy Dogs Australia) which have been selected by the Department of Veterans' Affairs through a limited Request For Tender (RFT) process in 2019 to provide assistance dogs to veterans with clinically diagnosed PTSD. ¶¶When was this limited RFT advertised on AusTender by the Department? Where can I find information about this limited RFT? ¶¶Why was the limited RFT not an Open RFT given the expertise that already exists in multiple assistance dog providers in Australia who specialise in supporting veterans with PTSD through assistance dogs?¶¶How many veterans have each of these two providers (Smart Pups / CSTDA) assisted to date, prior to this announcement, through the placement, training and support of assistance dogs for veterans with PTSD?¶¶CSTDA is the same organisation already funded by the DVA under the joint La Trobe research pilot to develop and place 20 dogs with veterans over 4 years. How is it that the Department has contracted this provider (CSTDA) to deliver further support for veterans through assistance dogs when no dogs have yet been placed by La Trobe and CSTDA with veterans under the research pilot?¶¶Can the Department advise how many veterans it estimates under this new measure it will support through Rehabilitation Appliance Program (RAP) funding for the placement of an assistance dog? How many veterans in FY2020 and FY2021 does the Department anticipate will be referred to these two providers for support?¶¶Why will veteran have to wait up to 12-18 months (according to information on DVA's Fact Sheet on assistance dogs published in October 2019) to potentially be able to secure critical support through a quality assured assistance dog through only two providers?¶¶When is the Minister and the Department going to recognise the expertise and experience that already exists in the successful provision of quality assured services for veterans in Australia?	Written	
Department of Veterans' Affairs	28	Jacqui LAMBIE	TPI KPMG report	We are now up to version 18 of the [TPI KPMG] report. Why has it taken months for the report to be tabled in parliament?	Written	

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Department of Veterans' Affairs	29	Jacqui LAMBIE	Tune Report	When will the Tune review into this issue be released publicly?	Written	
Department of Veterans' Affairs	30	Jacqui LAMBIE	Allied health treatment cycles	1. What is the rationale for forcing veterans to go to the GP for every twelve sessions of occupational therapy? How will the DVA ensure that the treatment cycles initiative supports Outcome 2, to "Maintain and enhance the physical wellbeing and quality of life of eligible persons and their dependents through health and other care services"? The Productivity Commission has stated that the treatment cycles initiative "stops short of being an active, patient-centred approach". And "DVA have not put in place measures to support the treatment cycle becoming a vehicle for promoting more veteran centred care". What is the DVA doing to address the significant concerns from advocates and experts about the Treatment Cycle plan?	Written	
Department of Veterans' Affairs	31	Jacqui LAMBIE	Allied health treatment cycles	1. The DVA estimates that the treatment cycle initiative will save the department \$40.7 million. Is that because fewer veterans will get access to the services they require? How many veterans will be forced to visit their GP more often than previously, in order to maintain their treatment plan? Will there be any compensation for additional costs incurred (e.g. the 'gap' payment if the veteran is not bulk billed by their doctor).	Written	
Department of Veterans' Affairs	32	Jacqui LAMBIE	Allied health treatment cycles	The Prime Minister recognised that this initiative will be burdensome for veterans by exempting TPI veterans from having to get referrals for certain conditions. Why are some exempted and some aren't?	Written	
Department of Veterans' Affairs	33	Jacqui LAMBIE	Allied health treatment cycles	Has there been a risk assessment done to look at what this will do to veteran's health? If so, please attach.	Written	
Department of Veterans' Affairs	34	Jacqui LAMBIE	Allied health treatment cycles	1. There is a new focus on client-centred care and individual choice in the aged care and disability service sectors. If the DVA is committed to becoming a '21st century department', why are you going against the grain and taking choice and autonomy away from clients? Will DVA commit to aligning with current Australian Government policy for community healthcare services and cancel the treatment cycle immediately?	Written	
Department of Veterans' Affairs	35	Jacqui LAMBIE	Delays in processing compensation claims	How long does it take - on average - for a veteran to have their compensation claims assessed?	Written	
Department of Veterans' Affairs	36	Jacqui LAMBIE	Delays in processing compensation claims	DVA won't accept medical conditions from veterans/ex-service personnel if there is no record of personnel being involved in certain activities and those activities are seen as the cause of the medical condition -- for example mental health from doing Search and Rescue (SaR) and clean-up of crash sites. Is the DVA doing anything to support claimants who may not get access to compensation because the Department of Defence has no records that support their claim?	Written	
Department of Veterans' Affairs	37	Jacqui LAMBIE	Veteran suicide and mental health	The review called for a Family Engagement and Support strategy, which would be co-designed with families and focus on stress points for families. Has that happened? Is there any strategy for helping families cope with the demands of service (not just a number of initiatives)?	Written	
Department of Veterans' Affairs	38	Jacqui LAMBIE	Veteran suicide and mental health	The review found that many veterans aren't aware of the mental health services that are available. Apparently there was an advertising campaign to promote access to mental health services for veterans, with a particular focus on young men. Can you update the committee on this advertising campaign? How are you assessing whether it's been successful? Has it been successful?	Written	

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Department of Veterans' Affairs	39	Jacqui LAMBIE	Veteran suicide and mental health	The review also called for 'stepped model' mental health care that would provide early intervention for mental health issues and encourage early help-seeking among veterans. ¶¶Are such services available to, and targeted towards, veterans? Is there any data you can provide to demonstrate the efficacy of any such initiatives?	Written	
Department of Veterans' Affairs	40	Jacqui LAMBIE	Veteran suicide and mental health	Is the suicide rate for veterans going up or down?	Written	
Department of Veterans' Affairs	41	Jacqui LAMBIE	Data issues	We have very poor data on veterans. From homelessness, to mental health, it's hard to track how veterans are doing. ¶ ¶Has the DVA made recommendations to the ABS or any other government department to get a question about veterans included on the 2021 census so that we can track the welfare of veterans, including their housing?	Written	
Department of Veterans' Affairs	42	Jacqui LAMBIE	Defence Firefighters Chemical Contamination	1. The RAAF Fire Training School was established in January 1957 at RAAF base Point Cook, Victoria and moved to RAAF Base Amberley in 1986. Hot fire training was conducted using waste contaminated solids and liquids from 1957 until 2000. It is estimated that 1000 members took part in this training. It was a requirement that once members had completed their Basic Course and posted to a Base they were required to attend hot fire training on a continuous basis. Drills were conducted on at least every second shift using the same contaminated wastes sourced from within the Service and local industries.¶¶Advocates have asking since 2012 for the medical ramifications of the 163 chemicals located at the RAAF Point Cook Fire Training ground to be investigated.¶¶Why has it taken seven years to have this carried out?¶¶Why did DVA insist on having at least ten "Studies" carried out before conducting the one which finally listed the medical ramifications we sought?¶¶This has finally been completed by Dr David Douglas and I have been informed that the results will be forwarded on to the RMA. Will their findings be revealed to us? If so when?	Written	
Department of Veterans' Affairs	43	Jacqui LAMBIE	Defence Firefighters Chemical Contamination	1. The Reseal/Deseal claims which involved one chemical were resolved with a tax free payout to those involved.¶¶Was this also reviewed by the RMA? If not, why not?	Written	
Department of Veterans' Affairs	44	GALLAGHER	PSPF and Essential 8 Compliance - Overall compliance and reporting	Is the Department compliant with the core requirements in the Protected Security Policy Framework, <i>INFOSEC 10: Safeguarding information from cyber threats</i> policy?¶¶Under the Public Governance, Performance and Accountability Act 2013, all non-corporate Commonwealth entities are required to report annually to the Attorney-General on the implementation of the Protected Security Policy Framework (PSPF). Has the Department provided an annual report to the Attorney general in 2015, 2016, 2017, 2018 and 2019 on compliance with the INFOSEC 10 core requirements?¶¶	Written	

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Department of Veterans' Affairs	45	GALLAGHER	PSPF and Essential 8 Compliance - Mandatory 4 implementation	Has the Department implemented Protected Security Policy Framework INFOSEC 10, requirement 1: application whitelisting? According to the Essential Eight Maturity Model ¹ what is the maturity of application whitelisting implementation? Has the Department implemented Protected Security Policy Framework INFOSEC 10, requirement 2: patching applications? According to the Essential Eight Maturity Model, what is the maturity of patching applications implementation? Has the Department implemented Protected Security Policy Framework INFOSEC 10, requirement 3: restriction of administrative privileges? According to the Essential Eight Maturity Model, what is the maturity of 'restrict administrative privileges' implementation? Has the Department implemented Protected Security Policy Framework INFOSEC 10, requirement 4: patching operating systems? According to the Essential Eight Maturity Model, what is the maturity of 'Patching operating systems' implementation?	Written	
Department of Veterans' Affairs	46	GALLAGHER	PSPF and Essential 8 Compliance - Essential 8 implementation	Has the Department implemented Protected Security Policy Framework <i>INFOSEC 10, C.4, 27 (a)</i> : configuring Microsoft Office macro settings? a. According to the Essential Eight Maturity Model what is the maturity of 'configuring Microsoft Office macro settings' implementation? Has the Department implemented Protected Security Policy Framework <i>INFOSEC 10, C.4, 27 (b)</i> : user application hardening? a. According to the Essential Eight Maturity Model what is the maturity of 'configuring Microsoft Office macro settings' implementation? Has the Department implemented Protected Security Policy Framework <i>INFOSEC 10, C.4, 27 (c)</i> : multi-factor authentication? According to the Essential Eight Maturity Model what is the maturity of 'multi-factor authentication' implementation? Has the Department implemented Protected Security Policy Framework <i>INFOSEC 10, C.4, 27 (d)</i> : daily backups? According to the Essential Eight Maturity Model what is the maturity of 'daily backups' implementation?	Written	
Department of Veterans' Affairs	47	Jacqui LAMBIE	TPI Review	In the Senate Estimates of 24 October 2018, the DVA Secretary was asked to confirm that 'your department agreed some 12 months ago to get an independent assessment or analysis of the TPI Federation's claims'. You responded 'yes'. Can you advise how a company such as KPMG (or PWC), who ultimately conducted this review, could not be considered as having a conflict of interest based on the amount of contract work, that they do for your department?	Written	
Department of Veterans' Affairs	48	Jacqui LAMBIE	TPI Review	Can you contest that the facts presented by the TPI Federation in their current economic loss compensation have never changed over the last 7 years and you have never been able to present an argument against those facts?	Written	
Department of Veterans' Affairs	49	Jacqui LAMBIE	TPI Review	Can you advise why the Department received a copy of the Tune Review Report, as stated by you at Senate Estimates October 2019, when the instigating organisation, the TPI Federation, has not been advised of its content?	Written	
Department of Veterans' Affairs	50	Jacqui LAMBIE	Treatment	Why is it that Veterans are now no longer able to have their compensable conditions treated as per the treated specialist requirements?	Written	
Department of Veterans' Affairs	51	Jacqui LAMBIE	Hearing Aids	Why is it that Veterans are now no longer able to have their hearing aid requirements, as determined by a qualified Audiologists/Specialist, met by DVA but instead are only eligible for the basic hearing aid as determined by DVA and the Department of Health's Hearing Australia?	Written	
Department of Veterans' Affairs	52	Jacqui LAMBIE	Hearing Aids	Why is it that DVA will not look past the Department of Health's Hearing Australia basic standards to compensate for a Veteran's needs?	Written	
Department of Veterans' Affairs	53	Jacqui LAMBIE	Hearing Aids	How does DVA expect all Audiologists to have available to them the software from all hearing aid companies so that they can order the hearing aids that they don't normally carry?	Written	
Department of Veterans' Affairs	54	Jacqui LAMBIE	Hearing Aids	When will DVA help the Veteran gain their rightful claim to full hearing aid facilities and not just the full hearing aid rhetoric?	Written	
Department of Veterans' Affairs	55	Jacqui LAMBIE	Hearing Aids	Why do public servants obtain better quality hearing aids than Veterans?	Written	

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Department of Veterans' Affairs	56	Jacqui LAMBIE	Allied Health – Treatment Cycle	Why is it that psychology was not included in the TPI exemption list when mental health is of such a concern?	Written	
Department of Veterans' Affairs	57	Jacqui LAMBIE	Allied Health – Treatment Cycle	The stress and fear that the 12-treatment cycle has instilled on Veterans is uncalled for when DVA themselves admit that it will only affect a few Veterans. Then why do it at all?	Written	
Department of Veterans' Affairs	58	Jacqui LAMBIE	Coordinated Client Support	How many [clients were referred] to Coordinated Client Support?	Written	
Department of Veterans' Affairs	59	Jacqui LAMBIE	TPI	TPI/SRDP compensation payments are supposed to compensate veterans who cannot work as a result of a total and permanent disability as a result of their service. Yet estimates from the TPI Federation of Australia suggest that the economic loss component of TPI benefits is worth nearly \$10,000 less than the minimum wage. The compensation for veterans who are totally and permanently incapacitated is worth less than 50 per cent of average (male) weekly earnings. Does the DVA agree that there is a shortfall in the economic loss component of the TPI benefits? Does DVA have plans to rectify this?	Written	
Department of Veterans' Affairs	60	Jacqui LAMBIE	PTSD Dogs	The Minister for Veterans and the Department of Veterans' Affairs have announced several different funding figures over the past 18 months for an assistance dog research program with La Trobe University and CSTDA (Centre for Service and Therapy Dogs Australia). These published figures include an indicative spends by DVA of \$2.4 million, \$2.2m and \$2 million over the period 2018/19 FY to 2021/22. Can the Minister advise what the actual figure for this research project with CSTDA and La Trobe is?	Written	
Department of Veterans' Affairs	61	Jacqui LAMBIE	VRP – Lapel Pins	1. How many Lapel pins will be delivered? 2. Who are getting the Lapel Pins & Business cards, Is it all ex-defence and veterans or white Card holders and above? 3. What date are the Lapel Pins being delivered?	Written	
Department of Veterans' Affairs	62	Katy GALLAGHER	External Consultants	In relation to the use of all external consultants in the Department or agencies within the portfolio, can the following be provided. For each of the last six financial years from 2013-14 to 2018-19, the total amount spent on external consultants, including: contracts tagged as a "consultancy", contracts not defined as a "consultancy", but tagged as "business intelligence consulting services", "information technology consultation services", "management advisory services", "management support services", "organisational structure consultation", "risk management consultation services" or "strategic planning consultation services" The total amount of full time equivalent hours (FTE's) provided by external consultants in 2018-19. The total amount of variances granted to external consultant contracts (including those specified in 1(a)(i) above) in 2018-19. A breakdown by consultant, specifications and project completion for 2018-19.	Written	

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Department of Veterans' Affairs	63	Katy GALLAGHER	IT Consultant Spend	In relation to expenditure on information technology in the Department or agencies within the portfolio, can the following be provided:¶For each of the last six financial years from 2013-14 to 2018-19, the total amount spent on information technology consultation services¶The total amount of full time equivalent hours (FTE's) provided by information technology consultation services in 2018-19.¶The total amount contracted to information technology consultation services in 2018-19.¶The total amount of variances granted to information technology consultation services contracts in 2018-19.¶A breakdown by consultant, specifications and project completion for 2018-19.¶	Written	
Department of Veterans' Affairs	64	Katy GALLAGHER	External Contractors	In relation to the use of all external contractors in the Department or agencies within the portfolio, can the following be provided:¶The total amount spent on all contracts for Management and Business Professionals and Administrative Services for each of the last six financial years from 2013-14 to 2018-19.¶The total amount spent on all contracts tagged as "Temporary Personnel Services" for each of the last six financial years from 2013-14 to 2018-19.¶The total number of external contractors employed in 2018-19.¶The aggregate total remuneration payable for all external contractors employed in 2018-19.¶The total number of FTE hours provided by external contractors in 2018-19.¶	Written	
Department of Veterans' Affairs	65	Katy GALLAGHER	IT Contractors	In relation to the use of external information technology contractors in the Department or agencies within the portfolio, can the following be provided:¶The total amount spent on external contractors for each of the last six financial years from 2013-14 to 2018-19.¶The total number of external contractors employed in 2018-19.¶The aggregate total remuneration payable for all external contractors employed in 2018-19.¶The total number of FTE hours provided by external contractors in 2018-19.¶	Written	
Department of Veterans' Affairs	66	Katy GALLAGHER	APS Staff	The total cost of all staff employed under the Public Service Act for each of the last six financial years from 2013/14 to 2018/19.¶	Written	
Department of Veterans' Affairs	67	Katy GALLAGHER	Grants	i. Please provide, for all administered and discretionary grant programs administered by each department and agency within the portfolio:¶Name of the administered or discretionary grant program.¶The recipient of the grant.¶The ABN or ACN of the grant recipient.¶The charitable status of the grant recipient.¶Who authorised the grant payment.¶For each year of the budget and forward estimates:¶What is the total funding budgeted for the program;¶How much funding has been contracted and allocated;¶How much funding has been contracted but not allocated;¶How much funding has been committed but not contracted;¶How much funding is uncommitted, uncontracted and unallocated.	Written	
Department of Veterans' Affairs	68	Kimberley KITCHING	Public Interest Disclosures ¶	1. For FY 2018-19 and FY2019-20 to date, how many public interest disclosures have been received.	Written	
Department of Veterans' Affairs	69	Kimberley KITCHING	Executive Management	In relation to executive management for the Department and its agencies, can the following be provided for FY 2018-19 and 2019-20 to date:¶The total number of executive management positions¶The aggregate total remuneration payable for all executive management positions.¶The change in the number of executive manager positions.¶The change in aggregate total remuneration payable for all executive management positions.¶	Written	
Department of Veterans' Affairs	70	Kimberley KITCHING	Ministerial Functions	a. In relation to any functions or official receptions hosted by Ministers or Assistant Ministers in the portfolio since 1 July 2018, can the following be provided:¶List of functions. ¶List of all 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. ¶Any available photographs of the function.¶Details of any entertainment provided.	Written	
Department of Veterans' Affairs	71	Kimberley KITCHING	Departmental Functions	a. In relation to expenditure on any functions or official receptions etc hosted by the Department or agencies within the portfolio since 1 July 2018, can the following be provided:¶List of functions.¶List of all 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. ¶Any available photographs of the function.¶Details of any entertainment provided.	Written	
Department of Veterans' Affairs	72	Kimberley KITCHING	Executive Office Upgrades	1. Were there any upgrades to facility premises at any of the Departments or agencies since 1 July 2018. 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.¶If so, can a detailed description of the relevant facilities upgrades be provided together with an itemised list of costs (GST inclusive). ¶If so, can any photographs of the upgraded facilities be provided.	Written	
Department of Veterans' Affairs	73	Kimberley KITCHING	Staff travel	1. What is the total cost of staff travel for departmental/agency employees for FY 2018-19 and FY 2019-20 to date	Written	

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Department of Veterans' Affairs	74	Kimberley KITCHING	Legal Costs	What are the total legal costs for the Department/agency for FY 2018-19 and FY 2019-20 to date.¶	Written	
Department of Veterans' Affairs	75	Kimberley KITCHING	Secretarial Travel	Can an itemised list of the costs of all domestic and international travel undertaken by the Secretary of the Department since 1 July 2018 be provided including: ¶Flights for the Secretary as well as any accompanying departmental officials, and identify the airline and class of travel.¶Ground transport for the Secretary as well as any accompanying departmental officials.¶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.¶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.¶Any available photographs documenting the Secretary's travel should also be provided.¶	Written	
Department of Veterans' Affairs	76	Kimberley KITCHING	FOI	Please list the number of Freedom of Information Act requests ('FOI requests') received by the Department for the following years:¶2013-14;¶2014-15;¶2015-16;¶2016-17;¶2018-19; and¶2019-20 to date.¶For each year above, please provide: ¶The number of FOI requests the Department granted in full;¶The number of FOI requests the Department granted in part;¶The number of FOI requests the Department refused in full; and¶The number of FOI requests the Department refused for practical reasons under the Freedom of Information Act.¶For each year above, please also provide: ¶The number of times the Department failed to make any decision on a FOI request within the 30 day statutory period; and¶The number of times a request to the Department resulted in a practical refusal (i.e. no decision was made on the request).¶For each year above, please also provide: ¶The number of times the Department's FOI decisions have been appealed to the OAIC; and ¶The number of times has the OAIC overturned – in whole or in part – the Department's decision to refuse access to material. Please provide the staffing (both ASL and headcount) of staff at the Department who work exclusively on FOI requests, broken down by APS level (e.g. three EL1s, four APS6s, one SES) for each of the following years: ¶2013-14;¶2014-15;¶2015-16;¶2016-17;¶2018-19; and¶2019-20 to date. For each of the years above, please also list the number of officers who are designated decision makers under the Freedom of Information Act 1982 within the Department.¶In the past 12 months, has the Department seconded additional resources to processing Freedom of Information requests? If so, please detail those resources by APS level.¶Please provide the number of officers who are currently designated decision makers under the Freedom of Information Act 1982 within the Minister's office.¶Please provide the number of FOI requests currently under consideration by the Department. Please also provide the number of these requests that are currently overdue in response.¶Does the department consult or inform the Minister when it receives Freedom of Information requests? If so: ¶How many times has this occurred in the past twelve months; and ¶Please outline the process by which the Department consults the Minister. ¶Has the Department consulted or informed another Department or agency about any FOI request in the past twelve months. If so, please provide the legal basis on which that consultation occurred (e.g. third party consultation, transfer of request).¶	Written	
Department of Veterans' Affairs	77	Kimberley KITCHING	Advertising and information campaigns	1. What was the Department/agency's total expenditure on advertising and information campaigns for FY 2018-19 and for the current financial year to date. ¶What advertising and information campaigns did the Department/agency run in each relevant period. For each campaign, please provide:¶When approval was first sought. ¶The date of approval, including whether the advertising went through the Independent Campaign Committee process. ¶the timeline for each campaign, including any variation to the original proposed timeline.¶Can an itemised list of all Austender Contract Notice numbers for all advertising and information campaign contracts in each period be provided.	Written	
Department of Veterans' Affairs	78	Kimberley KITCHING	Promotional merchandise¶	1. What was the Department/agency's total expenditure on promotional merchandise for FY 2018-19.¶Can an itemised list of all Austender Contract Notice numbers for all promotional merchandise contracts in that period please be provided.¶Can photographs or samples of relevant promotional merchandise please be provided.	Written	
Department of Veterans' Affairs	79	Kimberley KITCHING	Ministerial overseas travel¶	a. 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 since 1 July 2018 please be provided including: ¶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.¶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.¶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.¶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.¶Any available photographs documenting the Minister's travel should also be provided.	Written	

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Department of Veterans' Affairs	80	Kimberley KITCHING	Social media influencers	1. What was the Department/agency's total expenditure on social media influencers for FY 2018-19 and 2019-20 to date.¶What advertising or information campaigns did the Department/agency use social media influencers to promote.¶Can a copy of all relevant social media influencer posts please be provided.¶Can an itemised list of all Austender Contract Notice numbers for all relevant social media influencer contracts please be provided.	Written	
Department of Veterans' Affairs	81	Katy GALLAGHER	PSPF and Essential 8 Compliance - Accountability and funding	How many times has the Department conducted a self assessment of its compliance with the Protected Security Policy Framework Essential Eight mitigation strategies and cyber resilience since 1 July 2013?¶How many independent assessments of its cyber resilience has the Department conducted since 1 July 2013?¶Has the Minister responsible been briefed on cyber security vulnerabilities in the Department networks since 1 July 2013?¶Has an Australian Signals Directorate cyber security sprint team been deployed to the Department since 1 July 2013?¶How much funding has the Department allocated to cyber security each year during 2015, 2016, 2017, 2018 and 2019?¶How many times has there been a physical or cyber intrusion attempt made on the Department's networks that were considered serious enough to warrant an operational response in 2015, 2016, 2017, 2018 and 2019?	Written	
Department of Veterans' Affairs	82	Kimberley KITCHING	Commissioned Reports and Reviews¶	1. Since 24 August 2018, how many Reports or Reviews have been commissioned. Please provide details of each report including: ¶Date commissioned.¶Date report handed to Government.¶Date of public release.¶Terms of Reference.¶Committee members and/or Reviewers. ¶How much did each report cost/or is estimated to cost.¶The background and credentials of the Review personnel.¶The remuneration arrangements applicable to the Review personnel, including fees, disbursements and travel¶The cost of any travel attached to the conduct of the Review.¶How many departmental staff were involved in each report and at what level. ¶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.	Written	
Department of Veterans' Affairs	83	Kimberley KITCHING	Board Appointments¶	1. Provide an update of portfolio boards, including board title, terms of appointment, tenure of appointment and members. ¶What is the gender ratio on each board and across the portfolio¶Please detail any board appointments made from 1 July 2018 to date. ¶What has been the total value of all Board Director fees and disbursements paid.¶What is the value of all domestic travel by Board Directors.¶What is the value of all international travel by Board Directors.	Written	
Department of Veterans' Affairs	84	Kimberley KITCHING	Appointments – briefs prepared¶	How many times has the Department prepared a brief for statutory authorities, executive agencies, advisory boards, government business enterprises or any other Commonwealth body which includes a reference to a former Liberal or National member of parliament at a state, territory or federal level. ¶For each brief prepared, can the Department advise:¶The former member.¶The board or entity. ¶Whether the request originated from the Minister's office. ¶Whether the appointment was made. ¶	Written	
Department of Veterans' Affairs	85	Kimberley KITCHING	Ministerial Stationery	How much has been spent on ministerial stationery requirements in FY 2019-19 and FY 2019-20 to date. ¶	Written	
Department of Veterans' Affairs	86	Kimberley KITCHING	Media monitoring¶	What is the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the each Minister's office for FY 2018-19 and FY 2019-20 to date.¶Which agency or agencies provided these services.¶Can an itemised list of Austender Contract notice numbers for any media monitoring contracts in each period please be provided¶What is the estimated budget to provide these services for the year FY 2019-20.¶	Written	
Department of Veterans' Affairs	87	Kimberley KITCHING	Communications staff¶	a. For all departments and agencies, please provide – in relation to all public relations, communications and media staff – the following: ¶By Department or agency: ¶How many ongoing staff, their classification, the type of work they undertake and their location. ¶How many non-ongoing staff, their classification, type of work they undertake and their location. ¶How many contractors, their classification, type of work they undertake and their location. ¶How many are graphic designers. ¶How many are media managers. ¶How many organise events. ¶Do any departments/agencies have independent media studios. ¶If yes, why.¶When was it established. ¶What is the set up cost.¶What is the ongoing cost. ¶How many staff work there and what are their classifications.	Written	
Department of Veterans' Affairs	88	Kimberley 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:¶Duration of secondment. ¶APS level.¶Can the Department provide an update on the total number of DLOs/CLOs for ministerial offices including APS level.	Written	
Department of Veterans' Affairs	89	Kimberley KITCHING	CDDA Payments¶	a. How many claims have been received under the Compensation for Detriment caused by Defective Administration scheme (CDDA) by the Department for FY 2018-19?¶How many claims were:¶Accepted. ¶Rejected.¶Under consideration. ¶Of the accepted claims, can the Department provide:¶Details of the claim, subject to relevant privacy considerations ¶The date payment was made ¶The decision maker.	Written	

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Department of Veterans' Affairs	90	Kimberley KITCHING	Congestion busting¶	1. Can the Department/agency advise how it is "congestion busting" in relation to bureaucratic bottlenecks and regulatory bottlenecks.¶Have any additional resources been allocated within the Department to achieve "congestion busting" within the department.	Written	
Department of Veterans' Affairs	91	Kimberley KITCHING	Recruitment	1. What amount has been expended by the department/agency on external recruitment or executive search services in FY 2018-19 and FY 2019-20 to date.¶Which services were utilised. Can an itemised list be provided.	Written	
Department of Veterans' Affairs	92	Kimberley KITCHING	Staffing¶	1. How many full-time equivalent staff are engaged at 21 October 2019. How does this differ from the figures presented in Budget Paper 4 in the 2019-20 Budget. ¶How many of these positions are (a) on-going and (b) non-ongoing. ¶How many redundancies have occurred in FY 2018-19 and FY 2019-20 to date. How many were:¶voluntary ¶involuntary. ¶How many of those redundancies occurred as a result of departmental restructuring. What is the total cost of those redundancies. ¶What was the total value in dollar terms of all termination payments paid to exiting staff.¶How much overtime or equivalent has been paid to staff in FY 2018-19 and FY 2019-20 to date. ¶How many section 37 notices under the Public Service Act 1999 have been offered in FY 2018-19 and FY 2019-20 to date.	Written	
Department of Veterans' Affairs	93	Kimberley KITCHING	Comcare¶	1. For FY 2018-19 and FY2019-20 to date, 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.¶Can the Department advise the number of sanctions it has received from Comcare in the FY2019-20 to date.	Written	
Department of Veterans' Affairs	94	Kimberley KITCHING	Fair Work Commission	1. For FY 2018-19 and FY2019-20 to date, how many references have been made to the Fair Work Commission within the Department or agency.	Written	
Department of Veterans' Affairs	95	Kimberley KITCHING	Fair Work Ombudsman	1. For FY 2018-19 and FY2019-20 to date, how many references have been made to the Fair Work Ombudsman within the Department or agency.	Written	
Department of Veterans' Affairs	96	Kimberley KITCHING	Office of the Merit Protection Commissioner	For FY 2018-19 and FY2019-20 to date, how many references have been made to the Office of the Merit Protection Commissioner within the Department or agency. ¶	Written	
Department of Veterans' Affairs	97	Kimberley 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 since 1 July 2018. If so, can an itemised list of costs please be provided (GST inclusive).	Written	
Department of Veterans' Affairs	98	Kimberley KITCHING	Briefings	a. Has the Department/agency or the Minister's office provided briefings to independents/minor parties in the Senate or House of Representatives. If so, can the following be provided:¶The subject matter of the briefing.¶The location and date of the briefing. ¶Who proposed the briefing.¶Attendees of the briefing by level/position	Written	
Department of Veterans' Affairs	99	Kimberley KITCHING	Acting Minister arrangements	1. Can the Department provide all leave periods of the portfolio Minister from 24 August 2018 to date.¶Can the Department further provide acting Minister arrangements for each leave period.	Written	
Department of Veterans' Affairs	100	Kimberley KITCHING	Departmental staff allowances	1. Can a list of Departmental/agency allowances and reimbursements available to employees be provided.	Written	
Department of Veterans' Affairs	101	Kimberley KITCHING	Market research	1. Does the Department/agency undertake any polling or market research in relation to government policies or proposed policies.¶If so, can the Department provide an itemised list of:¶Subject matter¶Company¶Costs¶Contract date period¶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.	Written	

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Australian War Memorial	102	Katy GALLAGHER	External Consultants	In relation to the use of all external consultants in the Department or agencies within the portfolio, can the following be provided.¶For each of the last six financial years from 2013-14 to 2018-19, the total amount spent on external consultants, including:¶contracts tagged as a “consultancy”.¶contracts not defined as a “consultancy”, but tagged as “business intelligence consulting services”, “information technology consultation services”, “management advisory services”, “management support services”, “organisational structure consultation”, “risk management consultation services” or “strategic planning consultation services”¶The total amount of full time equivalent hours (FTE’s) provided by external consultants in 2018-19.¶The total amount of variances granted to external consultant contracts (including those specified in 1(a)(i) above) in 2018-19.¶A breakdown by consultant, specifications and project completion for 2018-19.¶	Written	
Australian War Memorial	103	Katy GALLAGHER	IT Consultant Spend	In relation to expenditure on information technology in the Department or agencies within the portfolio, can the following be provided.¶For each of the last six financial years from 2013-14 to 2018-19, the total amount spent on information technology consultation services¶The total amount of full time equivalent hours (FTE’s) provided by information technology consultation services in 2018-19.¶The total amount contracted to information technology consultation services in 2018-19.¶The total amount of variances granted to information technology consultation services contracts in 2018-19.¶A breakdown by consultant, specifications and project completion for 2018-19.¶	Written	
Australian War Memorial	104	Katy GALLAGHER	External Contractors	In relation to the use of all external contractors in the Department or agencies within the portfolio, can the following be provided:¶The total amount spent on all contracts for Management and Business Professionals and Administrative Services for each of the last six financial years from 2013-14 to 2018-19.¶The total amount spent on all contracts tagged as “Temporary Personnel Services” for each of the last six financial years from 2013-14 to 2018-19.¶The total number of external contractors employed in 2018-19.¶The aggregate total remuneration payable for all external contractors employed in 2018-19.¶The total number of FTE hours provided by external contractors in 2018-19.¶	Written	
Australian War Memorial	105	Katy GALLAGHER	IT Contractors	In relation to the use of external information technology contractors in the Department or agencies within the portfolio, can the following be provided:¶The total amount spent on external contractors for each of the last six financial years from 2013-14 to 2018-19.¶The total number of external contractors employed in 2018-19.¶The aggregate total remuneration payable for all external contractors employed in 2018-19.¶The total number of FTE hours provided by external contractors in 2018-19.¶	Written	
Australian War Memorial	106	Katy GALLAGHER	APS Staff	The total cost of all staff employed under the Public Service Act for each of the last six financial years from 2013/14 to 2018/19.¶	Written	
Australian War Memorial	107	Katy GALLAGHER	Grants	Please provide, for all administered and discretionary grant programs administered by each department and agency within the portfolio:¶Name of the administered or discretionary grant program.¶The recipient of the grant.¶The ABN or ACN of the grant recipient.¶The charitable status of the grant recipient.¶Who authorised the grant payment.¶For each year of the budget and forward estimates:¶What is the total funding budgeted for the program;¶How much funding has been contracted and allocated;¶How much funding has been contracted but not allocated;¶How much funding has been committed but not contracted;¶How much funding is uncommitted, uncontracted and unallocated.¶	Written	
Australian War Memorial	108	Kimberley KITCHING	Public Interest Disclosures ¶	For FY 2018-19 and FY2019-20 to date, how many public interest disclosures have been received. ¶	Written	

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Australian War Memorial	109	Kimberley KITCHING	Executive Management	In relation to executive management for the Department and its agencies, can the following be provided for FY 2018-19 and 2019-20 to date:¶The total number of executive management positions¶The aggregate total remuneration payable for all executive management positions.¶The change in the number of executive manager positions.¶The change in aggregate total remuneration payable for all executive management positions.¶	Written	
Australian War Memorial	110	Kimberley KITCHING	Ministerial Functions	a. In relation to any functions or official receptions hosted by Ministers or Assistant Ministers in the portfolio since 1 July 2018, can the following be provided:¶List of functions. ¶List of all 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.¶Any available photographs of the function.¶Details of any entertainment provided.	Written	
Australian War Memorial	111	Kimberley KITCHING	Departmental Functions	a. In relation to expenditure on any functions or official receptions etc hosted by the Department or agencies within the portfolio since 1 July 2018, can the following be provided:¶List of functions.¶List of all 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. ¶Any available photographs of the function.¶Details of any entertainment provided.	Written	
Australian War Memorial	112	Kimberley KITCHING	Executive Office Upgrades	1. Were there any upgrades to facility premises at any of the Departments or agencies since 1 July 2018. 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.¶If so, can a detailed description of the relevant facilities upgrades be provided together with an itemised list of costs (GST inclusive). ¶If so, can any photographs of the upgraded facilities be provided.	Written	
Australian War Memorial	113	Kimberley KITCHING	Staff travel	1. What is the total cost of staff travel for departmental/agency employees for FY 2018-19 and FY 2019-20 to date	Written	
Australian War Memorial	114	Kimberley KITCHING	Legal Costs	What are the total legal costs for the Department/agency for FY 2018-19 and FY 2019-20 to date.¶	Written	
Australian War Memorial	115	Kimberley KITCHING	Secretarial Travel	Can an itemised list of the costs of all domestic and international travel undertaken by the Secretary of the Department since 1 July 2018 be provided including: ¶Flights for the Secretary as well as any accompanying departmental officials, and identify the airline and class of travel.¶Ground transport for the Secretary as well as any accompanying departmental officials.¶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.¶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.¶Any available photographs documenting the Secretary’s travel should also be provided.¶	Written	
Australian War Memorial	116	Kimberley KITCHING	FOI	Please list the number of Freedom of Information Act requests (‘FOI requests’) received by the Department for the following years:¶2013-14;¶2014-15;¶2015-16;¶2016-17;¶2018-19; and¶2019-20 to date.¶For each year above, please provide: ¶The number of FOI requests the Department granted in full;¶The number of FOI requests the Department granted in part;¶The number of FOI requests the Department refused in full; and¶The number of FOI requests the Department refused for practical reasons under the Freedom of Information Act.¶For each year above, please also provide: ¶The number of times the Department failed to make any decision on a FOI request within the 30 day statutory period; and¶The number of times a request to the Department resulted in a practical refusal (i.e. no decision was made on the request).¶For each year above, please also provide: ¶The number of times the Department’s FOI decisions have been appealed to the OAIC; and ¶The number of times has the OAIC overturned – in whole or in part – the Department’s decision to refuse access to material.Please provide the staffing (both ASL and headcount) of staff at the Department who work exclusively on FOI requests, broken down by APS level (e.g. three EL1s, four APS6s, one SES) for each of the following years: ¶2013-14;¶2014-15;¶2015-16;¶2016-17;¶2018-19; and¶2019-20 to date.For each of the years above, please also list the number of officers who are designated decision makers under the Freedom of Information Act 1982 within the Department.¶In the past 12 months, has the Department seconded additional resources to processing Freedom of Information requests? If so, please detail those resources by APS level.¶Please provide the number of officers who are currently designated decision makers under the Freedom of Information Act 1982 within the Minister’s office.¶Please provide the number of FOI requests currently under consideration by the Department. Please also provide the number of these requests that are currently overdue in response.¶Does the department consult or inform the Minister when it receives Freedom of Information requests? If so: ¶How many times has this occurred in the past twelve months; and ¶Please outline the process by which the Department consults the Minister. ¶Has the Department consulted or informed another Department or agency about any FOI request in the past twelve months. If so, please provide the legal basis on which that consultation occurred (e.g. third party consultation, transfer of request).¶	Written	

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Australian War Memorial	117	Kimberley KITCHING	Advertising and information campaigns	1. What was the Department/agency's total expenditure on advertising and information campaigns for FY 2018-19 and for the current financial year to date. What advertising and information campaigns did the Department/agency run in each relevant period. For each campaign, please provide: When approval was first sought. The date of approval, including whether the advertising went through the Independent Campaign Committee process. the timeline for each campaign, including any variation to the original proposed timeline. Can an itemised list of all Austender Contract Notice numbers for all advertising and information campaign contracts in each period be provided.	Written	
Australian War Memorial	118	Kimberley KITCHING	Promotional merchandise	1. What was the Department/agency's total expenditure on promotional merchandise for FY 2018-19. Can an itemised list of all Austender Contract Notice numbers for all promotional merchandise contracts in that period please be provided. Can photographs or samples of relevant promotional merchandise please be provided.	Written	
Australian War Memorial	119	Kimberley KITCHING	Ministerial overseas travel	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 since 1 July 2018 please be provided including: 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. 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. 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. 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. Any available photographs documenting the Minister's travel should also be provided.	Written	
Australian War Memorial	120	Kimberley KITCHING	Social media influencers	1. What was the Department/agency's total expenditure on social media influencers for FY 2018-19 and 2019-20 to date. What advertising or information campaigns did the Department/agency use social media influencers to promote. Can a copy of all relevant social media influencer posts please be provided. Can an itemised list of all Austender Contract Notice numbers for all relevant social media influencer contracts please be provided.	Written	
Australian War Memorial	121	Kimberley KITCHING	Market research	Does the Department/agency undertake any polling or market research in relation to government policies or proposed policies. If so, can the Department provide an itemised list of: Subject matter. Company. Costs. Contract date period. 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.	Written	
Australian War Memorial	122	Kimberley KITCHING	Commissioned Reports and Reviews	1. Since 24 August 2018, how many Reports or Reviews have been commissioned. Please provide details of each report including: Date commissioned. Date report handed to Government. Date of public release. Terms of Reference. Committee members and/or Reviewers. How much did each report cost/or is estimated to cost. The background and credentials of the Review personnel. The remuneration arrangements applicable to the Review personnel, including fees, disbursements and travel. The cost of any travel attached to the conduct of the Review. How many departmental staff were involved in each report and at what level. 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.	Written	
Australian War Memorial	123	Kimberley KITCHING	Board Appointments	1. Provide an update of portfolio boards, including board title, terms of appointment, tenure of appointment and members. What is the gender ratio on each board and across the portfolio. Please detail any board appointments made from 1 July 2018 to date. What has been the total value of all Board Director fees and disbursements paid. What is the value of all domestic travel by Board Directors. What is the value of all international travel by Board Directors.	Written	
Australian War Memorial	124	Kimberley KITCHING	Appointments – briefs prepared	a. How many times has the Department prepared a brief for statutory authorities, executive agencies, advisory boards, government business enterprises or any other Commonwealth body which includes a reference to a former Liberal or National member of parliament at a state, territory or federal level. For each brief prepared, can the Department advise: The former member. The board or entity. Whether the request originated from the Minister's office. Whether the appointment was made.	Written	
Australian War Memorial	125	Kimberley KITCHING	Ministerial Stationery	How much has been spent on ministerial stationery requirements in FY 2019-19 and FY 2019-20 to date.	Written	
Australian War Memorial	126	Kimberley KITCHING	Media monitoring	a. What is the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the each Minister's office for FY 2018-19 and FY 2019-20 to date. Which agency or agencies provided these services. Can an itemised list of Austender Contract notice numbers for any media monitoring contracts in each period please be provided. What is the estimated budget to provide these services for the year FY 2019-20. What was the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the department/agency for FY 2018-19 and FY 2019-20 to	Written	

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				date.¶Which agency or agencies provided these services. ¶Can an itemised list of Austender Contract Notice numbers for any media monitoring contracts in each period please be provided¶What is the estimated budget to provide these services for the year FY 2019-20.		
Australian War Memorial	127	Kimberley KITCHING	Communications staff¶	a. For all departments and agencies, please provide – in relation to all public relations, communications and media staff – the following: ¶By Department or agency: ¶How many ongoing staff, the classification, the type of work they undertake and their location. ¶How many non-ongoing staff, their classification, type of work they undertake and their location. ¶How many contractors, their classification, type of work they undertake and their location. ¶How many are graphic designers. ¶How many are media managers. ¶How many organise events. ¶Do any departments/agencies have independent media studios. ¶If yes, why.¶When was it established. ¶What is the set up cost.¶What is the ongoing cost. ¶How many staff work there and what are their classifications.	Written	
Australian War Memorial	128	Kimberley 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:¶Duration of secondment. ¶APS level.¶Can the Department provide an update on the total number of DLOs/CLOs for ministerial offices including APS level.	Written	
Australian War Memorial	129	Kimberley KITCHING	CDDA Payments¶	a. How many claims have been received under the Compensation for Detriment caused by Defective Administration scheme (CDDA) by the Department for FY 2018-19?¶How many claims were:¶Accepted. ¶Rejected.¶Under consideration. ¶Of the accepted claims, can the Department provide:¶Details of the claim, subject to relevant privacy considerations ¶The date payment was made ¶The decision maker.	Written	
Australian War Memorial	130	Kimberley KITCHING	Congestion busting¶	1. Can the Department/agency advise how it is “congestion busting” in relation to bureaucratic bottlenecks and regulatory bottlenecks.¶Have any additional resources been allocated within the Department to achieve “congestion busting” within the department.	Written	
Australian War Memorial	131	Kimberley KITCHING	Recruitment	1. What amount has been expended by the department/agency on external recruitment or executive search services in FY 2018-19 and FY 2019-20 to date.¶Which services were utilised. Can an itemised list be provided.	Written	
Australian War Memorial	132	Kimberley KITCHING	Staffing¶	1. How many full-time equivalent staff are engaged at 21 October 2019. How does this differ from the figures presented in Budget Paper 4 in the 2019-20 Budget. ¶How many of these positions are (a) on-going and (b) non-ongoing. ¶How many redundancies have occurred in FY 2018-19 and FY 2019-20 to date. How many were:¶voluntary ¶involuntary. ¶How many of those redundancies occurred as a result of departmental restructuring. What is the total cost of those redundancies. ¶What was the total value in dollar terms of all termination payments paid to exiting staff.¶How much overtime or equivalent has been paid to staff in FY 2018-19 and FY 2019-20 to date. ¶How many section 37 notices under the Public Service Act 1999 have been offered in FY 2018-19 and FY 2019-20 to date.	Written	
Australian War Memorial	133	Kimberley KITCHING	Comcare¶	1. For FY 2018-19 and FY2019-20 to date, 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.¶Can the Department advise the number of sanctions it has received from Comcare in the FY2019-20 to date.	Written	
Australian War Memorial	134	Kimberley KITCHING	Fair Work Commission	1. For FY 2018-19 and FY2019-20 to date, how many references have been made to the Fair Work Commission within the Department or agency.	Written	
Australian War Memorial	135	Kimberley KITCHING	Fair Work Ombudsman	1. For FY 2018-19 and FY2019-20 to date, how many references have been made to the Fair Work Ombudsman within the Department or agency.	Written	
Australian War Memorial	136	Kimberley KITCHING	Office of the Merit Protection Commissioner	For FY 2018-19 and FY2019-20 to date, how many references have been made to the Office of the Merit Protection Commissioner within the Department or agency. ¶	Written	

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Australian War Memorial	137	Kimberley 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 since 1 July 2018. If so, can an itemised list of costs please be provided (GST inclusive).	Written	
Australian War Memorial	138	Kimberley KITCHING	Briefings	a. Has the Department/agency or the Minister's office provided briefings to independents/minor parties in the Senate or House of Representatives. If so, can the following be provided: The subject matter of the briefing. The location and date of the briefing. Who proposed the briefing. Attendees of the briefing by level/position	Written	
Australian War Memorial	139	Kimberley KITCHING	Acting Minister arrangements	1. Can the Department provide all leave periods of the portfolio Minister from 24 August 2018 to date. Can the Department further provide acting Minister arrangements for each leave period.	Written	
Australian War Memorial	140	Kimberley KITCHING	Departmental staff allowances	1. Can a list of Departmental/agency allowances and reimbursements available to employees be provided.	Written	
Department of Veterans' Affairs	141	Jacqui LAMBIE	Allied Health Treatment Cycle	1. The back of the envelope calculations shows that only \$9m would be saved in the upcoming DVA budget over the forward estimates. Then why do it at all? Back of Envelope Std GP Consult fee = \$37.60 (from DVA's scheduled fee) As you know, DVA advised Senate Estimates that there were 17,280 Veterans who saw an Allied Health Professional more than twice a week. This would mean that each of these 17,280 Veterans would have to visit their GP every 6 weeks, which equals 8.67 visits p.a. – rounded up = 9 visits per year \$37.60 x 9 = \$338.40 / Veteran \$338.40 x 17280 = \$5,847,552 p.a. \$30 per report from Allied Health Provider to GP. \$30 x 17280 x 9 = \$4,665,600 But each of those Veterans is entitled to reimbursement of transport costs. Let's assume that transport costs \$15/visit on average (very conservative I suspect). Therefore: \$15 x 17280 x 9 = \$2,332,800 p.a. Total cost over the forward estimates would be approximately: (\$5,847,552 x 4) + (\$2,332,800 x 4) = \$23,390,208 + \$9,331,200 = \$32,721,480 over the forward estimates The net result is that DVA would only save approximately \$9M over the forward estimates at best. 2. What will be the opportunity and productivity cost to the Community of losing approximately 155,520 GP spots per annum (i.e. 17,280 x 9 = 155,520)? A lot more than a net \$2.25M p.a. I would suggest.	Written	
Department of Veterans' Affairs	142	Kimberley KITCHING	STAFFING	a. Can the department please provide the following information in relation to staffing numbers: Total number of staff/headcount, including a breakdown by state and of APS/permanent, part-time, casual and non-APS/contractors/labour hire Total number of clients, including breakdown by state Total number of pending clients, including breakdown by state	Written	
Department of Veterans' Affairs	143	Kimberley KITCHING	Budget Supplementation	1. Was the department successful in its representations about supplementation in the 2019-20 Budget? If not, what advice was provided?	Written	
Department of Veterans' Affairs	144	Kimberley KITCHING	Budget Supplementation	1. Has the department made representations about supplementation as part of the 2019-20 MYEFO process? If so, what has been the outcome?	Written	
Department of Veterans' Affairs	145	Kimberley KITCHING	Claim Processing times	Can the department advise: the average wait time for compensation claims under the VEA the average wait time for liability claims under the VEA the average wait time for compensation claims under the DRCA the average wait time for liability claims under the DRCA the average wait time for compensation claims under the MRCA the average wait time for liability claims under the MRCA how many days the longest outstanding claim is under the VEA how many days the longest outstanding claim is under the DRCA how many days the longest outstanding claim is under the MRCA	Written	
Department of Veterans' Affairs	146	Kimberley KITCHING	Claims allocation	1. Media reports have suggested that allocating a claim file to a delegate was taking 75 days. Is this correct? If not, how long is it taking to allocate files? What is the average figure?	Written	

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Department of Veterans' Affairs	147	Kimberley KITCHING	MyService vs Paper claims	1. Can the department provide a breakdown of the number of claims submitted via MyService and the number submitted via paper-based claims? Is this ratio changing over time?	Written	
Department of Veterans' Affairs	148	Kimberley KITCHING	Allied Health Treatment Cycle	In the Senate Estimates hearing, the department advised that the government has made its decision in relation to the Treatment Cycle Initiative (TCI) and the department was simply responsible for implementing it. What is the policy rationale for the TCI? ¶Did the department draw on any research, evidence or clinical practice in developing the TCI? If so, can this be provided? ¶Does the department assert that the TCI is best practice? If so, on what basis? ¶Does the department have any evidence of over-servicing among allied health professionals? If so, can this be provided?¶	Written	
Department of Veterans' Affairs	149	Kimberley KITCHING	Allied Health Treatment Cycle	At the last hearings, the department advised the TCI was a pilot and that a review would be carried out 12 months into the program. What will be the nature of the review? ¶Who will conduct it? Will it be an internal departmental review, one carried out by central agencies, or an independent review with a call for submissions and public hearings?¶Should the review find problems with the changes, will the Government consider reversing them?¶	Written	
Department of Veterans' Affairs	150	Kimberley KITCHING	Allied Health Treatment Cycle – At Risk Framework	Can the department explain how the “at-risk framework” under TCI allows for veterans with high and complex needs, and chronic conditions? ¶How does a client meet the at-risk framework requirements to avoid having to obtain a new GP referral after 12 sessions or 12 months?¶Is there flexibility for a GP to extend the referral timeframe beyond 12 sessions or 12 months? ¶Will the government consider any further exemptions to TCI, for example for clients with high and complex needs, and chronic conditions?	Written	
Department of Veterans' Affairs	151	Kimberley KITCHING	VRP	Can the department advise how many businesses have signed up for the Veteran Card discount program?	Written	
Department of Veterans' Affairs	152	Kimberley KITCHING	VRP	Given the Veteran Card will be a reissued DVA health card, was the enabling legislation (the Australian Veterans' Recognition (Putting Veterans and Their Families First) Bill 2019) necessary to deliver it?	Written	
Department of Veterans' Affairs	153	Kimberley KITCHING	VRP	a. In terms of co-ordination with other discount schemes, it is understood the department has held discussions with businesses to consider other mechanisms to support veterans, outside a discount arrangement. Can the department confirm this? ¶Can the department provide an update on the progress or outcomes of these discussions? ¶What other ways of supporting veterans, apart from discounts, are being considered?	Written	
Department of Veterans' Affairs	154	Kimberley KITCHING	VRP	a. The Australian Veterans' Recognition (Putting Veterans and Their Families First) Bill 2019 Explanatory Memorandum noted the cost of the Bill's measures is \$11.1 million over four years from 2018-19. Can the department confirm this? ¶Is this primarily the cost of producing and distributing the Veteran Card? ¶Will it cover any information or education activities, such as mailouts?	Written	
Department of Veterans' Affairs	155	Kimberley KITCHING	VRP	a. The government initially stated the Veteran Cards would be separate to DVA health cards, but then advised it will be a reissued health card. Can the department advise what the rationale for this was? ¶Was this more cost-effective? ¶Who made this decision?	Written	
Department of Veterans' Affairs	156	Kimberley KITCHING	VRP	a. Media reports suggest the department signed an \$814,000 contract to supply Veteran Lapel Pins in March 2019. Can the department confirm this? ¶Who is the contractor or supplier? ¶Is this the total cost of issuing the pins?	Written	
Department of Veterans' Affairs	157	Kimberley KITCHING	VRP	1. Media reports in June indicated only 18,000 of the 165,000 eligible veterans (or around one in 10) had requested a pin. Can the department confirm this? ¶How many people have now applied for a pin?	Written	
Department of Veterans' Affairs	158	Kimberley KITCHING	VRP	Media reports have indicated a veteran must complete six complex online steps before they can begin to apply for a pin. Can the department confirm this?	Written	
Department of Veterans' Affairs	159	Kimberley KITCHING	VRP	What feedback has the department received about the lapel pins?¶Have there been any complaints received about the pins?¶If yes, how many? What was the nature of these complaints?¶	Written	
Department of Veterans' Affairs	160	Kimberley KITCHING	Advocacy & Support Services Scoping Study	a. Can the department advise what date the Veterans Advocacy and Support Scoping Study was received?¶What date was the study provided to the Minister?¶When will the study will be released?¶Has the department received any complaints about the length of time taken to release the study?¶Is the department aware of any ex-service organisations who are not conducting training for advocates as they are not certain what the	Written	

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				recommendations from this report might be?		
Department of Veterans' Affairs	161	Kimberley KITCHING	Advocacy & Support Services Scoping Study	a. Did the Veterans Advocacy and Support Scoping Study make any recommendations? ¶If yes, what are the recommendations?¶Are the recommendations significant departures as to how the system currently operates?¶If yes, in what way?¶Do any require costings or budget bids? How many?¶What is the process for implementing recommendations?	Written	
Department of Veterans' Affairs	162	Kimberley KITCHING	Advocacy & Support Services Scoping Study	Has the Veterans Advocacy and Support Scoping Study fed into the Productivity Commission Inquiry into the veteran support system and the government response, or the Veteran Mental Health and Wellbeing Strategy and National Action Plan?	Written	
Department of Veterans' Affairs	163	Kimberley KITCHING	Advocacy & Support Services Scoping Study	Were any feedback processes available for the Veterans Advocacy and Support Scoping Study? Was a draft study released for comment?	Written	
Department of Veterans' Affairs	164	Kimberley KITCHING	Advocacy & Support Services Scoping Study	What was the cost of conducting the Veterans Advocacy and Support Scoping Study?	Written	
Department of Veterans' Affairs	165	Kimberley KITCHING	PMAC	1. Can the department provide an update on the current status and work of the Prime Ministerial Advisory Council on Veterans' Mental Health?¶Has the council had any input or been consulted on the Veteran Mental Health and Wellbeing Strategy and National Action Plan?	Written	
Department of Veterans' Affairs	166	Jacqui LAMBIE	TPI KPMG Report	What advice has the Secretary given to the Productivity Commission, Tune Review, KPMG Review and the Prime Minister on the TPI Federation's claim for the rightful restoration of the amount of compensation paid to TPI/SRDP Veterans?	Written	
Department of Veterans' Affairs	167	Jacqui LAMBIE	Allied Health Treatment Cycle	Has the Department consulted with any veterans groups on this policy?	Written	
Department of Veterans' Affairs	168	Kimberley KITCHING	DFRDB	a. 1. This [DFRDB] investigation was discussed at the Ex-Service Organisation Roundtable (ESORT) in April 2019. Can the department advise what feedback was provided at ESORT or by other veterans?¶	Written	
Department of Veterans' Affairs	169	Jacqui LAMBIE	KPIs for Providers	What are the kpis for this private contractor? Will they receive kickbacks for the number of claims that get rejected?	Written	
Department of Veterans' Affairs	170	Kimberley KITCHING	Wellbeing Centres	Can the department provide updates or status reports for each veteran wellbeing centre? This should include details on funding profiles, implementation approaches, locations and site surveys, stakeholder/community consultation, and timeframes for delivering the centres, and any other relevant planning documents. ¶Has the funding been approved and allocated for each centre? ¶Have the funding and implementation approaches for the Oasis Townsville centre now been agreed with the Queensland Government to enable the Australian Government to release its funding commitment?¶Are any centres subject to delays? If so, how long? What are the causes of these delays? What is the department doing to address this?	Written	
Department of Veterans' Affairs	171	Kimberley KITCHING	Wellbeing Centres	a. Can the department advise how the six locations for veteran wellbeing centres were chosen? ¶Who are the project partners for each centre? ¶How were they chosen?	Written	
Department of Veterans' Affairs	172	Kimberley KITCHING	Wellbeing Centres	Did the department do any policy development work or provide any advice on the veteran wellbeing centres before the announcement in April? ¶If so, what was the nature of that advice? Was any research or consultation undertaken? ¶What work or advice has been provided following the announcement and since the election?¶Can the department provide an itemised list of all advice and correspondence provided to and/or	Written	

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				requested by Ministers and Ministers' offices with respect to this matter?		
Department of Veterans' Affairs	173	Jacqui LAMBIE	Veteran Suicide Prevention Pilot	Veteran Suicide Prevention Pilot was implemented in the 2017-18 Budget. Can you provide an update as to the success of these pilot programs? How is the pilot being evaluated? Is there any independent evaluation of suicide prevention and self-harm services for veterans, as recommended by the 2017 review? Is the department relying on research that is relevant to the specific needs of veterans at risk of suicide? Please demonstrate how.	Written	
Department of Veterans' Affairs	174	Kimberley KITCHING	Assistance Dogs	a. Regarding the 27 September 2019 announcement of assistance dog providers for veterans with PTSD selected through a limited Request For Tender (RFT) process, can the department: Advise why was the limited RFT not an Open RFT? Advise which providers were approached to participate in the limited RFT DVA-PTSD-AD-19? Provide copies of the proposed assistance dog service model which approved providers would have to adhere to? Provide copies of the Deed of Agreement and Requirements For Contractors sent to all respondents to the limited RFT? Advise how many veterans each of the two selected providers (Smart Pups and CSTDA) have assisted prior to the announcement, through the placement, training and support of assistance dogs? Advise what level of business allocation has been made under Deeds of Agreement to these two providers?	Written	
Department of Veterans' Affairs	175	Kimberley KITCHING	Assistance Dogs	Can the department advise if any veterans will be supported through Rehabilitation Appliance Program (RAP) funding for the placement of an assistance dog under the announcement? If so, how many?	Written	
Department of Veterans' Affairs	176	Kimberley KITCHING	Assistance Dogs	Beyond the limited RFT, can the department advise what support will be provided to veterans who already have a formally accredited and registered assistance dog that meets state/territory regulations and international standards? Will any financial support for the ongoing cost of care for dogs be provided through the RAP?	Written	

¶¶