

Senate Foreign Affairs, Defence and Trade Legislation Committee

Additional estimates 2003–2004, February 2004

Answers to questions on notice from Department of Veterans' Affairs

Question 33

Output Group 6

Topic: Mobile phones

Written Question on Notice

Senator Mark Bishop asked:

(a) How many staff had mobile phones issued by DVA in 1996–97, 1997–98, 1998–99, 1999–00, 2000–01, 2001–02, 2002–03, 2003–04 to date.

(b) What was the total mobile phone bill for DVA in 1996–97, 1997–98, 1998–99, 1999–00, 2000–01, 2001–02, 2002–03, 2003–04 to date.

Answer:

Year	(a)	(b)
1996–97	313	Not available
1997–98	352	\$140,857
1998–99	427	\$130,554
1999–00	561	\$132,884
2000–01	669	\$146,184
2001–02	700	\$111,380
2002–03	574	\$95,057
2003–04	518	\$77,363

(at 26 Mar 04)

The number includes mobile phones held in pools for short-term use by staff engaged on specific projects. The numbers of pool mobile phones are not available for 1996–97 to 2002–03; however the number of pool mobile phones for 2003–04 is 97.

Before November 2000, the Department was charged monthly service and equipment fees and call costs. Following signing of a new carrier contract in November 2000, the Department has been charged call cost only.

Senate Foreign Affairs, Defence and Trade Legislation Committee

Additional estimates 2003–2004, February 2004

Answers to questions on notice from Department of Veterans' Affairs

Question 34

**Outcome 1(Compensation) Outcome 2 (Health) Outcome 3(War Graves)
and Output Group 6**

Topic: Overseas trips

Written Question on Notice

Senator Mark Bishop asked:

(a) How many overseas trips were taken by employees in your agency/department in 1996–97, 1997–98, 1998–99, 1999–00, 2000–01, 2001–02, 2002–03, 2003–04 to date.

(b) What were the destinations of each of these overseas trips.

(c) What was the total cost of overseas trips of staff of DVA in 1996–97, 1997–98, 1998–99, 1999–00, 2000–01, 2001–02, 2002–03, 2003–04 to date.

- With a breakdown on the cost of accommodation allowances, food allowances and airflights.

Answer:

(a)

Year	Number of overseas trips
1996–1997	18
1997–1998	43
1998–1999	30
1999–2000	21
2000–2001	46
2001–2002	55
2002–2003	32
2003–2004	38

(b)

<i>Year</i>	Destinations
1996–1997	Ireland (2); Malaysia (6); Papua New Guinea (5); Singapore (9); Switzerland (1); UK (4); USA (2); Vietnam (1)
1997–1998	Belgium (5); Bosnia (1); France (12);Korea (1); Malaysia (1); Papua New Guinea (9); Singapore (9); Soloman Islands (1); Switzerland (2); Thailand (14); UK (12);USA (6)

Senate Foreign Affairs, Defence and Trade Legislation Committee

Additional estimates 2003–2004, February 2004

Answers to questions on notice from Department of Veterans' Affairs

<i>Year</i>	Destinations
1998–1999	Belgium (2); Canada (2); France (2); Hong Kong (1); Malaysia (11); New Zealand (1); Papua New Guinea (2); Singapore (2); Switzerland (1); Thailand (3); UK (1); USA (6)
1999–2000	Canada (2); Germany (1); New Zealand (1); Papua New Guinea (2); Switzerland (1); Thailand (3); Turkey (6); UK (2); USA (9)
2000–2001	Canada (9); France (2); Germany (1); Greece (8); Japan (1); Korea (7); Malaysia (1); New Zealand (5); Papua New Guinea (6); Singapore (2); Thailand (2); Turkey (2); UK (6); USA (10)
2001–2002	Canada (9); France (2); Germany (1); Greece (5); Japan (1); Korea (6); Malaysia (1); New Zealand (5); Papua New Guinea (6); Singapore (2); Thailand (2); Turkey (2); UK (6); USA (10)
2002–2003	Canada (5); Indonesia (5); Korea (1); Malaysia (1); Netherlands (3); New Zealand (4); Papua New Guinea (12); Philippines (3); Singapore (7); Sweden (1); Switzerland (1); Thailand (5) Turkey (3); UK (5); USA (8); Vietnam (4)
2003–2004	Canada (2); France (3); Korea (2); Malaysia (1); New Zealand (3); Papua New Guinea (7); South Africa (1); Turkey (5); UK (8); USA (3); Vietnam (1)

Note: The totals for (a) & (b) do not match as some employees travelled to multiple destinations.

(c)

Costs for the financial year 2002–2003 are supplied as an indicative amount. Those costs are:

Accommodation allowances: \$ 88,387

Food allowances: \$ 24,322

Airflights: \$ 141, 213

Total cost for 2002-2003: \$ 253,922

Note that there may be incidentals and other allowances payable, and reimbursements of minor work related expenses, however these amounts are not readily available.

The work required to determine the amounts for 2002–2003 was onerous and time consuming. I am not prepared to authorise departmental resources to extract the data sought for the remaining years.

Senate Foreign Affairs, Defence and Trade Legislation Committee

Additional estimates 2003–2004, February 2004

Answers to questions on notice from Department of Veterans' Affairs

Question 35

Topic: Advertising

Written Question on Notice

Senator Mark Bishop asked:

- (a) How much was spent on advertising by DVA in 1996–97, 1998–99, 1999–00, 2000–01, 2001–02, 2002–03, 2003–04 to date.
- (b) How much was spent on advertising which provided electorate breakdowns of spending by the government on programmes within DVA in 1996–97, 1998–99, 1999–00, 2000–01, 2001–02, 2002–03, 2003–04 to date.

Answer:

(a)	1996–97	\$24,488
	1997–98	\$29,543
	1998–99	\$22,610
	1999–00	\$309,668
	2000–01	\$478,389
	2001–02	\$212,947
	2002–03	\$516,841
	2003–04	\$240,320

(b) Nil.

NOTES:

- Expenditure was sourced from the Department's Annual Report's Appendix E, Advertising and Market Research or equivalent appendices.
- The definition of departmental advertising in the Department's Annual Reports has varied over time. In the 1996–97, 1997–98 and 1998–99 reports, Advertising and Market Research did not include staff recruitment advertising. This has resulted in considerably lower figures in Advertising expenditure in comparison to later years. It is not possible to obtain the expenditure on staff recruitment advertising in those years.

Senate Foreign Affairs, Defence and Trade Legislation Committee

Additional estimates 2003–2004, February 2004

Answers to questions on notice from Department of Veterans' Affairs

- Expenditure during the 2002–03 financial year is notably higher than previous years. This increased expenditure reflects expenditure for advertising job vacancies in the media during this period. Decisions relating to recruitment strategies for local job vacancies are made on a case by case basis within business areas.
- In addition to recruitment advertising, DVA had over three times as many advertisements for programs, projects and tenders in 2002/03 than it did during the 2000/01 financial year.

Question 36

Outcome 1(Compensation) Outcome 2 (Health) Outcome 3(War Graves)
and Output Group 6

Topic: Consultancies

Written Question on Notice

Senator Mark Bishop asked:

How much was spent on consultancies by DVA in 1996–97, 1997–98, 1998–99, 1999–00, 2000–01, 2001–02, 2002–03, 2003–04 to date.

Answer:

1996–97	\$7,346,557
1997–98	\$5,461,249
1998–99	\$5,445,123
1999–00	\$11,600,000
2000–01	\$8,150,000
2001–02	\$13,432,361
2002–03	\$24,100,000
2003–04	\$9,084,155 (to 31 March 2004)

This expenditure is reported in the Department's annual reports.

Senate Foreign Affairs, Defence and Trade Legislation Committee

Additional estimates 2003–2004, February 2004

Answers to questions on notice from Department of Veterans' Affairs

Question 37

Output Group 6

Topic: Surveys of attitudes

Written Question on Notice

Senator Mark Bishop asked:

- (a) Did DVA conduct any surveys of attitudes towards programmes run by their department in 1996–97, 1997–98, 1998–99, 1999–00, 2000–01, 2001–02, 2002–03, 2003–04 to date.
- (b) On what programmes administered by DVA were surveys conducted.
- (c) What were the findings of these surveys

Answer:

Veterans' Satisfaction Surveys

a)

- 1996–97 Nil
- 1997–98 Nil
- 1998–99 1
- 1999–00 Nil
- 2000–01 3
- 2001–02 2
- 2002–03 1
- 2003–04 2

b) Veterans' Satisfaction Surveys measure overall satisfaction with DVA service delivery and satisfaction with the service delivery of specific programmes.

These programs were:

1998 (November)	General
2000 (September)	Disability Compensation, Health, Income Support
2000 (December)	Health (Home Care Services)
2001 (March)	Disability Compensation, Health, Income Support
2001 (July)	Health (RPBS), Military Compensation & Rehabilitation Service (MCRS)
2002 (February)	Disability Compensation, Health, Income Support
2003 (June)	Disability Compensation, Health, Income Support
2003 (December)	Health, Income Support, MCRS
2004 (May)	Disability Compensation, Health, Income Support (Results not yet available)

Senate Foreign Affairs, Defence and Trade Legislation Committee

Additional estimates 2003–2004, February 2004

Answers to questions on notice from Department of Veterans' Affairs

c) Overall satisfaction results with DVA by cycle and survey group:

1998 VSS
(n=5,523)
91% satisfied, 7% nsd,
2% dissatisfied

**September 2000 –
Average Result**
88% satisfied,
9% nsd,
3% dissatisfied

**September 2000 –
Disability Compensation**
(n=495)
79% satisfied, 13% nsd,
8% dissatisfied

**September 2000 –
Health Card Holders**
(n=579)
92% satisfied, 7% nsd,
2% dissatisfied

**September 2000 –
Income Support**
(n=534)
91% satisfied, 8% nsd,
1% dissatisfied

**December 2000 –
Health (Home Care Services)**
(n=3,795)
89% satisfied, 8% nsd,
3% dissatisfied

**March 2001 –
Average Result**
87% satisfied,
10% nsd,
3% dissatisfied

**March 2001 –
Disability Compensation**
(n=501)
79% satisfied, 16% nsd,
5% dissatisfied

**March 2001 –
Health Card Holders**
(n=587)
91% satisfied, 6% nsd,
3% dissatisfied

**March 2001 –
Income Support**
(n=594)
90% satisfied, 8% nsd,
2% dissatisfied

**July 2001 –
Average Result**
85% satisfied,
9% nsd, 6% dissatisfied

July 2001 – Health (RPBS)
(n=492)
90% satisfied, 6% nsd,
3% dissatisfied

July 2001 – MCRS
(n=396)
42% satisfied, 30% nsd,
28% dissatisfied

**February 2002 –
Average Result**
89% satisfied,
8% nsd,
3% dissatisfied

**February 2002 –
Disability Compensation**
(n=437)
82% satisfied, 12% nsd,
6% dissatisfied

**February 2002 –
Health Card Holders**
(n=517)
93% satisfied, 6% nsd,
1% dissatisfied

**February 2002 –
Income Support**
(n=472)
92% satisfied, 5% nsd,
3% dissatisfied

**June 2003 –
Average Result**
91% satisfied,
6% nsd,
3% dissatisfied

**June 2003 –
Disability Compensation**
(n=427)
86% satisfied, 8% nsd,
6% dissatisfied

**June 2003 –
Health Card Holders**
(n=507)
92% satisfied, 5% nsd,
3% dissatisfied

**June 2003 –
Income Support**
(n=459)
94% satisfied, 6% nsd,
1% dissatisfied

**December 2003 –
Average Result**
93% satisfied,
3% nsd,
4% dissatisfied

**December 2003 –
Health Card Holders**
(n=459)
98% satisfied, 1% nsd,
1% dissatisfied

**December 2003 –
Income Support**
(n=477)
94% satisfied, 3% nsd,
2% dissatisfied

**December 2003 –
MCRS**
(n=541)
61% satisfied, 14% nsd,
26% dissatisfied

Note: Results may not add to 100% due to rounding

NSD = Neither Satisfied nor Dissatisfied

RPBS = Repatriation Pharmaceutical Benefits Scheme

MCRS = Military Compensation and Rehabilitation Service

Senate Foreign Affairs, Defence and Trade Legislation Committee

Additional estimates 2003–2004, February 2004

Answers to questions on notice from Department of Veterans' Affairs

Younger Veterans & Vietnam Veterans Counselling Service

(a) In the years prior to 2001, the Vietnam Veterans Counselling Service (VVCS) conducted surveys of all clients who used the service through the issue of client satisfaction forms. Over the same period a number of other qualitative processes, such as consumer consultative forums were also conducted. Local evaluation of group programmes were also conducted and included client attitudes and satisfaction.

Since 2001, the Client Satisfaction Survey data has been reported on a quarterly basis, covering national, state and centre outcomes. Other evaluations include lifestyle programmes (in 2001), the heart health programmes (in 2002), the sons and daughters project (in 2003) and the after hours crisis counselling telephone service (in 2003).

(b) The VVCS routinely conducts surveys of clients on their attitudes and satisfaction. The surveys cover in-house counselling, group programmes and outreach programmes services. As noted in (a) above, other surveys of client attitudes include specific programmes such as heart health, lifestyle. The after hours crisis counselling telephone service, and the sons and daughters project have been evaluated incorporating outcomes of client attitudes and satisfaction.

(c) Client satisfaction surveys of in-house counselling, group programmes and outreach program services have consistently shown that between 80% and 85% are satisfied with services they receive.

The variation across programmes and regions is very small and clients consistently rate the service as high quality. In particular, the heart health and lifestyle evaluations indicate very high acceptance by clients. This is further confirmed by the continued high level of demand for these programmes.

Health Infrastructure/Health Research & Development

(a) A Provider Survey was conducted in 1996 and 2003. The Health Research and Development Section conducted a Veteran's Home Care survey in March 2002.

(b) The Provider Survey surveyed the attitude of providers who provide services to veterans and war widows/widowers on behalf of DVA. The Veterans' Home Care Study measured veterans' and war widow/widowers' level of satisfaction with the home care service they were receiving.

(c) The 1996 survey comprised a mail-out to 3,965 providers. There was a 76% return rate of the questionnaires.

Senate Foreign Affairs, Defence and Trade Legislation Committee

Additional estimates 2003–2004, February 2004

Answers to questions on notice from Department of Veterans' Affairs

The main results from the survey were:

- the majority of health providers (60%) were satisfied with the service provided to them by DVA. A further 30% were neither satisfied nor dissatisfied and only 8% were dissatisfied with the service provided;
- approximately 32% of health providers believe that the service by DVA had improved over the 12 months. The majority (62%) believe the service had not changed; and
- the main areas cited by health providers as ones that should be changed to build a better business relationship include:
 - simplify administrative systems (22%), eg less paperwork, simplify form payment issues (15%), eg update fees, shorten payment times; and
 - improve communication by DVA (13%), eg newsletters, face-to-face liaison, clear indication of what is covered by the white card.

It should be noted that 24% of health providers said 'don't know' and a further 20% gave no response.

The 2003 survey comprised a mail-out to 5,236 providers, of which 3,530 returns were received, giving a response rate of 61%.

The main results were:

- satisfaction with the overall service to service providers by DVA is moderately good at 59%;
- overall providers are satisfied with their interactions with DVA;
- 61% find DVA administrative staff easy to contact;
- 48% find DVA administrative staff understand the need of the provider; and
- overall the provider's knowledge of the DVA health system and veteran and war widow/widower's entitlements is moderately good, with 53% having a good level of knowledge and only a small minority saying they have a poor knowledge.

The key findings for the Veterans' Home Care Survey were:

- satisfaction with domestic assistance was 90%;
- satisfaction with home and garden maintenance—78% were satisfied that the service met their needs;
- satisfaction with personal care was 92%; and
- satisfaction with respite care received a 90% rating.

Senate Foreign Affairs, Defence and Trade Legislation Committee

Additional estimates 2003–2004, February 2004

Answers to questions on notice from Department of Veterans' Affairs

Aged & Community Care/Defence Service Homes Insurance

- (a) Defence Service Homes Insurance (DSHI) conducts a monthly claim survey. It acts as both a fraudulent measure against claims and also a measure against claims and also a measure for client satisfaction.
- (b) This survey is conducted on the claims component of the DSHI Scheme.
- (c) Findings from the surveys varies. Approximately 80% of surveys are returned. Those who do not return the survey are contacted by phone.

Transition Management Service

- a) Yes, in:

2001–02;
2002–03; and
2003–04.

- b) The Department conducts surveys on the Transition Management Service (TMS) which is administered by DVA on behalf of the Department of Defence. The TMS, which began operation in January 2001, is available to all medically discharging ADF members. Its purpose is to facilitate successful transition from military to civilian life by ensuring that these members are able to identify and access the full range of available information and services.

The Service Level Agreement signed in March 2003 between Defence and DVA requires that a member satisfaction survey to be conducted six months after the member's separation from the service.

- c) The findings of the surveys were:

Financial year	Percentage of clients rating TMS Average, Good or Very Good
2001–02	94
2002–03	94
2003–04 (to 31 Dec 03)	93

Senate Foreign Affairs, Defence and Trade Legislation Committee

Additional estimates 2003–2004, February 2004

Answers to questions on notice from Department of Veterans' Affairs

Commemorations programmes

(a, b)	1997–98	Commemorations program awareness
	1998–99	Commemorations program awareness
	1999–00	Commemorations program awareness
	2001–02	Education resource kits and websites

(c) Commemorations Program Awareness

- The 1998 phase of the survey involved 13 focus groups and 30 individual interviews.
- The 1999 phase involved 1,000 respondents.

Key Findings

- 89% in 1998 and 89% in 1999 believed that commemorating Australia's wartime history and experiences was important.
- 78% in 1998 and 83% in 1999 supported wartime history and experiences being taught in all Australian schools.
- 95% in 1998 and 95% in 1999 had heard of Anzac Day and Remembrance Day.
- 20% in 1999 considered Anzac Day was more relevant than Remembrance Day.
- Over half of the respondents in both 1998 and 1999 stated that Anzac Day commemorated the landing at Gallipoli, with 33% of these respondents clarifying that it was a landing by New Zealand and Australian troops. 10% of respondents in both 1998 and 1999 highlighted that Anzac Day commemorated Australian troops in all wars.
- 19% in 1999 had not heard of Remembrance Day or did not know what it was.
- Less than half of respondents were vague about the exact date stating that it fell sometime within April (Anzac Day) or November (Remembrance Day), or that they didn't know.
- Over two thirds of all those surveyed watched the Anzac Day marches on television with one in six respondents being a participant or marching in a march.
- A large proportion of respondents, 70%, observed the one-minute's silence on Remembrance Day. The observance of the one minute's silence was high amongst school children and those in the work force but lower for those over 65 years of age with only 55% of males and 66% of females observing the silence in this age bracket.
- Only a small proportion (10%) of respondents were aware that DVA administered a commemorations program and only one of these could name the program correctly as *Their Service—Our Heritage*. Another 11% of respondents recognised the name of the program when it was revealed to them.
- Despite this, respondents were very aware of the projects undertaken within the program with 68% of respondents aware of the official veterans' visits to overseas battlefields.

Senate Foreign Affairs, Defence and Trade Legislation Committee

Additional estimates 2003–2004, February 2004

Answers to questions on notice from Department of Veterans' Affairs

- There was almost overwhelming support from respondents for raising community awareness about commemoration in their local area. 95% of respondents wanted to see school children taught war history and 82% thought the wider community should be taught war history. Other community awareness initiatives also received strong support.
- 70% of respondents were interested in knowing more about Australia's wartime history with 21% of these being very interested.

Education Resource Kits and Websites

- 308 schools were sent a survey form and 113 responses were received (70% from primary schools, 21% from secondary schools and 9% from other schools).

Key Findings

- The Department-produced Anzac Day Education Resource kits have become increasingly popular with schools over the last three years.
- 95% rated the quality of the 2002 Education Resource kits highly.
- 69% appear to use their kit effectively.
- approximately 50% had a veteran talk to students.
- 75% did not use the DVA website www.dva.gov.au.
- 65% did not use the Gallipoli website www.anzacsite.gov.au.
- 50% intended to enter the Anzac Day Schools' Activities Awards conducted by the Department.
- Suggestions for improvements to the education resources, including the provision of more materials for younger students (up to Year 4) and sending kits out earlier to aid in planning for Anzac Day were received.
- The Anzac Day 2002 Education Resource kit was weakest at achieving the objective of linking students with the local veteran community.

Senate Foreign Affairs, Defence and Trade Legislation Committee

Additional estimates 2003–2004, February 2004

Answers to questions on notice from Department of Veterans' Affairs

Question 38

Outcome 1(Compensation) Outcome 2 (Health) Outcome 3(War Graves)
and Output Group 6

Topic: Management retreats/training

Written Question on Notice

Senator Mark Bishop asked:

1. Could you please list all ‘management retreats/training’ conducted by DVA which were attended by employees during 2000–01, 2001–02, 2002–03, 2003–04 to date. For such meetings held off–site (from DVA), could you please indicate:
 - where (location and hotel) and when they were held;
 - how much was spent in total;
 - how much was spent on accommodation;
 - how much was spent on food;
 - how much was spent alcohol/drinks; and
 - how much was spent on transport.

Answer:

See attached response.

Senate Foreign Affairs, Defence and Trade Legislation Committee

Additional estimates 2003–2004, February 2004

Answers to questions on notice from Department of Veterans' Affairs

2000–01

Date	Purpose	Location	Venue (equipment Hire, guest speakers & other related costs)	Accommodation	Food	Alcohol/Drinks	Transport	Total Cost
18–19 July	WA State Office Management Meeting	Currie Hall, University of WA, Perth, WA	\$460	\$0.00	\$587	\$0.00	\$0.00	\$1,047
20–21 July	Health Committee of Management Annual Forum	Nautilus Beach Resort, Coffs Harbour, NSW	\$5,645 (See Note 1)	(See Note 1)	(See Note 1)	(See Note 1)	\$12,062	\$17,707
16 August	SA State Office Leadership Training Day	Festival Lodge Hotel/Motel, Adelaide, SA	\$885 (See Note 2)	\$0.00	(See Note 2)	\$0.00	\$0.00	\$885
18–19 October	WA State Office Management Meeting	Currie Hall, University of WA, Perth, WA	\$460	\$0.00	\$587	\$0.00	\$0.00	\$1,047
24–26 October	National SES Strategic Planning Forum	Grand Mercure, Bowral, NSW	\$701.88	\$15,591.03	\$4,615.98	\$2,969.06	\$15,721.71	\$39,599.66
1–2 November	VVCS National Conference	The Lakes Resort, Adelaide, SA	\$4,245	\$15,512	\$9,779	(See note 4)	\$24,793	\$54,329
December	National Veteran & Community (V&C) Grants Planning Workshop	Hellenic Club, Woden, ACT	\$257	\$0.00	\$720	\$0.00	\$5,800	\$6,777
15–16 February	WA State Office Management Meeting	Currie Hall, University of WA, Perth, WA	\$460	\$0.00	\$587	\$0.00	\$0.00	\$1,047
23 February	Strategic Support Branch Planning Day	Forestry House, Yarralumla, ACT	\$130.00	\$0.00	\$131.20	\$0.00	\$0.00	\$261.20
13 March	NSW State Office SES Planning Day	Harbourview Hotel, North Sydney, NSW	\$419	\$0.00	\$31	\$0.00	\$0.00	\$450

Senate Foreign Affairs, Defence and Trade Legislation Committee

Additional estimates 2003–2004, February 2004

Answers to questions on notice from Department of Veterans' Affairs

Date	Purpose	Location	Venue (equipment Hire, guest speakers & other related costs)	Accommodation	Food	Alcohol/Drinks	Transport	Total Cost
1–2 May	QLD State Office Section Planning Workshop	Rydges Oasis Resort, Caloundra, QLD	\$5,516 (See Note 1)	(See Note 1)	(See Note 1)	(See Note 1)	\$0.00	\$5,516
9 May	QLD State Office Section Planning Workshop	Riverside Receptions, New Farm, QLD	\$91	\$0.00	\$983	\$0.00	\$80	\$1,154
15–16 May	WA State Office Management Meeting	Currie Hall, University of WA, Perth, WA	\$460	\$0.00	\$587	\$0.00	\$0.00	\$1,047
18 May	QLD State Office Section Planning Workshop	Captain's Cove, Kangaroo Point, QLD	\$141	\$0.00	\$1,390	\$282	\$0.00	\$1,813
30 May–1 June	QSO Business Planning Days	Novotel Twin Waters - Mudjimba	\$3,483	\$6,945	\$5,382		\$924	\$16,734
31 May	VIC State Office Senior Managers Planning Day	Monash Business Centre, Melbourne, VIC	\$2,320 (See Note 2)	\$0.00	(See Note 2)	\$0.00	\$0.00	\$2,320
31 May–1 June	Corporate Division Planning Day	The Carrington, Bungendore, NSW	\$1,766.45 (See Note 1)	(See Note 1)	(See Note 1)	(See Note 1)	\$0.00	\$1,766.45
5–6 June	SA State Office Business Planning Days	The Lakes Resort, West Lakes, SA	\$7,628 (See Note 3)	(See Note 3)	\$1,668	\$741	\$577	\$10,614
7–8 June	NSW State Office Planning Days	Rydges Hotel, Cronulla, NSW	\$4	\$4,582	\$4,382	\$0.00	\$0.00	\$8,967
20 June	Strategic Support Branch Planning Day	Forestry House, Yarralumla, ACT	\$247.73	\$258.00	\$596.00	\$0.00	\$1,126.00	\$2,227.73
20-21 June	NSW State Office Compensation Section Planning Day	Rafferty Resort, Lake Macquarie, NSW	(See Note 1)	\$6,579 (See Note 1)	(See Note 1)	\$399	\$0.00	\$6,978
26 June	TAS State Office Business Planning Day	Woodstock Reception Centre, South Hobart,	\$286	\$0.00	\$333	\$122	\$0.00	\$741

Senate Foreign Affairs, Defence and Trade Legislation Committee

Additional estimates 2003–2004, February 2004

Answers to questions on notice from Department of Veterans' Affairs

Date	Purpose	Location	Venue (equipment Hire, guest speakers & other related costs)	Accommodation	Food	Alcohol/Drinks	Transport	Total Cost
		TAS						
29 June	Corporate Division Planning Day	Rydges Resort, Eagle Hawk, ACT	\$1,225.80	\$0.00	\$122.55	\$0.00	\$0.00	\$1,348.35
29 June	VIC State Office Health Program Managers Planning Day	Hotel Tolarno, St Kilda, VIC	\$1,527.27	\$0.00	\$265.91	\$0.00	\$0.00	\$1,793
							Total	\$186,169.39

- Notes: 1. Package included venue hire, accommodation, meals & light refreshments
 2. Package included venue hire, meals & light refreshments
 3. Included venue hire and accommodation
 4. Package included meals and light refreshments

Senate Foreign Affairs, Defence and Trade Legislation Committee

Additional estimates 2003–2004, February 2004

Answers to questions on notice from Department of Veterans' Affairs

2001–02

Date	Purpose	Location	Venue (equipment Hire, guest speakers & other related costs)	Accommodation	Food	Alcohol/Drinks	Transport	Total Cost
11–12 July	WA State Office Management Meeting	Currie Hall, University of WA, Perth, WA	\$460	\$0.00	\$645	\$0.00	\$0.00	\$1,105
22–24 August	Health Committee of Management Annual Forum	Crown Plaza, Coogee, NSW	\$10,101 (See Note 1)	(See Note 1)	(See Note 1)	(See Note 1)	\$8,724	\$18,825
25 August	TAS State Office Management Group Focus Meeting	Salamanca Inn, Hobart, TAS	\$192	\$0.00	\$0.00	\$0.00	\$0.00	\$192
14 September	SA State Office VI & IS Planning Day	Next Generation Leisure Centre, Adelaide, SA	\$186	\$0.00	\$521	\$300	\$0.00	\$1,007
24–25 October	WA State Office Management Meeting	Currie Hall, University of WA, Perth, WA	\$460	\$0.00	\$645	\$0.00	\$0.00	\$1,105
4–5 November	DSHI Managers Conference	Olims Hotel, Ainslie, ACT	\$504	\$2,025	\$1,441	\$660	\$4,500	\$9,130
8–9 November	IT Outsourcing Workshop	Murramarang Resort, South Durras, NSW	\$216.36	\$1,209.10	\$1,152.00	\$0.00	\$656.40	\$3,233.86
21–22 November 2001	VVCS National Conference	Mercure Hotel, Sydney, NSW	\$13,616	\$9,669	\$9,346	(See note 3)	\$21,651	\$54,282
November	HITM Section Planning Day	Australian National University, Acton, ACT	\$1,350	\$134	\$0.00	\$0.00	\$27	\$1,511
5–6 December	National joint Health Promotion and V&C Grants planning workshop	Hellenic Club, Woden, ACT	\$257	\$0.00	\$1,080	(See note 3)	\$9,300	\$10,637

Senate Foreign Affairs, Defence and Trade Legislation Committee

Additional estimates 2003–2004, February 2004

Answers to questions on notice from Department of Veterans' Affairs

Date	Purpose	Location	Venue (equipment Hire, guest speakers & other related costs)	Accommodation	Food	Alcohol/Drinks	Transport	Total Cost
14 February	Corporate Division Executive Planning Day	Brassey Hotel, Barton, ACT	\$283.50	\$0.00	\$254.85	\$0.00	\$0.00	\$538.35
25–26 February	WA State Office Management Meeting	Currie Hall, University of WA, Perth, WA	\$460	\$0.00	\$645	\$0.00	\$0.00	\$1,105
13–14 March	VHC Assessment Agency Forum	Wentworth Hotel, Sydney, NSW	\$60,143	\$16,134	(See Note 2)	(See Note 2)	\$44,825	\$121,101
25–27 March	National SES Strategic Planning Forum	Grand Mercure, Bowral, NSW	\$7,996.31	\$23,695.49	\$5,656.56	\$4,780.78	\$14,719.38	\$56,848.52
2 April	VIC State Office Health Program Managers Planning Day	RACV Club, Melbourne, VIC	\$2,545 (See Note 2)	\$0.00	(See Note 2)	\$0.00	\$0.00	\$2,545
7–8 April	DSHI Managers Conference	Woolshead Hotel, Hobart, TAS	\$879	\$2,457	\$953	\$275	\$6,300	\$10,864
30 April	Parliamentary & Corporate Affairs Branch Planning Day	Brassey Hotel, Barton, ACT	\$315.00	\$0.00	\$382.00	\$52.00	\$0.00	\$749.00
8 May	QLD State Office Section Planning Workshop	Riverside Receptions, New Farm, QLD	\$230	\$0.00	\$1,225	\$0.00	\$0.00	\$1,455
13-14 May	QLD State Office Section Planning Workshop	Rydges Oasis Resort, Caloundra, QLD	\$797	\$2,940	\$2,489	\$93	\$360	\$6,679
14 May	WA State Office Business Planning Day	Oasis, West Swan, WA	\$969.24	\$0.00	(See Note 2)	(See Note 2)	\$100	\$1069.24
17–18 May	QLD State Office Section Planning Workshop	Novotel, Brisbane, QLD	\$405	\$0.00	\$1,422	\$0.00	\$0.00	\$1,826
23–24 May	WA State Office	Currie Hall, University	\$460	\$0.00	\$645	\$0.00	\$0.00	\$1,105

Senate Foreign Affairs, Defence and Trade Legislation Committee

Additional estimates 2003–2004, February 2004

Answers to questions on notice from Department of Veterans' Affairs

Date	Purpose	Location	Venue (equipment Hire, guest speakers & other related costs)	Accommodation	Food	Alcohol/Drinks	Transport	Total Cost
	Management Meeting	of WA, Perth, WA						
29–31 May	QLD State Office Business Planning Days	Rydges Oasis Resort, Caloundra, QLD	\$1,341	\$6,116	\$5,906	\$108	\$956	\$14,428
30–31 May	SA State Office Business Planning Days	Next Generation Leisure Centre, Adelaide, SA	\$6,816	\$0.00	\$2,194	\$1,140	\$169	\$10,320
5 June	TAS State Office Business Planning Day	Woodstock Reception Centre, South Hobart, TAS	\$250	\$0.00	\$255	\$45	\$0.00	\$550
7 June	Corporate Division Executive Planning Day	Brassey Hotel, Barton, ACT	\$342.00	\$0.00	\$384.75	\$0.00	\$0.00	\$726.75
13 June	VIC State Office Senior Managers Planning Day	RACV Club, Melbourne, VIC	\$1,322 (See Note 2)	\$0.00	(See Note 2)	\$0.00	\$0.00	\$1,322
19–21 June	NSW State Office Planning Day	Novotel, Wollongong, NSW	\$685	\$8,100	\$6,809	\$400	\$0.00	\$15,994
							Total	\$350,253.72

- Notes: 1. Package included venue hire, accommodation, meals & light refreshments
 2. Package included venue hire, meals & light refreshments
 3. Package included meals and light refreshments

Senate Foreign Affairs, Defence and Trade Legislation Committee

Additional estimates 2003–2004, February 2004

Answers to questions on notice from Department of Veterans' Affairs

2002–03

Date	Purpose	Location	Venue (equipment Hire, guest speakers & other related costs)	Accommodation	Food	Alcohol/Drinks	Transport	Total Cost
15–17 July	National SES Strategic Planning Forum	HMAS Watson, Watsons Bay, NSW	\$14,161.98	\$16,602.64	\$8,109.77	\$1,965.60	\$26,187.17	\$67,027.16
24 July	SA State Office VI & IS Planning Day	Next Generation Leisure Centre, Adelaide, SA	\$215	\$0.00	\$556	\$262	\$0.00	\$1,032
25–26 July	NSW State Office Corporate Support Planning Day	Crown Plaza Hotel, Terrigal, NSW	\$168	\$1,964	\$1,725	\$385	\$0.00	\$4,242
28–30 July	DSHI Managers Meeting	Furama Hotel, Sydney, NSW	\$0.00	\$972	\$558	(See note 4)	\$3,600	\$5,130
8–9 August	NSW State Office Compensation Section Planning Day	Crown Plaza Hotel, Terrigal, NSW	\$122	\$3,436	\$2,817	\$564	\$0.00	\$6,939
15–16 August	NSW State Office Health Section Planning Day	Forresters Resort, Forresters Beach, NSW	\$735	\$1,618	\$1,991	\$0.00	\$0.00	\$4,344
20–21 August	WA State Office Management Meeting	Currie Hall, University of WA, Perth, WA	\$460	\$0.00	\$620	\$0.00	\$0.00	\$1,080
22–23 August	NSW State Office, Income Support Section Planning Day	Briars Country Lodge, Moss Vale, NSW	\$734	\$5,485 (See Note 2)	(See Note 2)	(See Note 2)	\$0.00	\$6,219
28 August	SA State Office Corporate Managers Meeting	Adelaide Convention Centre, Adelaide, SA	\$1,768	\$0.00	\$0.00	\$0.00	\$0.00	\$1,768
3 September	QLD State Office Team Building Day	Arundel Hills Club, Gold Coast, QLD	\$327 (See Note 3)	\$0.00	(See Note 3)	(See Note 3)	\$0.00	\$327
2–4 October	Health Committee of	Novotel Northbeach,	\$4,455	(See Note 1)	(See	(See Note	\$4,874	\$9,329

Senate Foreign Affairs, Defence and Trade Legislation Committee

Additional estimates 2003–2004, February 2004

Answers to questions on notice from Department of Veterans' Affairs

Date	Purpose	Location	Venue (equipment Hire, guest speakers & other related costs)	Accommodation	Food	Alcohol/Drinks	Transport	Total Cost
	Management Annual Forum	Wollongong, NSW	(See Note 1)		Note 1)	1)		
26–27 October	WA State Office Management Meeting	Currie Hall, University of WA, Perth, WA	\$460	\$0.00	\$620	\$0.00	\$0.00	\$1,080
18–19 November	VVCS National Conference	The Bardon Centre, Brisbane, QLD	\$8,204	\$7,453	\$7,439	(See note 4)	\$31,262	\$54,358
27–28 November	TAS State Office Leadership Training Workshop	Salamanca Inn, Hobart, TAS	\$8,433	(See Note 1)	(See Note 1)	\$76	\$1,306	\$10,300
November	DMIS Project Review Day	Quality Hotel, Woden, ACT	\$360	\$0.00	\$186	\$0.00	\$0.00	\$546
11–12 December	DSHI Managers Meeting	Olims Hotel, Ainslie, ACT	\$167	\$821	\$441	(See note 4)	\$3,600	\$5,029
17–19 February	National joint Health Promotion and V&C Grants Planning Workshop	Brassey Hotel, Barton, ACT	\$684	\$0.00	\$2,835	(See note 4)	\$12,130	\$15,649
25–26 February	WA State Office Management Meeting	Currie Hall, University of WA, Perth, WA	\$460	\$0.00	\$620	\$0.00	\$0.00	\$1,080
14 March	Strategic Support Branch Planning Day	University House, Acton, ACT	\$189.55	\$86.00	\$278.10	\$0.00	\$380.95	\$934.60
27–28 March	NSW State Office Executive and Assistant Directors Planning Day	Rydges, Cronulla, NSW	\$1,195	\$1,915	\$715	\$0.00	\$0.00	\$3,826
3 April	IT Strategic Planning Workshop	Hotel Heritage, Narrabundah, ACT	\$888.64 (See Note 1)	\$0.00	\$0.00	\$0.00	\$0.00	\$888.64
7 April	Strategic Support Branch	University House,	\$190.36	\$86.00	\$249.45	\$0.00	\$380.95	\$906.76

Senate Foreign Affairs, Defence and Trade Legislation Committee

Additional estimates 2003–2004, February 2004

Answers to questions on notice from Department of Veterans' Affairs

Date	Purpose	Location	Venue (equipment Hire, guest speakers & other related costs)	Accommodation	Food	Alcohol/Drinks	Transport	Total Cost
	Planning Day	Acton, ACT						
8–9 April	NSW State Office, Income Support (SPOC) Planning Day	Citigate Sebel Hotel, Sydney, NSW	\$300	\$0.00	\$1,554	\$0.00	\$0.00	\$1,854
29–30 April	DSHI Annual Managers Conference	Stamford, Adelaide, SA	\$2,699	\$4,147	\$1,720	(See note 4)	\$6,300	\$14,866
15 May	WA State Office Business Planning Day	Oasis, West Swan, WA	\$799.56	\$0.00	(See Note 3)	(See Note 3)	\$100	\$899.56
19–20 May	QLD State Office Section Planning Workshop	Rydges Oasis Resort, Caloundra, QLD	\$1,259	\$4,855	\$858	\$147	\$400	\$7,519
20–21 May	WA State Office Management Meeting	Currie Hall, University of WA, Perth, WA	\$460	\$0.00	\$620	\$0.00	\$0.00	\$1,080
22 May	QLD State Office Section Planning Workshop	The Club House, St Lucia, QLD	\$1,590 (See Note 3)	\$0.00	(See Note 3)	(See Note 3)	\$0.00	\$1,590
28 May	Corporate Division Executive Planning Day	Hotel Kurrajong, Barton, ACT	\$166.50	\$0.00	\$688.50	\$0.00	\$0.00	\$855.00
28 May	QLD State Office Section Planning Workshop	The Bardon Centre, Brisbane, QLD	\$1,599	\$0.00	\$256	\$0.00	\$0.00	\$1,856
29–30 May	SA State Office Business Planning Days	Next Generation Leisure Centre, Adelaide, SA	\$7,522	\$0.00	\$2,476	\$1,266	\$223	\$11,487
30 May	QLD State Office Section Planning Workshop	Captain's Cove, Kangaroo Point, QLD	\$1,300	\$0.00	\$372	\$97	\$0.00	\$1,769
10–11 June	Information Management Unit Business Planning Day	The Chifley on Northbourne, Canberra,	\$363.64	\$0.00	\$1,150.00	\$0.00	\$0.00	\$1,513.64

Senate Foreign Affairs, Defence and Trade Legislation Committee

Additional estimates 2003–2004, February 2004

Answers to questions on notice from Department of Veterans' Affairs

Date	Purpose	Location	Venue (equipment Hire, guest speakers & other related costs)	Accommodation	Food	Alcohol/Drinks	Transport	Total Cost
		ACT						
10–12 June	QLD State Office Business Planning	Sea World Nara Resort, Gold Coast, QLD	\$3,112	\$3,427	\$4,568	\$0.00	\$1,549	\$12,656
11–13 June	NSW State Office Planning Day	Dooralong Valley Resort, Dooralong, NSW	\$1,384	\$10,454	\$1,682	\$2,547	\$0.00	\$16,066
18 June	TAS State Office Business Planning Day	Rydges Hotel, Hobart, TAS	\$140	\$0.00	\$305	\$131	\$0.00	\$576
							Total	\$276,622.36

- Note:
1. Package included venue hire, accommodation, meals & light refreshments
 2. Package included accommodation, meals & light refreshments
 3. Package included venue hire, meals & light refreshments
 4. Package included meals and light refreshments

Senate Foreign Affairs, Defence and Trade Legislation Committee

Additional estimates 2003–2004, February 2004

Answers to questions on notice from Department of Veterans' Affairs

2003–04

Date	Purpose	Location	Venue (equipment Hire, guest speakers & other related costs)	Accommodation	Food	Alcohol/Drinks	Transport	Total Cost
10–11 July	NSW State Office Income Support Section Planning Day	Greenhill at Figtree, Figtree, NSW	\$52	\$1,964	\$3,150	\$171	\$0.00	\$5,337
15 July	Health Promotion Section Planning Day	National Botanical Gardens, Canberra, ACT	\$216	\$0.00	\$0.00	\$0.00	\$0.00	\$216
24–25 July	NSW State Office Health Section Planning Day	Rydges Hotel, Cronulla, NSW	\$0.00 (See Note 1)	\$3,636 (See Note 1)	\$2,296	\$1,090	\$0.00	\$7,022
29–30 July	WA State Office Management Meeting	Currie Hall, University of WA, Perth, WA	\$462	\$0.00	\$655	\$0.00	\$0.00	\$1,117
27–29 August	NSW State Office Corporate Support Section Planning Day	Crown Plaza Hotel, Terrigal, NSW	\$0.00 (See Note 1)	\$2,291 (See Note 1)	\$2,704	\$142	\$0.00	\$5,136
4–5 September	NSW State Office Compensation Section Planning Day	Crown Plaza Hotel, Terrigal, NSW	\$159	\$3,109	\$2,868	\$491	\$0.00	\$6,627
25–26 September	Health Committee of Management Annual Forum	The Carrington, Bungendore, NSW	\$7,873 (See Note 1)	(See Note 1)	(See Note 1)	(See Note 1)	\$5,116	\$12,424
20–21 October	WA State Office Management Meeting	Currie Hall, University of WA, Perth, WA	\$462	\$0.00	\$655	\$0.00	\$0.00	\$1,117
20–23 October	Leadership Skills Program	Goolabri Country Resort, Sutton, NSW	\$1,862.91	\$5,770.91	\$5,290.91	(See Note 4)	\$8,152.29	\$21,077.02
18–21	Leadership Fundamentals	Goolabri Country	\$1,517.82	\$5,481.82	\$4,397.4	(See Note 4)	\$9,284.3	\$20,681.

Senate Foreign Affairs, Defence and Trade Legislation Committee

Additional estimates 2003–2004, February 2004

Answers to questions on notice from Department of Veterans' Affairs

Date	Purpose	Location	Venue (equipment Hire, guest speakers & other related costs)	Accommodation	Food	Alcohol/Drinks	Transport	Total Cost
November	Program	Resort, Sutton, NSW			1	4)	6	41
19–20 November	VVCS National Conference	Rydges, Melbourne, VIC	\$12,606	\$18,393 (See Note 2)	(See Note 2)	(See note 2)	\$27,269	\$58,268
27 November	YV&VVCS Branch Planning Day	Deakin Sports Club, Deakin, ACT	\$272	\$0.00	(See Note 3)	(See Note 3)	\$0.00	\$272
5 February	Information Management Unit Managers and IBM GS Exec Planning Day	Quality Inn, Woden, ACT	\$350.00	\$0.00	\$138.00	\$0.00	\$0.00	\$488.00
12 February	VHC Systems & Payments Planning Day	Quality Inn, Woden, ACT	\$342	\$0.00	(See Note 3)	(See Note 3)	\$0.00	\$342
17–18 February	WA State Office Management Meeting	Currie Hall, University of WA, Perth, WA	\$462	\$0.00	\$655	\$0.00	\$0.00	\$1,117
25–26 February	Leadership Forum	Rydges Capital Hill, Forrest, ACT	\$3,083.53	\$6,020.00	\$4,043.86	(See Note 1)	\$15,238.11	\$28,385.50
4 March	Leadership Skills Program 1 Recall Day	Rydges Capital Hill, Forrest, ACT	\$1,512.15	\$0.00	\$1,500.00	(See Note 1)	\$7,452.14	\$10,464.29
4 March	VHC Policy Planning Day	Canberra Southern Cross Club, Woden, ACT	\$340	(See Note 3)	(See Note 3)	(See Note 3)	\$0.00	\$340
10 March	Health IT Development Section Planning Day	National Botanical Gardens, Canberra, ACT	\$351	\$0.00	\$243	\$0.00	\$0.00	\$594
12 March	Leadership Fundamentals Program 1 Recall Day	Rydges Capital Hill, Forrest, ACT	\$1,484.88	\$0.00	\$1,500.00	(See Note 1)	\$9,119.78	\$12,104.66
23–26 March	Leadership Skills Program 2	Goolabri Country	\$1,862.91	\$5,770.91	\$5,290.9	(See Note	\$9,156.0	\$22,080.

Senate Foreign Affairs, Defence and Trade Legislation Committee

Additional estimates 2003–2004, February 2004

Answers to questions on notice from Department of Veterans' Affairs

Date	Purpose	Location	Venue (equipment Hire, guest speakers & other related costs)	Accommodation	Food	Alcohol/Drinks	Transport	Total Cost
		Resort, Sutton, ACT			1	1)	3	76
							Total	\$215,210.64

- Note:
1. Package included venue hire, accommodation, meals & light refreshments
 2. Package included accommodation & meals
 3. Package included venue hire, meals & light refreshments
 4. Light refreshments included in cost of meal