**Question 1**

General

Topic: Budget overview—overseas travel

Written question on notice

# **Senator KROGER asked:**

The Minister for Veterans’ Affairs has made three trips overseas in the past twelve months and several staff accompanied him.

How many personal staff accompanied the Minister on each trip? Please provide a breakdown of costings.

**Answer**

The Minister has travelled overseas on four occasions in the past twelve months.

The number of personal staff who accompanied the Minister to France, Belgium and the United Kingdom from 5 to 14 November 2008 was provided in the answer to Senate Question on Notice 1028 asked by Senator Ronaldson on 25 November 2008 and tabled on 16 March 2009.

The Minister was accompanied by one adviser when he travelled to Brunei and Malaysia from 10 to 16 December 2008.

The Minister was not accompanied by any personal staff when he travelled to Timor‑Leste with the Minister for Defence on 5 to 6 March 2009.

The Minister was accompanied by an adviser and a media adviser when he travelled to the United Kingdom, France and Belgium from 17 to 27 April 2009.

Costs of travel undertaken by the Minister and his personal staff are available in the report *Parliamentarians’ travel costs paid for by the Department of Finance and Deregulation* tabled biannually.

**Question 2**

General

Topic: Budget overview—overseas travel

Written question on notice

# **Senator KROGER asked:**

How many Departmental staff accompanied the Minister on each trip? Please provide a breakdown of costings.

**Answer**

The number and costs of departmental staff who accompanied the Minister to France, Belgium and the United Kingdom from 5 to 14 November 2008 was provided in the answer to Senate Question on Notice 1028 asked by Senator Ronaldson on 25 November 2008 and tabled on 16 March 2009.

An aide-de-camp (ADC), who is a serving member of the Australian Defence Force, may accompany the Minister when he travels overseas on commemorative activities undertaken as part of his portfolio responsibilities. The ADC was the only departmental officer to accompany the Minister when he travelled to Brunei and Malaysia from 10 to 16 December 2008. The cost of the ADC’s travel is recovered from the Department of Veterans’ Affairs by the Department of Defence. As at June 2009, the following costs have been reimbursed by the Department of Veterans’ Affairs:

|  |  |
| --- | --- |
| Transport | $5,806.65 |
| Accommodation | $811.13 |
| **Total** | **$6,617.78** |

No departmental staff accompanied the Minister when he travelled to Timor‑Leste on 5 to 6 March 2009 or to the United Kingdom, France and Belgium from 17 to 27 April 2009.

**Question 3**

Outcomes 1 and 2, programs 1.4, 1.6, 2.4 and 2.6

Topic: Operation Sunlight

Written question on notice

# **Senator KROGER asked:**

Please provide a breakdown of the $44 million cost for Operation Sunlight?

Through the Committee Secretariat Senator Kroger has provided further clarification of this question: The $44m figure is a cumulative total of Outcome 4 expenses in the 2008-09 budget. The reason for raising this question is that in the 2009-10 budget papers, reference is made to Outcome 4 being absorbed into Outcomes 1 and 2 for 2009-10. We would like to understand how the objectives for Outcome 4 could be accommodated under the two new Outcomes.

**Answer**

The objectives of Outcome 4 in the Department of Veterans’ Affairs Portfolio Budget Statements 2008-09 Budget Related Paper No. 1.4B can be closely linked to Income Support Outcome 1 and Health Outcome 2 in the Department of Veterans’ Affairs Portfolio Budget Statements 2009-10 Budget Related Paper No. 1.4B.

In the 2008-09 Budget the objective for Outcome 4 was for the veteran, defence force and certain Australian Federal Police communities to have access to advice and information about benefits, entitlements and services. The objectives for Outcomes 1 and 2 were also to provide access to benefits, entitlements and services. In 2009-10 the objectives of Outcome 4 were integrated into Outcomes 1 and 2 to provide the full range of services to clients.

The $44 million in 2008-09 for Outcome 4 has been allocated as follows in the 2009-10 Budget:

* Outcome 1- $24 million; and
* Outcome 2 - $20 million.

**Question 4**

General

Topic: Operation Sunlight

Written question on notice

# **Senator KROGER asked:**

Given the changes to budget reporting as a consequence of Operation Sunlight, where is the transparency and accountability in ensuring access to information and access to support services, for the above sections of the veteran community?

**Answer**

Under Operation Sunlight, Section 2 of the Portfolio Budget Statements (PBS) requires disclosure of Outcome and Program information rather than the previous Outcome/Output information.

The Program information is specific and performance based. It discloses the following:

* Program Objectives;
* Expenditure (Veterans’ Affairs disclosed expenditure information down to the Program Component level);
* Program Deliverables; and
* Key Performance Indicators.

The focus of achieving accountability and transparency as outlined in Operation Sunlight occurs in two parts. Firstly, Agencies and Departments are required to publish the program information as highlighted above in their PBS. The second part, integral to the accountability and transparency, is to provide actual results against the performance targets in the relevant financial year annual report.

The veteran community can access the PBS and the annual report to determine whether the set performance targets have been achieved.

**Question** **5**

Outcome 1, program 1.1

Topic: Benchmarks for processing claims

Written question on notice

# **Senator KROGER asked**

How many times, or as a percentage, has the target for processing claims been met, for:

1. Income support and allowances
2. Veterans’ Disability Support
3. Assistance to Defence Widow(er)s and Dependants

**Answer**

The target for processing new Income Support and Allowances claims is a mean time of 32 days. In the period from 1 July 2008 to 28 June 2009, 47.6 per cent of claims were processed within 32 days.

The targets for all *Veterans’ Entitlements Act 1986* primary claims, including Veterans’ Disability Support and Assistance to Defence Widow(er)s and Dependants, are combined. The targets are a mean time of 75 days. In the period from 1 July 2008 to 28 June 2009 64 per cent of these two types of claims were processed within 75 days.

Claims processing, together with the decision on a great number of claims is heavily reliant on medical reports provided by doctors and medical specialists. The timing for the receipt of these reports is outside the control of my Department.

The global financial crisis has meant that additional reviews of claims for income support have been undertaken and this has impacted on the time taken to process.

**Question 6**

Outcome 1, program 1.4

Topic: Benchmarks for processing claims

Written question on notice

# **Senator KROGER asked:**

What is the ACTUAL average processing time frame for 1.4–Assistance and other compensation for Veterans and Dependants?

**Answer**

Program 1.4 consists of the following components:

* funeral benefits;
* ex-gratia payments;
* compensation and legal expenses;
* defective administration;
* payments to ex-service organisations;
* access to community information systems;
* Act of Grace;
* Papua New Guinea pensions;
* Prisoner of War (Japanese);
* Prisoner of War (Europe);
* British, Commonwealth and Allied veterans compensation;
* compensation for certain Australian Federal Police personnel with overseas service; and
* Defence Service Homes Loans (DSHL) interest subsidy.

Funeral benefits and the DSHL interest subsidy are the only two measurable processes on this list. Most of the other items are minor and the Department does not collect statistics on processing times. In some cases, such as for Act of Grace and access to information systems, the Department is responsible for only a part of the overall process.

Funeral benefits

In 2007-08 10,289 applications for Funeral Benefit were processed. The mean time taken to process these claims was 10 days.

In 2008-09 9,781 applications for Funeral Benefit were processed. The mean time taken to process these claims was 14 days.

Defence Service Homes Loans (DSHL) Interest Subsidy

In 2007-08 1,148 applications for DSHL Interest Subsidy were processed and the mean time taken to process these applications was 15 days.

In 2008-09 888 applications for DSHL Interest Subsidy were processed and the mean time taken to process these applications was 19 days.

**Question 7**

Outcome 1, program 1.1

Topic: Benchmarks for processing claims

Written question on notice

# **Senator KROGER asked:**

How many complex cases are still being considered?

**Answer**

As at 30 June 2009 there were 10 complex cases being considered.

**Question 8**

Outcome 1, program 1.1

Topic: Benchmarks for processing claims

Written question on notice

# **Senator KROGER asked:**

What strategies are in place to resolve long running complex cases and how are those cases managed by the Department?

**Answer**

The benchmark for processing claims under the *Veterans’ Entitlements Act 1986* (VEA) is established in the DVA Service Charter and the target is currently set at an average of 75 days.

This benchmark refers to the original finalisation of any claim lodged. In this context, complex cases are considered to be those with no initial decision made within 365 days.

A Special Claims Unit (SCU), implemented in December 2007, is tasked with ensuring that casework is finished in a timely manner. The virtual team works across multiple locations and comprises senior officers with responsibility for claims lodged under the VEA, the *Safety, Rehabilitation and Compensation Act 1988* (SRCA) and the *Military Rehabilitation and Compensation Act 2004* (MRCA).

The SCU convenes regularly to coordinate and review performance; reporting and management of claims; case conferencing; coaching and mentoring by claims facilitators; workload distribution (matching workloads with available resources across all locations); and policy and procedural changes.

The SCU has been particularly successful in improving the handling of VEA claims. In 2007‑08 the Department met all targets for the processing of VEA primary claims–time taken to process, average age of outstanding claims and quality of decisions. The initiatives of the SCU have become an ongoing part of the Primary Claims management team’s strategies to meet its business performance commitments.

Primarily as a result of the SCU initiatives, the average time taken to process VEA claims has reduced from 89 days in 2006‑07 to 75 days in 2007-08, and to 69 days in 2008-09. Under the SRCA the average time taken to process has reduced from 234 days in 2006-07 to 158 days in 2007-08 to 151 days in 2008-09. Under the MRCA, the average time taken to process has moved from 188 days in 2006-07 to 153 days in 2007-08 to 143 days in 2008-09.

A Single Claim Form is currently being trialled in three states for the processing of cases that involve eligibility for compensation under the VEA, SRCA and MRCA.

The intention of the form is to make accessing compensation more straightforward for those veterans and ex-service personnel who may have entitlements under more than one Act administered by the Department.

The new process being trialled in Perth, Melbourne and Brisbane will see veterans lodge one single claim form for compensation and benefits available under any of the three Acts. This will reduce unnecessary paperwork for veterans, and help to reduce confusion for veterans and ex-service personnel trying to understand which legislation relates to their claims.

The introduction of a single claim form is an important step forward in improving the overall claim process for veterans.

The Department is working closely with ex-service organisations and members of the veteran community to ensure the improved process is effective in helping veterans access their rightful entitlements and easing the claims process. If successful, the single claim process will be expanded as soon as possible.

In addition, a training program “It’s all about the client” is being delivered to all staff involved in compensation claims processing during July and August 2009. This program aims to enhance staff understanding of how the military experience shapes clients’ expectations and how staff can individually contribute to a strong client service culture to make the client experience easier and more personalised.

**Question 9**

Outcome 1, program 1.2

Topic: Benchmarks for processing claims

Written question on notice

# **Senator KROGER asked:**

Please provide a list of unresolved complex cases that go beyond 2 years, 5 years or longer.

**Answer**

There are no cases awaiting determination by DVA that are more than 2 years old.

**Question 10**

**Outcome 1, program 1.1**

Topic: Benchmarks for processing claims

Written question on notice

# **Senator KROGER asked:**

What is the timeframe for the longest running case?

**Answer**

The oldest case awaiting determination at primary level is 494 days old. There is one condition to be determined, dependent upon receipt of specialist reports.

The major reasons for the age of this case are the client's movements overseas and interstate, together with his failure to provide information (including attending his Local Medical Officer (LMO) for diagnostic reports). A section 19A notice was issued by the Department on 9 January 2009 advising him that his claim would be determined on the basis of available information if no response was received within six months.

The veteran resumed contact in late April 2009 and at his request another letter was sent to him and his LMO on 14 May 2009. No response to that letter has been received to date.

**Question 11**

Outcome 1, program 1.6

Topic: Military Rehabilitation and Compensation Act 2004

Written question on notice

# **Senator KROGER asked:**

How many complaints were received regarding unethical behaviour by delegates for the Military Rehabilitation and Compensation Commission?

**Answer**

During the 2008-09 financial year, the Department of Veterans' Affairs received four complaints alleging behaviour which was deliberate non-compliance with established policies and/or practices, and the effect of the alleged behaviour would have been significant had it been proven. In all instances, the Department investigated these complaints and did not find the allegations were proven.

**Question 12**

Outcomes 1 and 2, program 1.6

Topic: Military Rehabilitation and Compensation Act 2004

Written question on notice

# **Senator KROGER asked:**

Where in the Portfolio Budget statement is the costing for the review of the Military Rehabilitation and Compensation Act 2004?

**Answer**

The cost of the review of the *Military Rehabilitation and Compensation Act 2004*

is $500,000. This appears on page 21, table 1.2, of the Department of Veterans’ Affairs Portfolio Budget Statements 2009-10 Budget Related Paper No 1.4B.

**Question 13**

Outcome 2, program 2.2

Topic: Federal Financial Relations Framework

Written question on notice

# **Senator KROGER asked:**

Please explain the line item 1.1 Outcome 2 Payment to/through States–Veterans’ hospital services –Outcome 2–1076–Transfer of RGH.

**Answer**

Under the agreements with states and territories for the integration of the Commonwealth’s former Repatriation General Hospitals (RGHs) with the state hospital systems, the Commonwealth agreed to reimburse the states for any residual liabilities in relation to accrued leave credits, income maintenance and superannuation for staff that transferred to the state hospitals. As per the new Federal Financial Relations Framework these payments, shown under line item 1.1 Outcome 2, are now made by Treasury.

States and territories have accepted an offer by the Commonwealth to meet all future payment commitments in respect of RGHs by providing a single payment of $12.3 million in 2009-10 and ceasing future annual payments (see page 384 of Budget Paper No. 2 Budget Measures 2009-10). Treasury will be making these payments to states and territories early in the 2009-10 financial year.

*[Question numbers 14 and 15 not used]*

**Question 16**

Outcome 2, program 2.2

Topic: Federal Financial Relations Framework

Written question on notice

# **Senator KROGER asked:**

What measures are in place to ensure Treasures (sic) at Federal and State level are held accountable for payments for goods and services made on behalf of Department of Veterans’ Affairs?

**Answer**

The payments to the states and territories continue on the same basis as in the past. The only difference is that now Treasury pays the states and territories instead of the Department of Veterans’ Affairs.

The Government has given a commitment to continue these payments to 31 December 2009. The future funding and service provision arrangements for a range of community services, including Home and Community Care services, are currently being considered by the Council of Australian Governments as part of the new National Partnership agreement.

**Question 17**

Outcome 2, program 2.2

Topic: Federal Financial Relations Framework

Written question on notice

# **Senator KROGER asked:**

What measures are in place to ensure the Department of Veterans’ Affairs can maintain the level of funding for those goods and services?

**Answer:** See the answer to Question 16.

**Question 18**

Outcome 2, program 2.5

Topic: Veteran’s (sic) Satisfaction (Program 2.5 Key Performance Targets)

Written question on notice

# **Senator KROGER asked:**

How is the satisfaction level rated?

**Answer**

A client satisfaction questionnaire is provided to clients who receive services through centre based counselling, outreach counselling or group programs, and is used to rate their satisfaction of the service.

**Question 19**

Outcome 2, program 2.5

Topic: Veteran’s (sic) Satisfaction (Program 2.5 Key Performance Targets)

Written question on notice

# **Senator KROGER asked:**

How many people advised their satisfaction of the service?

**Answer**

Over the last two financial years a total of 6,268 people responded to surveys advising that they were satisfied with the services provided by the VVCS.

**Question 20**

Outcome 1, program 2.5

Topic: Veteran’s (sic) satisfaction survey (Program 2.5 Key Performance Targets)

Written question on notice

# **Senator KROGER asked:**

Why were satisfaction levels omitted from earlier benchmarks for compensation, income support claims under Outcome 1? (PBS pages 48, 49)

**Answer**

Key Performance targets referred to on pages 48 and 49 of the Department of Veterans’ Affairs Portfolio Budget Statements 2009-10 Budget Related Paper No. 1.4B are related to actual claims processing statistics. Quantitative indicators such as those listed are considered more appropriate for these programs than qualitative indicators such as veterans’ satisfaction surveys.

**Question 21**

Outcome 2, program 2.5

Topic: Mental health

Written question on notice

# **Senator KROGER asked:**

How much of the $83 million allocated for mental health in the Australian Defence Force community as a result of the Dunt Report will be directed, under Recommendation 10.1, to the Department of Veterans’ Affairs for:

* 1. The DVA joint funding of services such as the transition service?
  2. helping families?

c. Providing education, information and access to services?

**Answer**

The Department of Defence will expend the funds allocated to it for mental health in the Australian Defence Force community. The Department of Veterans’ Affairs (DVA) has been separately allocated $9.5 million over four years to implement Professor Dunt’s recommendations. Part of the funds allocated will be used to implement collaborative activities between the Departments as recommended in the reports to the Minister for Veterans’ Affairs and the then Minister for Defence Science and Personnel.

**Question 22**

Outcome 2, program 2.1

Topic: Mental health

Written question on notice

# **Senator KROGER asked:**

What programs are being implemented under the $9.5 million allocated as a response to the Dunt Report into Suicide in the veteran community.

**Answer**

The 2009-10 Budget provided funding of $9.5 million over four years for a number of initiatives as part of the Government’s response to the Independent Study into Suicide in the Ex‑Service Community.

A total of $8.7 million over four years has been provided to increase the number of experienced case managers to manage complex claims, to increase the number of full time clinical psychologists and to provide consultant psychiatrist advice. This additional clinical support will increase DVA’s capacity at important decision points in terms of the development of mental health policy and in case management of clients with complex needs.

As mental health issues may not surface for some period after separation from the Australian Defence Force, $800,000 will be spent over two years to fund a pilot ‘Keeping In Touch’ program that encourages contact with veteran organisations and provides access to a range of information and support to assist the better management and early detection of emerging mental health problems. The Department of Defence and DVA are currently exploring options for a joint pilot program to extend the healing process and encourage discharging members and their families to proactively access information and services.

**Question 23**

Outcome 2, program 2.1

Topic: Mental health

Written question on notice

# **Senator KROGER asked:**

How many veterans have committed suicide in the past 10 years?

**Answer**

The Department does not hold records of all veteran suicide deaths. It only has a record if a claim has been made by an eligible dependant for acceptance of the veteran's death as service-related.

In that context, for the 10 years up to 31 December 2008, there were 89 veterans with a reported death due to suicide. Of those, 62 had their death due to suicide accepted by the Department as war or service related. To date, in 2009 there has been one suicide accepted as service related.

**Question 24**

Outcome 2, program 2.1

Topic: Mental health

Written question on notice

# **Senator KROGER asked:**

What strategies are available for people with post traumatic stress disorder and what is the process undertaken by the Department to assist veterans and other eligible ex-service personnel suffering post traumatic stress disorder?

**Answer**

The Government is committed to providing eligible veterans, serving members and their families with access to high quality treatment that is clinically appropriate to their needs, spending in the order of $150 million per year on mental health-related programs and services.

The Department of Veterans’ Affairs (DVA), through the VVCS-Veterans and Veterans Families Counselling Service, has a network of contracted counsellors to provide mental health services across Australia. VVCS provides case management services for veterans with complex mental health issues, including post traumatic stress disorder (PTSD). In addition, VVCS works extensively with a range of community‑based support agencies, general practitioners and clinical treatment services to ensure that appropriate support services are in place to support veterans within the community.

VVCS offers services to all Australian veterans, war widows, partners, ex-partners and dependent children from all conflicts and peacekeeping operations, including current serving members who have been referred by the Australian Defence Force. With respect to PTSD, DVA provides free treatment, regardless of whether or not it is service related.

In recognition that PTSD is a significant disorder, DVA has worked closely with the Australian Centre for Posttraumatic Mental Health (ACPMH) in the development of the Australian Guidelines for the Treatment of Adults with Acute Stress Disorder and Posttraumatic Stress Disorder. These guidelines are approved by the National Health and Medical Research Council and endorsed by the Royal Australian and New Zealand College of Psychiatrists and the Australian Psychological Society. They are also supported by the Department of Defence.

The guidelines are integral in improving veterans’ access to mental health services and ensuring health practitioners better understand mental health issues experienced by veterans and serving defence personnel, so they receive best practice treatment and care. They are a significant development in the promotion of evidence-based treatment for PTSD.

DVA funds PTSD treatment programs in every state and territory, except the Northern Territory. These programs are based in hospitals and community facilities and have been accredited by ACPMH to provide high quality treatment for eligible veterans and peacekeepers with PTSD and related problems.

DVA’s ongoing relationship with ACPMH ensures that the Government is able to implement world‑class programs in posttraumatic and general mental healthcare, and increase mental health awareness across the veteran community and mental health practitioners.

**Question 25**

Outcome 2: Program 2.5

Topic: Veterans and Veterans Families Counselling Service (Program 2.5)

Written question on notice

# **Senator KROGER asked:**

# The Dunt Report recommended expanding the VVCS to current serving members of the Australian Defence Force, yet the budget line items show no significant increase in funding. If there is no additional funding in response to the Dunt Report, how will the VVCS be able to expand their services and when will this happen?

**Answer**

VVCS–Veterans and Veterans Families Counselling Service provides services to veterans of more recent conflicts within existing funding arrangements. The Australian Defence Force (ADF) and VVCS have an Agreement for Services enabling the ADF to refer current serving members to obtain counselling on a fee for service basis. The increase in services to veterans from recent conflicts as they transition from Defence is offset by a decrease in services required by Vietnam veterans–this is driven by the gradual decline in the number of Vietnam veterans.

**Question 26**

Outcome 2, program 2.5

Topic: Veterans and Veterans Families Counselling Service (Program 2.5)

Written question on notice

# **Senator KROGER asked:**

Page 73, line item “Number of unique clients counselling sessions delivered”. Please explain why there is a dramatic drop in the number of sessions available in 2010-11?

**Answer**

The line item referred to on Page 73 of the Department of Veterans’ Affairs Portfolio Budget Statements 2009-10 Budget Related Paper No. 1.4B contains a misprint. The correct forecast for "Number of unique client counselling sessions delivered" in 2010-11 is 13,626, rather than 5,626. This is consistent with previous budget projections of 13,911 in 2009-10.

This will be corrected in the 2010-11 Budget update.

**Question 27**

Outcome 2, program 2.5

Topic: Veterans and Veterans Families Counselling Service (Program 2.5)

Written question on notice

# **Senator KROGER asked:**

Overall, the budget and forward estimates indicate all services will decline. Please explain why there will be a decline when the Dunt Report recommends the expansion of services.

**Answer:** See the answer to Question 25.

**Question 28**

Outcome 2, program 2.5

Topic: Veteran and Veterans Families Counselling Service (Program 2.5)

Written question on notice

# **Senator KROGER asked:**

Will there be different funding arrangements for this service?

**Answer:** No.

**Question 29**

General

Topic: Revenues from independent sources

Written question on notice

# **Senator KROGER asked:**

Please explain what “Revenues from independent sources” means, where those revenues come from, and on what basis.

**Answer**

Revenues from independent sources are revenues other than those received from Government Appropriations.

For the Department of Veterans’ Affairs (DVA) the following main sources are recognised as revenues from independent sources in 2009-10:

* Defence Home Ownership Assistance Scheme (DHOAS). This is a contract between DVA and the Department of Defence to administer subsidised home loans provided under the *Defence Home Ownership Assistance Scheme Act* and the *Defence Force (Home Loans Assistance) Act*. These loans are available to eligible current and former serving ADF members, and their surviving partners.
* Transition Management Services. This is a service provided on behalf of the Department of Defence where DVA assists Defence personnel discharged on medical grounds to transition from military to civilian life.
* Rationalisation of Income Support. This is a program DVA has provided to a group of veterans who were receiving both a disability pension through DVA and an aged pension through Centrelink. The aim of the program was to have these veterans receive all services through DVA.
* Miscellaneous Receipts. These are other forms of receipts that are not of a material nature, unlike those outlined above. These items primarily include re-imbursement of expenses related to property work, sale of minor departmental assets and staff salary sacrifice recoveries.

**Question 30**

General

Topic: Revenues from independent sources

Written question on notice

# **Senator KROGER asked:**

Please detail where the increases will come from in the [2]009-10 budget across programs–

1. General medical Consultations and Services
2. Veterans’ Hospital Services
3. Veterans’ Pharmaceuticals Benefits
4. Veterans’ Community Care and Support
5. Veterans’ Counselling and other Health Services
6. Military Rehabilitation Compensation Acts – Health and other Care Service

**Answer**

In 2009-10 Miscellaneous Receipts are estimated to increase from 2008-09 levels therefore increasing the Revenue from Independent Sources allocation for the programs ‘a to f’ outlined above.

As discussed in Question 29 Miscellaneous Receipts is a component of Revenue from Independent Sources. Miscellaneous Receipts is derived from many sources and cannot be allocated to specific programs therefore it is allocated across all Department programs including those outlined in the question above.

**Question 31**

Outcome 2, program 2.4

Topic: Veterans’ community care and support

Written question on notice

**Senator KROGER asked:**

Please explain the new arrangements regarding payment by Treasury for the Home and Community Care Program as it relates to veterans.

**Answer:** See the answer to Question 16.

**Question 32**

Outcome 2, program 2.4

Topic: Budget overview–Grants

Written question on notice

# **Senator KROGER asked:**

What is a Joint Venture Grant?

**Answer**

This question was answered during the Hearing–refer Hansard of 4 June 2009 page number FAD&T 89.

**Question 33**

Outcome 2, program 2.4

Topic: Veterans’ community care and support

Written question on notice

**Senator KROGER asked:**

With the changed payment arrangements how can Department of Veterans’ Affairs ensure appropriate funding levels are maintained?

**Answer:** See the answer to Question 16.

**Question 34**

Outcome 2, program 2.4

Topic: Veterans’ community care and support

Written question on notice

# **Senator KROGER asked:**

Are there people on a wait list for Community Care and Home Nursing? If so, how many?

**Answer**

This question was answered during the Hearing–refer Hansard of 4 June 2009 page number FAD&T 89.

**Question 35**

Outcome 2, program 2.4

Topic: Veterans’ community care and support

Written question on notice

# **Senator KROGER asked:**

On page 69 of the PBS, Special Appropriations Table, the Veterans’ Home Care and in Home Respite items show little movement and remain fairly static.

1. Please explain how no growth in funding for these services equates with the policy of encouraging people to stay within their own home?
2. If more people are being encouraged to stay in their own homes longer but there are limited services to support that activity, how can the desired outcome be achieved?

**Answer**

Although the number of veterans and war widows/widowers receiving Veterans’ Home Care (VHC) services, including in-home respite care, has increased slightly over the last few financial years, the veteran population as a whole has begun to decrease. It is projected that in the coming years the number of veterans and war widows/widowers receiving community care services will also slowly start to decrease. However, their care needs, even in low level programs such as VHC, will continue to increase as this population ages. The funding for the VHC Program takes into account both the decrease in numbers and increase in care needs over time to ensure that veterans and war widows/widowers continue to receive the required level of home support services from the VHC Program.

The purpose of the VHC Program is to support veterans and war widows/widowers to remain independent in their own home for as long as possible. Ongoing funding will ensure that appropriate home support services continue to be delivered to ageing veterans and war widows/widowers over time in line with the decreasing population, and to meet their increasing care needs. As well as services under the VHC Program, eligible veterans and war widows/widowers can receive a range of other DVA services, for example through the Community Nursing and the Rehabilitation Appliance Programs. Clients who require a higher level of in‑home support are referred to an Aged Care Assessment Team to be assessed for Community Aged Care Packages or Extended Aged Care in the Home, to enable them to stay in their own homes for longer.

**Question 36**

Outcome 2, program 2.4

Topic: Veterans’ community care and support

Written question on notice

# **Senator KROGER asked:**

What is the percentage increase of funding to State governments to cover the cost of providing services for veterans’ health and ageing?

**Answer**

The payments to states and territories are increased each year in line with movements in the WCI3 indexation factor. Funding for the six month period to 31 December 2009 will be increased on this basis by an indexation factor of 2.3 per cent.

The Specific Purpose Payment (SPP)—*Home and Community Care Services for Veterans* is a grant paid to each state and territory to recognise the services provided to veterans under the Home and Community Care (HACC) program. These HACC services include, but are not limited to, delivered meals and other food services, transport, case management, linen service, transport, domestic assistance, nursing care, centre based day care and home modifications and maintenance. Veterans receiving services through one program cannot receive the same service through another program (for example those receiving domestic assistance through Veterans Home Care cannot also receive assistance through HACC for the same domestic assistance service). The payments are not intended to cover the full cost of providing services for veterans’ health and ageing, as veterans and war widows/widowers have the same right of access to HACC servicesas other Australians.

**Question 37**

Outcome 2, program 2.4

Topic: Veterans’ community care and support

Written question on notice

# **Senator KROGER asked:**

What measures are in place to ensure that this funding is going to the delivery of services and that those services are meeting the needs of the veteran community?

**Answer:** See the answer to Question 16.

**Question 38**

Outcome 2, program 2.3

Topic: Review of the cost to veterans of Pharmaceuticals used to treat war-caused disabilities

Written question on notice

# **Senator KROGER asked:**

Please advise how many veterans are identified as taking medication related to war-caused disabilities?

**Answer**

The Department of Veterans’ Affairs (DVA) funds medications for veterans with war or service caused disabilities, through either a Gold or White card. A Gold card will allow access to medications for all clinical conditions, irrespective of whether it is war or service caused. Veterans with a White card can only access medications that relate to an accepted disability. War widows or dependants holding a Gold card can access DVA funded medications on the basis of clinical need.

Veterans have access to a range of medications listed on the Repatriation Pharmaceutical Benefits Scheme (RPBS), some of which may be prescribed for conditions that are not war-caused. It is not possible to determine the number of veterans taking medication related to war-caused disabilities alone.

The final figures for 2008-09 are not available as processing of claims for payment will not be finalised until late August. As at 17 July 2009 the total number of veterans–that is with a war or service related disability or issued with a Gold card, and excluding war widows and other dependants–accessing medications through the RPBS for the financial year 2008-09 was 152,066 at a cost of $279.5 million.

**Question 39**

Outcome 2, program 2.3

Topic: Review of the cost to veterans of Pharmaceuticals used to treat war-caused disabilities

Written question on notice

# **Senator KROGER asked:**

Please provide a breakdown of veterans and the conflicts which have been identified as causing their conditions.

**Answer**

|  |  |
| --- | --- |
| **Conflict** | **Persons** |
| Second World War | 53,705 |
| Korea, Malaya & FESR | 10,857 |
| Vietnam | 32,190 |
| Gulf War | 383 |
| East Timor | 1,929 |
| War on Terror | 178 |
| War in Iraq (2003) | 81 |
| Other Operational Areas | 723 |
| Peacekeeping Forces | 687 |
| Peacetime/Serving Member | 27,395 |
| Other (includes unknown) | 245 |
| **Total** | **128,373** |

***Notes***

1. Conflict has been determined using earliest accepted disability conflict.
2. Those veterans who have served in more than one conflict or operational area have been included only in the earliest of those conflicts. For example, a veteran who saw service in both Korea and later Vietnam will not be included under Vietnam. Similarly, a veteran from Afghanistan who also served in East Timor will only be included in the East Timor figure.
3. The figures relate to the *Veterans’ Entitlements Act 1986*. Data is not available for veterans and conflicts where claims have been lodged under the *Military Rehabilitation and Compensation Act 2004*.

**Question 40**

Outcome 2, program 2.3

Topic: Review of the cost to veterans of Pharmaceuticals used to treat war-caused disabilities

Written question on notice

# **Senator KROGER asked:**

Please advise the cost to government of pharmaceuticals in relation to the number of veterans taking medication due to war-caused conditions.

**Answer:** See the answer to Question 38.

**Question 41**

Outcome 2, program 2.3

Topic: Review of the cost to veterans of Pharmaceuticals used to treat war-caused disabilities

Written question on notice

# **Senator KROGER asked:**

Please advise the cost to veterans.

**Answer**

The cost of pharmaceuticals to veterans will be examined under the review into the cost of pharmaceuticals, which will commence soon.

Eligible veterans are entitled to a wide range of pharmaceuticals at a concessional rate.

Currently, veterans pay a co-payment of $5.30 per prescription, unless the medication has a Brand Price Premium (ie it has the same active ingredients as a cheaper generic medication) and/or a Therapeutic Group Premium (ie it is clinically similar but not chemically identical to a cheaper medication), which will increase the cost.

To compensate eligible veterans for the co-payment, a pharmaceutical allowance of $3.00 for singles or $6.00 for families is paid per fortnight to eligible veterans. From 20 September 2009 a new Pension Supplement will replace a number of current supplements, including the Pharmaceutical Allowance. To ensure that veterans and war widows will not be adversely affected, a new Veterans Supplement will be paid to replace pharmaceutical allowance in cases where it is not included in an income support pension supplement.

In addition, there is an Annual Safety Net of 60 prescriptions or annual expenditure of $318.00 (excluding the cost of Brand and Therapeutic Group Premiums). The Safety Net Scheme protects a veteran who requires a large number of medications. Once the limit is reached pharmaceuticals are free for the remainder of the year.

**Question 42**

Outcome 2, program 2.3

Topic: Review of the cost to veterans of Pharmaceuticals used to treat war-caused disabilities

Written question on notice

# **Senator KROGER asked:**

Please identify in the Portfolio Budget Statement the line item where the review of Pharmaceuticals is recorded in the budget.

**Answer**

The review is identified on page 23 of the Department of Veterans’ Affairs Portfolio Budget Statements  2009-10 Budget related Paper No 1.4B and page 397 of the Australian Government’s Budget Paper No. 2 Budget Measures 2009-10.

**Question 43**

Outcome 3, program 3.1

**Topic: Commemorative programs—funding**

Written question on notice

# **Senator KROGER asked:**

Please provide a breakdown of the funding and programs for “Veterans’ Commemorative Activities” in the 2009-10 budget.

**Answer**

An amount of $6.554 million has been appropriated under Program 3.1 for Veterans’ Commemorative Activities in the 2009-10 financial year. The key deliverables for this program are listed on page 80 of the Department of Veterans’ Affairs Portfolio Budget Statements 2009-10 Budget Related Paper No. 1.4B. The Budget Measure—Western Front Interpretive Trail has been appropriated under the Program 3.1 line War Graves Care and Maintenance.

**Question 44**

Outcome 3, program 3.1

Topic: Commemorative programs

Written question on notice

# **Senator KROGER asked:**

What other activities are included in this line item?

**Answer:** See the answer to Question 43.

**Question 45**

Outcome 3, program 3.1

Topic: Commemorations program–“Saluting Their Service” funding

Written question on notice

# **Senator KROGER asked:**

The budget papers acknowledge the continuing interest in the commemorations program “Saluting Their Service”. Why is there a decrease in funding (apart from 2010-11) in 2009-10 and forward to 2012-13?

**Answer:**

The grants program *Saluting Their Service* is appropriated under the line Veterans’ Commemorative Activities on page 79 of the Department of Veterans’ Affairs Portfolio Budget Statements 2009-10 Budget Related Paper No. 1.4B. Outyear funding variations can be attributed to adjustments to ongoing base funding, new policy appropriations and annual parameter adjustments. Adjustments to this line in the next four financial years are:

* 1. An adjustment to ongoing base funding and new policy appropriations (Kokoda Track Commemorations Project) as well as parameter adjustments resulted in a decrease over the 2008-09 Revised Budget of $0.160 million;
  2. Minor increase in ongoing base with parameter adjustments resulting in an overall increase over the 2009-10 Forward Budget of $0.054 million;
  3. Adjustment of a minor new policy appropriation and parameter adjustments, a decrease over the 2010-11 Forward Budget of $0.049 million; and
  4. Minor parameter adjustments, a decrease over the 2011-12 Forward Budget of $0.009 million.

**Question 46**

Outcome 3, program 3.1

Topic: War graves and commemorations programs

Written question on notice

# **Senator KROGER asked:**

Please explain what compensation and legal expenses were incurred in 2008-09 and what anticipated compensation and legal expenses are likely to occur in the forward years?

**Answer**

In the 2008-09 financial year around $13,225 was spent on compensation and legal expenses for War Graves and Commemorations Programs. Of this, around $6,740 was spent on external legal advice for the Office of Australian War Graves regarding the potential transfer of land in Papua New Guinea relating to the Bomana War Cemetery, and $6,485 for external legal advice on the Australian War Memorial, London.

Legal expenses for War Graves and Commemorations are occasionally incurred on an unplanned basis, as it was in the 2008-09 financial year. At this stage, the Department has no planned expenditure in the forward years.

**Question 47**

**General**

Topic: Staff with a disability (Whole of portfolio)

Written question on notice

# **Senator BOYCE asked:**

How many people with a disability were employed full-time and how many part-time? What classifications were these staff employed under?

**Answer**

Currently, 42 employees are recorded as having a disability. Of these, 40 are employed full-time and 2 are employed part-time.

The employees are engaged under the following classifications:

|  |  |
| --- | --- |
| Classification | Number of employees |
| APS 1—6 | 34 |
| Executive Level | 8 |

**Question 48**

**General**

Topic: Staff with a Disability (Whole of portfolio)

Written question on notice

# **Senator BOYCE asked:**

What percentage of staff in the Department had a disability at March 30, 2008 and March 30, 2009?

**Answer**

As at 30 March 2008, 2.1 per cent of staff (52 of 2,424) reported having a disability.

As at 30 March 2009, 1.9 per cent of staff (42 of 2,174) reported having a disability.

**Question 49**

**General**

Topic: Staff with a disability (Whole of portfolio)

Written question on notice

# **Senator BOYCE asked:**

What programs does the Department have to encourage the employment of people with a disability?

**Answer**

The Department of Veterans’ Affairs (DVA) has a Workplace Diversity Policy (WDP) and Action Plan which sets out its commitment to diversity principles. This includes the provision of flexible working conditions and a commitment to attracting, recruiting and retaining a diverse workforce.

The WDP provides guidance for selection committees on how to treat existing staff and those seeking employment with DVA fairly and equitably in accessing employment opportunities, including the provision of interpreters for hearing impaired applicants.

A Reasonable Adjustment Policy is in place which works in conjunction with other Occupational Health and Safety strategies to assist employees who have disabilities. Work station assessments are available with aids, appliances and other ergonomic items provided where required.

DVA has a Workplace Diversity officer who is a member of the APS wide diversity network. Participation in this network enables DVA to be involved in strategies aimed at recruiting people with disabilities and raising awareness of DVA as a diversity friendly workplace.

**Question** **50**

Outcome 1, program 1.2

Topic: Veteran’s disability support

FADT Hansard, 4 June 2009, p. 80

# **Senator KROGER asked:**

Provide details on the line item on p 47 of the Portfolio Budget Statements, program 1.2–veterans disability support–repayments of maintenance deductions?

**Answer**

The provision “repayments for maintenance deductions” relates to those veterans who are not competent to manage their own affairs. The Department acts on their behalf and deducts amounts from their benefits to ensure the payments necessary for their maintenance in the institution caring for them are effected.

This usually does not generate an expense, however, in the circumstance where a veteran has passed on and the estate is being finalised, sometimes it can occur that there is a differential between deductions and repayments. This differential is paid to the estate to enable finalisation of the veteran's affairs.

As there can sometimes be a delay between the cessation of deductions and the finalisation of the estate, this small provision exists to cover amounts outstanding.

**Question** **51**

Outcome 1, program 1.2

Topic: Vehicle Assistance Scheme

FADT Hansard, 4 June 2009, p. 81

# **Senator KROGER asked:**

How many people access the Vehicle Assistance Scheme?

**Answer**

There are currently 80 participants in the Vehicle Assistance Scheme administered under the *Veterans’ Entitlements Act 1986*.

**Question 52**

**General**

Topic: Litigation costs

FADT Hansard, 4 June 2009, p. 81

# **Senator KROGER asked:**

How many actions initiated by the Department were successful?

**Answer**

During the 2007-08 financial year there were eight Federal Court cases finalised in which the Repatriation Commission was the appellant. In five of the eight cases the Federal Court found in favour of the Repatriation Commission. Of the three cases where the Commission was not successful, one case was appealed to the Full Federal Court and the Commission succeeded in that appeal. There were no Federal Court cases finalised in which the Military Rehabilitation and Compensation Commission was the appellant.

In the 2008-09 financial year there were seven Federal Court cases finalised in which the Repatriation Commission was the appellant. In five of the seven cases the Federal Court found in favour of the Repatriation Commission. There were no Federal Court cases finalised in which the Military Rehabilitation and Compensation Commission was the appellant.

In the 2007-08 financial year there were no decisions handed down by the Administrative Appeals Tribunal in which the Repatriation Commission or the Military Rehabilitation and Compensation Commission was the applicant.

In the 2008-09 financial year there was one decision handed down by the Administrative Appeals Tribunal in which the Repatriation Commission was the applicant. In that decision the Tribunal found in favour of the veteran. There were no Tribunal cases handed down in which the Military Rehabilitation and Compensation Commission was the applicant.

A Question on Notice from the previous Additional Estimates hearing in February 2009 sought details of appeals lodged in the Administrative Appeals Tribunal and the Federal Court for the 2007-08 and 2008-09 financial years. The number of cases mentioned in that question will not necessarily correlate with those listed above as cases lodged in a particular financial year are not necessarily finalised in the same year.

**Question 53**

General

Topic: Prime Ministerial Advisory Council on Ex-Service Matters (PMAC)

FADT Hansard, June 2009, p. 83

# **Senator KROGER asked:**

What is the year-to-date cost of the Prime Minister’s Advisory Council?

**Answer**

The Prime Ministerial Advisory Council on Ex‑Service Matters (PMAC) met on four occasions during the 2008-09 financial year. Two of these meetings were held in Canberra, one was conducted using video conference facilities and one via telephone conference.

As at 30 June 2009 the cost of PMAC is estimated at $46 500, pending end of financial year processing.

Travel, accommodation, meals and postage costs for the October 2008 and March 2009 PMAC meetings include expenses associated with PMAC members’ attendance at the DVA Rehabilitation Colloquium and the DVA Orientation day for PMAC members, respectively.

**Question 54**

General

Topic: Ex-Service Organisation (ESO) Round Table

FADT Hansard, June 2009, p. 83

# **Senator KROGER asked:**

What is the year-to-date cost of the Ex-Service Organisation Round Table?

**Answer**

The newly formed Ex-Service Organisation (ESO) Round Table met once in the financial year 2008-09. The meeting was held in Canberra on 12 May 2009 and incorporated a brief on the Federal Budget.

As at 30 June 2009 the cost of the ESO Round Table is estimated at $10 300, pending end of financial year processing. This includes costs associated with members’ travel, accommodation and meals.

**Question 55**

Outcome 2, program 2.6

Topic: Claims for travel for medical purposes

FADT Hansard Proof 4 June 2009, p88

# **Senator KROGER asked:**

How many people have lodged claims for travel for medical purposes?

**Answer**

See the answer to Question 56 which provides detail on transport for medical purposes.

**Question 56**

Outcome 2, program 2.6

Topic: Claims for travel for medical purposes

FADT Hansard Proof 4 June 2009, p. 88

# **Senator KROGER asked:**

What was the average cost?

**Answer**

Under the Repatriation Transport Scheme DVA assists with travelling expenses for the use of private vehicle and public transport. If either of these modes of transport is not available or is medically unsuitable, travel by taxi, community transport, ambulance or air may be arranged at DVA’s expense. A contribution towards the cost of meals and accommodation (subsistence) may also be payable.

In 2008-09 DVA reimbursed $21.007 million of self‑incurred costs, including use of private vehicles, public transport and subsistence. A total of 193,280 claims for reimbursement were processed. Claims can include both public transport and private vehicle usage and many trip expenses may be accumulated before an eligible veteran or war widow/widower lodges a single claim. Although only the total amount of claims is recorded, it is estimated that the average amount reimbursed for a single journey between a veteran’s home and a health provider is $22.65 (including subsistence).

DVA arranged 798,222 passenger trips to treatment destinations in 2008-09, spending $72.615 million on ambulance services and $52.729 million on passenger assisted transport (taxis, hire cars, community transport and air/rail transport). Individual trip data is not available for all forms of transport eg ambulance, community transport and some taxi trips so the average cost of DVA arranged transport cannot be provided.

In total, DVA’s expenditure on transport assistance to eligible cardholders in 2008‑09 was $146.351 million.

**Question 57**

Outcome 1, program 1.4

Topic: Defence Home Ownership Assistance Scheme

FADT Hansard, 4 June 2009, p. 91

# **Senator JOHNSTON asked:**

What is the life of the contract?

**Question 58**

Outcome 3, program 3.1

Topic: Western Front interpretive trail

FADT Hansard, 4 June 2009, p. 94

# **Senator MACDONALD asked:**

For the Western Front Interpretive Trail, provide a list of the towns, what is proposed and the estimated cost for each town.

**Answer**

As indicated at page 26 of the Department of Veterans’ Affairs Portfolio Budget Statements 2009‑10 Budget Related Paper No. 1.4B, table 1.2, almost $10 million has been allocated to develop an Interpretive Trail of visitor attractions at significant Australian First World War battle sites along the Western Front.

The allocation includes:

* Departmental and Project Management Expenses—$1.82 million; and
* Ancillary Costs (education & marketing packages etc.)—$0.538 million.

The remaining $7.642 million will be spread across proposals which will be undertaken in partnership with regional authorities and local communities. At this stage the following locations are proposed:

* **Fromelles**–contribution to the relocation and operation of the existing museum, and the inclusion of improved Australian interpretive material;
* **Bullecourt**–contribution to the up-grading of the existing museum and the inclusion of Australian interpretive material;
* **Villers-Bretonneux–**contribution to the up-grading of the existing museum and improved Australian interpretive material;
* **Australian National Memorial–**contribution to the re-alignment of the adjacent road and improved site access for safety reasons;
* **Mont St Quentin–**contribution to the establishment of a visitors’ facility;
* **Pozières–**contribution to the establishment of a visitors’ facility; and
* **Ypres/Tyne Cot–**contribution to expand Australian interpretive material at the *In Flanders Fields* Museum in Ypres, and at the Tyne Cot Cemetery Visitor Centre.

The funding allocations for the above locations vary and are subject to adjustment as the concept proposals are developed and the level of financial commitment from other sources are determined.

**Question 59**

Outcome 3, programs 3.1 and 3.2

Topic: Commemorations—staffing

FADT Hansard, 4 June 2009, p. 96

# **Senator MACDONALD asked:**

There has been a reduction in staff in this program from 125 to 120. What area were these positions from?

**Answer**

DVA has reduced Departmental staff over the last 12 months and undergone an internal restructure. These reductions reflect the impact and include one SES Band 2, one EL 2, two APS 6 and one APS 5 level staff.

**Question 60**

Outcome 3, program 3.1

Topic: Commemorations program—commemorative events

FADT Hansard, 4 June 2009, p. 97

# **Senator MACDONALD asked:**

What international commemorative events will not be held in 2009-10 and 2010-11 that were held this year and what is proposed for 2012-2013?

**Answer**

Each year, there are a series of international ceremonies that the Department of Veterans’ Affairs (DVA) participates in or supports, which include Anzac Day services at Gallipoli, Villers‑Brettoneux, Isurava, Hellfire Pass, Bomana and Sandakan. In any given year, there may be additional ceremonies on the basis that there was a significant anniversary of a specific battle or conflict, for example a 60th or 75th anniversary. In 2008-09, in addition to the ongoing Anzac Day services in Turkey, France, Thailand, PNG and Malaysia, DVA conducted a dedication of a memorial in Brunei as well as a one-off Armistice Day service at Villers-Brettoneux to mark the 90th Anniversary of the Armistice, which coincided with the dedication of the newly constructed Australian Memorial at Le Hamel.

In any given year, DVA’s involvement in international commemorative events is generally dependent on there being interest from the relevant veteran groups to mark a particular anniversary with a ceremony, as well as support and invitation from a foreign government for Australia to participate in the planning of a ceremony or program of events. The total number of international commemorative events that DVA is involved in will change from year to year as specific anniversaries and/or as specific memorials are dedicated and also be dependent on funding being available to support such events.

**Answer**

The contract has a life of five years, with the option for the Department of Defence to extend the contract up to three times by a period of up to two years, for a total contract term of no longer than 10 years.

*[Question numbers 61 to 74 are Australian War Memorial questions.]*

**Question 75**

Outcomes 1 and 2, programs 1.4, 1.6, 2.4 and 2.6

Topic: Budget overview

Written question on notice

# **Senator KROGER asked**

The Department sought additional funding in 2008-09 Appropriation Bill (No. 3) of $1.616 million for Outcome 4, but as Outcome 4 has now been absorbed into Outcomes 1 and 2 in 2009-10, it would be useful to know how the Department accounts for that increase.

**Answer**

In the 2008-09 Additional Estimates DVA received additional Departmental funding and an amount of $1.616 million was allocated to Outcome 4.

The $1.616 million was made up of a direct allocation to ex-service organisations (ESOs) of $0.600 million in the 2009-10 Budget year and forward estimates as increased financial assistance to enable ESOs to improve their capacity to provide timely, accurate and informed advice and assistance to their members, and a one-off increase in allocation in Departmental funding of $1.016 million in the 2008-09 Budget Estimates only.

The $0.600 million in the 2009-10 Budget year and forward estimates has been reallocated to Outcome 1.

**Question 76**

General

Topic: Budget overview

Written question on notice

# **Senator KROGER asked:**

In the 2008-09 Budget, Outcome 4, on page 22, has a line item of Graythwaite Estate, Securing the Future of the Estate. The amount is $6m. There is no such reference to Graythwaite in the [20]09‑10 budget. Several months ago there was some publicity regarding the NSW Government wanting to take over the Estate and put it up for sale. It would be of great interest to find out what happened to that item, that was budgeted for, and the Department had a specific purpose for.

**Answer**

The 2008-09 Budget included funding of $20.2 million to carry through the Government’s commitment to secure the future of the Graythwaite Estate.

On 20 November 2008 the NSW Supreme Court decided in favour of the NSW Government, allowing it to sell the property and use the proceeds of the sale for the construction of an alternative rehabilitation facility. The Court decided that the property should be sold within 12 months and that the sale should be completed within 18 months for a sum of not less than $16.8 million.

The Australian Government made an offer to the NSW Government to purchase the property at the Court’s nominated amount of $16.8 million. On 13 July 2009 the NSW Government announced that it would sell the property by public tender.

The Commonwealth will continue to actively pursue its commitment to save Graythwaite.

**Australian War Memorial**

**Question 61**

**Australian War Memorial–Outcome 1**

Topic: Trooper Donaldson VC handover

FADT Hansard, 4 June 2009, p. 102

# **Senator TROOD asked:**

Provide a list of guests invited to attend the ceremony.

**Answer**

There was no official invitation list to this event, as such. It was planned principally as a media occasion. All national media agencies were advised of the details, including the Media Adviser for the Minister for Veterans’ Affairs. The media release can be found at <http://www.awm.gov.au/media/releases/> (see ***attachment*** below)

Trooper Donaldson had several family members and friends in attendance. The Department of Defence requested that the Chief of the Defence Force and Service Chiefs attend, along with some other senior representatives and support staff. Memorial senior management also were offered the opportunity to attend, particularly those from the National Collections Branch.

About 60 people attended, the majority of whom were media.

The Minister responsible for the Australian War Memorial, the Hon Alan Griffin MP attended.



**Question 62**

**Australian War Memorial–Outcome 1**

Topic: Trooper Donaldson VC handover

FADT Hansard, 4 June 2009, p. 102

# **Senator TROOD asked:**

Did Major General Jeffery attend the ceremony? If not, was he invited to attend?

**Answer**

Major General Jeffery was not invited. The Director did not see him at the investiture and was led to believe he was away from Canberra during this period.

**Question 63**

**Australian War Memorial–Program 1.1**

Topic: Ceremonies/photograph opportunities

FADT Hansard, 4 June 2009, p. 102

# **Senator TROOD asked:**

Provide a list of occasions–if there are any–for which permission has been given for ceremonies or photo opportunities or things of that kind inside the War Memorial. Also provide a copy of the protocol that applies to such occasions.

**Answer**

The Memorial, in fulfilling its mission to recognise the service and sacrifice of Australians in war, is committed to delivering a range of ceremonies each year. Ceremonies include major national commemorative ceremonies such as ANZAC Day and Remembrance Day as well as many minor ceremonies coordinated at the request of VIPs or schools or ex-service organisations as well as occasional relevant book and exhibition launches. The Director’s Instruction covering the planning of such activities is at ***Attachment 1*** (below).

Unit associations/Ex-Service organisations are advised to write a letter requesting approval to conduct a ceremony and include information about the date and time. Once a date and time have been agreed by the group and the Memorial, the Events and Ceremonies team coordinate and arrange all aspects relating to the ceremony, i.e. seating, order of service, band, choir, chaplain etc.

On days of national commemoration such as ANZAC Day, Remembrance Day and other ceremonies where the Minister is invited, the shadow Minister is also invited

For School wreathlaying ceremonies, the Member of Parliament for the electorate that the school belongs to is always invited to attend the ceremony.

For the purpose of this question “photo opportunity” has been defined as “an opportunity when photographs or film of the Memorial might be taken for a purpose other than marketing or promoting the Memorial”. During the ceremonies outlined above, members of the public are welcome to take photographs or film on the grounds or in the galleries which are neither monitored nor individually approved.

A total of 195 ceremonies including VIP wreathlayings, plaque dedications, and school wreathlayings were held during 2008-09 as follows:

* 39 VIP wreathlayings included the King and Queen of Spain, Archbishop of Malta, Speaker of the Canadian House of Commons and the Chief of Army for the Philippines
* 14 Plaque dedications including 2/13th Australian Infantry Battalion AIF, 2/6th Field Regiment AIF, and No. 21 (City of Melbourne) Squadron, RAAF
* 27 other ceremonies including Battle for Australia wreathlaying, HMAS *Sydney II* wreathlaying, Florance Foundation (Legacy) wreathlaying, and ACT RSL Annual Congress wreathlaying
* 114 school wreathlaying ceremonies where the Federal local member is invited and attends when possible.

The Onsite Photography and Film and Documentary Producers Fact sheets, available on the Memorial’s website at <http://www.awm.gov.au/media/>, provide guidance for these circumstances. Staff are also required to adhere to Director’s Instruction 3.11–Policy for documentary participation and onsite photography and filming at ***Attachment 2*** (below).

There were 18 approvals given for photography or filming during 2008-09. These ranged from TV documentaries, overseas film companies to ADFA graduation photographs. There were no specific requests received for wedding photography.

**AWM attachment 1 to question 63**

**DIRECTOR’S INSTRUCTIONS (ADMINISTRATIVE) 5.2**

**(Revised Dec 06)**

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**CEREMONIAL AND PROTOCOL POLICY**

**INTRODUCTION**

In fulfilling its mission and to recognise the service and sacrifice of Australians, the Memorial is committed to a delivering a range of ceremonies each year. There are also a number of protocols which have been developed at the Memorial which should be acknowledged.

This instruction provides a series of guidelines to be used in the planning and implementation of ceremonies, and high level visits and guidance for ceremonial protocols. Each ceremony is unique and should reflect the needs of the veteran community and be developed in close liaison with stakeholders but with the Memorial taking the lead.

**INSTRUCTIONS**

**Ceremonies**

Major ceremonies

Any changes to the format of the national ceremonies must be approved by Council.

The Memorial is closed during the ceremonies and re-opens afterwards.

**ANZAC Day–25 April**

Australia’s most significant day of commemoration. ANZAC Day, 25 April, is the day Australians remember the original landing on Gallipoli in 1915. The spirit of ANZAC, with its human qualities of courage, mateship and sacrifice, continues to have meaning and relevance for our sense of national identity. On this day, the service of Australian veterans is acknowledged in ceremonies held in towns and cities across the nation.

In Canberra, the Memorial hosts the Dawn Service and the National ANZAC Day Ceremony:

**Dawn Service** – 0530 to 0600 hrs

* Coordinated with RSL (ACT)
* Conducted on Parade Ground
* Reveille played from the parapet
* Informal, no seating
* Major event – road closures

**National ceremony–**1015 hrs

* March coordinated by RSL in conjunction with AWM
* Usually attended by G-G (takes salute) and PM as well as many officials
* At conclusion officials lay flowers in the HoM and sign Visitors’ book
* Ceremony ends with flyover
* Major event – road closures

**Remembrance Day**–**11 November**

An international day of remembrance on the anniversary of end of the First World War at 11 am on 11 November 1918. The moment when hostilities ceased on the Western Front became universally associated with the remembrance of those who had died in the war. The ceremony considers the futility of war and looks forward to the achievement of peace for all nations.

* Commences at 1015 hrs and silence at 1100 hrs
* No flyover
* Major event – road closures

Minor ceremonies

Smaller ceremonies are coordinated with the stakeholder organisation and may be located in the Western Courtyard, the Sculpture garden or the Commemorative Area including the Hall of Memory. They include:

* **Roll of Honour additions**
  + Held on Remembrance Day (since 2006) in private ceremony prior to main ceremony in the HoM and cloisters if required.
* **Plaque dedications**
  + The Director always attends unless he’s not available and requests an AD
  + Usually conducted in Western Courtyard with Chaplain
* **Memorial dedications**
  + For new memorials in grounds
* **Simple Wreathlayings**
  + Conducted in HoM, no bugle call
* **Unit reunions**
  + Often conducted in HoM, occasionally in Western Courtyard, includes bugle call
* **School wreathlaying ceremonies**
  + Sponsored by DVA Commemorative Program Saluting their Service, three per week, attended by Director or AD, Veteran and Local MP if possible – CD version of Last Post, silence and Rouse.

**High level visits**

Referred to AWM by Ceremonial and Hospitality (CERHOS) in Prime Minister & Cabinet (PM&C) and coordinated by HEVS. Agency Security Adviser (ASA) Chief of Security (COS) and Head CAM manage their roles and Assistant manager E&C is responsible for the administrative preparation.

Head of State and Head of Government visits receive catafalque party at the tomb, decorations are worn, Last Post, silence and Rouse played from the Parapet. Chairman (and spouse if guest has spouse) and Director (and spouse) welcome, Chairman conducts wreath laying element, Director conducts tour of galleries if sufficient time. The Visitors’ Book is to be signed and flags to be flown.

Other Guests of Government, Royal visits and working visits referred by CERHOS are welcomed and coordinated but without the catafalque party, decorations and bugle call (unless advised otherwise).

**Protocol**

Bugle calls

* Head of State and Head of Government guests receive Last Post, silence and Rouse
* School wreathlayings have a pre-recorded, modified version of Last Post/silence/Rouse
* Reveille is always played at dawn services
* For a Naval ceremony, play the Navy Reveille instead of Rouse
* Whenever there is a bugle call within earshot, staff should stand to attention (and observe the silence) and model their behaviour for visitors.
* Use RSL version (silence broken by Lest we Forget) for ANZAC Dawn service

Salutes and Guards

* All major national ceremonies require a full Royal Guard of 100
* Whenever the G-G is present he requires a full Royal Guard of 100 and receives a Royal salute.
* Whenever the Prime Minister is present he receives a General salute
* Australia’s Federation Guard was established in 2000 to service and support major events and ceremonies.
* The Chief of the Defence Force is entitled to a General salute
* For smaller ceremonies salutes may be waived.

Welcomes

* Guests referred from ADF, DFAT, other Government Departments, Diplomatic Corps and the Cultural Sector are booked for tours through the E&C office.
* Higher level visitors are referred to the Director first and may be delegated to an Assistant Director or head of section.
* Director welcomes Military Officers of the three services of One Star rank and above and civilian equivalents.
* Following a welcome (and on occasions a wreathlaying) a Voluntary Guide conducts the tour.

Precedent order

* When receiving and seating dignitaries, the AWM refers to the Commonwealth precedent order, with any alterations cleared with the Director, through HEVS.
* The guiding principle for arrivals is most senior arrives last.
* The guiding principle for seating on the dais is most senior to the centre with host officer on right.
* The Memorial shows bipartisan consideration to representatives from Parliament and when the PM is invited to attend so is the Leader of the Opposition.
* All Service Chiefs (or their representatives) as well as CDF, are seated on the dais, as are the Departmental Secretaries of the Department of Defence and Department of Veterans’ Affairs.
* Whenever the Governor-General also attends, an invitation is always issued to his private secretary and spouse who are seated on the dais.

Flags

* It is the responsibility of the Security staff to raise the correct flags for various occasions, done in accordance with directions received from the Flag Marshal in the Department of Prime Minister and Cabinet.
* Notifications include instructions for national days of mourning, and cover ceremonial requirements and flags for visiting overseas dignitaries.
* Notifications from the Flag Marshal are received electronically at Security and to E&C Manager.

Invitation list

* The E&C office is responsible for collating and maintaining the Memorial’s invitation lists.
* The information on these lists, such as new appointments to various positions, the death of a person on the list, government elections, and new honours and awards, needs to be monitored and updated.
* This list is to be maintained via newspaper personal notices, Honours Lists, Departmental advice, and the notification of a change by mail or phone.
* This list is held on the “Raisers Edge” database.

Wreaths

* Wreaths are ordered and paid for by the office of the dignitary laying the wreath.
* The preferred size is no larger than 75cm in diameter.
* Major ceremonies require the delivery of wreaths to be the day before and by 0900 on the day of minor ceremonies.
* The estimated disposal of wreaths is seven days or when deteriorating, at the discretion of the Floor Supervisor.
* At the time of disposal all identification and tags are removed.
* At the occurrence of another ceremony all wreaths are either cleared from the HoM or relocated to the side of the tomb at the discretion of the VS Manager.

**Scheduling**

HEVS has overall control of the annual schedule with significant input from E&C Manager and Assistant Manager. The guiding principles are:

* that no other bookings are taken on ANZAC and Remembrance Days (except for Friends functions).
* that the 10 days before ANZAC Day are kept as clear as possible;
* that Plaque dedications and VIP wreathlayings are not booked for weekends unless expressly approved by the Director;
* that VIP visits requiring high level welcomes should be avoided on Monday afternoons (SMG), Friday mornings (CMG) and at lunchtimes (1200 until 1400 hrs) and on weekends.
* that dates for plaque dedications should be as evenly spread throughout the year (understanding that Associations quite often request particular anniversary dates). There should never be more than two in the same week unless unavoidable.
* Nothing is scheduled outside of opening hours unless approved by HEVS

**External coordination**

Government House

It is the responsibility of HEVS to liaise with Government House for any contact regarding Their Excellencies the Governor-General Major General Jeffery AC, CVO, MC and Mrs Jeffery attends the Memorial for any function, including after-hours events. If the event is being coordinated by another section of the Memorial, HEVS should be notified at least **four** weeks prior to the function and given the sufficient information to enable her to provide Government House with a full briefing.

PM&C–CERHOS

It is the responsibility of HEVS to liaise with the CERHOS Branch in PM&C regarding government visits. Once scheduled the Ass Mgr E&C takes the administrative role in the coordination, involving head CAM and Security to ensure smooth running of visit.

RSL (ACT Branch)

It is the responsibility of HEVS to lead the liaison with RSL with regard to ANZAC Day planning.

Other Veteran Associations

All veterans will be regarded as very significant stakeholders in dealings with Memorial and particularly EVS.

Diplomatic corps

The Dean of the Corps is the representative for the whole Diplomatic community and should be invited to all events and ceremonies at the Memorial. At present it is the Ambassador for Austria His Excellency Dr Hans Demel. The precedent order for Diplomats is dependant upon the seniority (length of stay) by the incumbent and is updated weekly on the DFAT website. The Diplomatic community are invited to lay wreaths at the annual Remembrance Day ceremony, however on ANZAC Day the Dean represents the whole corps.

ADF

Contact with the ADF is through HEVS, E&C Manager and Assistant Manager and is usually for booking flyovers and other Defence support through the Public Events of Significance round (PES due each July); confirmation of AFG, various Service bands, briefing for CDF and Service Chiefs.

Security

HEVS, ASA and COS liaise and in accordance with threat assessment make decisions about pre-checks, seating and arrival and exit plans. (*COS to liaise and facilitate threat assessment and prepare risk management advice as appropriate).*

Traffic Management

Traffic management in and around the Memorial is the responsibility of the COS. All traffic management plans will be carried out in accordance with National Capital Authority (NCA) Roads and Traffic Authority (RTA) and Australian Federal Police (AFP) requirements.

**RESPONSIBILITY**

Through the Assistant Director Public Programs, it is the responsibility of the Head of EVS to ensure that this instruction is implemented, and that it is maintained and reviewed every two years.

**REFERENCES**

*Australian War Memorial Ceremonial Guidelines*

Asher Joel, *Australian Protocol and Procedures*

Commonwealth Awards and National Symbols Branch, Department of Prime Minister and Cabinet

The RSL Handbook (Qld headquarters 2005)

Catherine De Micheli, *Who’s Who in Australia (2006*)

David Ford, *Who’s Who Guide to Protocol*

National Guide to Government August 2006

DFAT

* Diplomatic List and List of Representative of International Organisations – December 2005
* Consular List – April 2006

It may be difficult to obtain a print copy of the above but electronic versions are available online.

Protocol Branch, Department of Foreign Affairs and Trade

Directorate of Protocols and Visits, Department of Defence

Commemorations Branch, Department of Veterans’ Affairs

Australian Honours Secretariat, Government House

The Protocol Branch of each State or Territory Government

Commonwealth of Australia Special Gazette, *Table of Precedence* (1982) and

*The Order of Wearing Australian Honours and Awards* (2002)

*Australian Flags*

*Australian Symbols*

**Websites**

DFAT

* <http://www.dfat.gov.au/>

Prime Minister and Cabinet (PM&C)

* [http://www.dpmc.gov.au/about pmc/index.cfm](http://www.dpmc.gov.au/about%20pmc/index.cfm)

It’s an Honour

* <http://www.itsanhonour.gov.au/>
* <http://www.itsanhonour.gov.au/subscribe.cfm>

Flags

* <http://www.crwflags.com/fotw/flags/>
* <http://www.flags.net/>
* <http://myflag.com.au/>

Governor General

* <http://www.gg.gov.au/>

Parliament House

* <http://www.aph.gov.au/>

DVA

* <http://www.dva.gov.au/>

Department of Defence

* <http://www.defence.gov.au/index.cfm>

**AWM attachment 2 to question 63**

**DIRECTOR’S INSTRUCTIONS (ADMINISTRATIVE) 3.11**

**(February 2009)**



## POLICY FOR DOCUMENTARY PARTICIPATION AND ONSITE PHOTOGRAPHY AND FILMING

# INTRODUCTION

From time to time, staff may receive requests to assist with documentaries, or requests for onsite photography or filming.

All requests must be assessed by the Memorial (through Communications and Marketing (CAM) section) for suitability, and to consider any potential legal implications including insurance, copyright and privacy.

This instruction sets out the Memorial’s policy for handling these requests.

**INSTRUCTIONS–PHOTOGRAPHY**

Requests for photography at the Memorial

Staff receiving a request for commercial photography at the Memorial, including wedding and group photography, must:

* Refer the request to Head of CAM or delegate for assessment of suitability
* If approved, CAM will inform Education and Visitor Services (EVS) for inclusion on Visits, Tours and Ceremonies (VTC)

Note: Personal photography of a commemorative or tourist nature that using a handheld camera is permitted by visitors, both inside and outside the building without permission. Objects and artworks captured on film in this way may be protected by copyright in the event that the film is reproduced or published.

Requests to use tripods, lights, ladders or any other equipment must be referred to CAM for assessment of suitability. Requests to photograph groups of a formal nature (for example, ADFA graduation photos, company staff photos, veteran’s groups) or groups that are large enough to disrupt the regular flow of visitors must be referred to CAM.

**INSTRUCTIONS–FILMING**

Requests to film at the Memorial

Staff receiving a request for filming must:

* Refer the request to Head of CAM or delegate for assessment of suitability
* If approved, CAM will inform EVS for inclusion on VTC
* If requested, staff should assist with preparing materials, briefing ADs or Section Head or other staff as required
* Assist in other ways, including appearance in the film if requested by CAM.

Note: Personal filming of a commemorative or tourist nature that uses a handheld camera is permitted by visitors, both inside and outside the building without permission. Objects and artworks captured on film in this way may be protected by copyright in the event that the film is reproduced or published.

Requests for information

Staff receiving requests for information from film makers should assist to the extent they would a general enquiry from a member of public. Requests beyond this should be referred to the Head of CAM or delegate, who will liaise with Head of Retail and Online Sales or delegate with regards to the commissioning of research by Memorial staff.

**INSTRUCTIONS–CRITERIA FOR APPROVALS AND FEES**

Assessment Criteria

The Head of CAM or delegate will assess each request on the basis of

* Appropriateness and relevance to the Memorial’s mission and purpose
* Commemorative elements
* Promotion of Australian military history
* Promotion of the Australian War Memorial and/or its programs and events
* Memorial resources available

Fees

ADPP, through the Head of CAM or delegate will determine if fees are applicable for the supervision of filming and photography, depending on Memorial resources required for the project.

Commercial filming and photography will be charged at industry commercial rates. Filming and photography that is appropriate and/or relevant to the Memorial’s mission and purpose will be charged a reduced rate that allows for all costs incurred by the Memorial, including supervision, electricity and security.

**RESPONSIBILITY**

ADPP through the Head of CAM is responsible for implementing, maintaining and reviewing this Instruction.

Head of CAM is responsible for maintaining information for photographers and film makers on the Memorial website.

**REFERENCES**

Marketing Plan

AWM Service Charter

Policy on Handling Media Issues

**Question 64**

**Australian War Memorial**–**Outcome 1**

Topic: Budget

Written question on notice

# **Senator TROOD asked:**

Why are there no new measures relating to the Australian War Memorial in the 2009‑10 budget?

**Answer**

Consideration of the 2009-10 Budget did not result in any new measures for the Memorial.

**Question 65**

**Australian War Memorial**–**Outcome 1**

Topic: Budget

Written question on notice

# **Senator TROOD asked:**

Please give a breakdown of funding and costs for Program 1.1 Deliverables:

1. The three major commemorative ceremonies
2. The 10 other commemorative ceremonies
3. The school wreath laying program.

**Answer**

The breakdown of funding and costs for Program 1.1 Deliverables is as follows:

|  |  |
| --- | --- |
|  | **2009-10 Funding** |
| ANZAC Day**–**Dawn & National Services | $159,000 |
| Remembrance Day | $33,000 |
| *Sub-total* | *$192,000* |
|  |  |
| Other commemorative ceremonies | $47,000 |
| School Wreathlaying | $62,925 |
| **Total** | **$301,925** |

**Question 66**

**Australian War Memorial**–**Outcome 1**

Topic: Budget

Written question on notice

# **Senator TROOD asked:**

Please explain why depreciation will no longer apply to the Australian War Memorial and indicate where the forecast surplus will come from.

**Answer**

The exclusion of depreciation for heritage and cultural assets from the Memorial’s Budget and Forward Estimates is in accordance with Department of Finance and Deregulation’s new funding policy and application of a change in accounting standards from 1 July 2008.

The forecast surplus relates to the accumulation of funding provided for capital replacement for future expenditure, e.g. Hall of Valour, exhibitions/gallery refurbishment, building works, and software replacement.

**Question 67**

**Australian War Memorial**–**Outcome 1**

Topic: Budget

Written question on notice

# **Senator TROOD asked:**

On page 124 (AWM Budget Statements), it is noted that “revenue is expected to decrease as cash balances decline due to the use of reserves”. How much of the reserves does the agency forecast will be used?

**Answer**

Reserves will be consumed as major capital projects are completed, including the East Precinct redevelopment, implementation of the Enterprise Content Management system, and several exhibition redevelopment projects (Hall of Valour and Second World War half-life refurbishment).

In addition to current year funding, a total of $26 million from accumulated appropriation and non-government reserves will be applied to capital projects in 2009-10.

|  |  |
| --- | --- |
| **Project** | **Estimated spend from *Accumulated* Reserves** |
| East Precinct | $15,300,000 |
| Enterprise Content Management System | $3,200,000 |
| Treloar A building works (air-conditioning) | $1,000,000 |
| Second World War half-life refurbishment | $2,000,000 |
| Hall of Valour refurbishment | $4,500,000 |
| **Total** | **$26,000,000** |

With the estimated spend from accumulated reserves, the amount remaining to yield investment interest is diminished and will be lessened by lower interest rates to those previously experienced.

**Question 68**

**Australian War Memorial**–**Outcome 1**

Topic: Budget

Written question on notice

# **Senator TROOD asked:**

Is there a new accounting method being used for example, a change from accrual accounting to cash accounting and if so, why?

**Answer**

The Memorial has not changed accounting methods, and prepares financial statements on an accrual basis in accordance with Australian Accounting Standards and the Finance Minister’s Orders.

However, as the accrual budgeting model implemented across government since 1999-2000 has changed, non-cash expenses such as accrued employee liabilities and depreciation are no longer funded.

**Question 69**

**Australian War Memorial**–**Outcome 1**

Topic: Staff reductions

Written question on notice

# **Senator TROOD asked:**

In the Australian War Memorial budget on page 113, there is a reduction of 9 staff. Where will the reduction be made–front desk staff, manager/director, or other positions?

**Answer**

The reductions will be made as follows:

* reduced hours for staff or reclassification of some Corporate Services administration positions;
* reduced project and administration roles in National Collection; and
* reduced administration of volunteer services and marketing assistance.

**Question 70**

**Australian War Memorial**–**Outcome 1**

Topic: Staff reductions

Written question on notice

# **Senator TROOD asked:**

Will any services be cut to accommodate these staff cuts?

**Answer**

No services are planned to be cut to accommodate these staff reductions.

**Question 71**

**Australian War Memorial**–**Outcome 1**

Topic: Staff reductions

Written question on notice

# **Senator TROOD asked:**

Please provide a breakdown of staff numbers that have left or have been terminated in years, 2007-08 and 2008-09.

**Answer**

**2007-08**

75–includes all categories of staff (3 retirements, 26 end of contracts, 11 moves to other agencies, 32 resignations and 3 voluntary redundancies); and

**2008-09**

56–includes all categories of staff (3 retirements, 22 end of contracts, 8 moves to other agencies, 21 resignations and 2 voluntary redundancies).

**Question 72**

**Australian War Memorial**–**Outcome 1**

Topic: Staff reductions

Written question on notice

# **Senator TROOD asked:**

What arrangements are in place to ensure visitors to the Memorial are not disadvantaged by the impact of staff cuts?

**Answer**

There are no planned reductions to visitor service staff.

**Question 73**

**Australian War Memorial**–**Outcome 1**

Topic: Exhibitions

Written question on notice

# **Senator TROOD asked:**

Please give a breakdown of the costs between-

* + Permanent exhibitions;
  + Travelling exhibitions; and
  + Temporary exhibitions displayed in the Special Gallery

**Answer**

Permanent exhibitions expenditure for 2009-10 is expected to be $3.8 million. The annual cost associated with permanent exhibitions is dependent on maintenance programs, changeover of collection items on display etc. Redevelopment of replacement of permanent exhibitions can cost between $3,000 and $11,300 per square metre depending on the design and features of the specific exhibition.

Travelling exhibitions expenditure for 2009-10 is expected to be $800,000 (GST exclusive).

Temporary exhibitions expenditure for 2009-10 is expected to be $15,000 (GST exclusive).

All these figures exclude indirect costs associated with exhibitions such as conservation, education and public programs, marketing and public affairs, website and events.

**Question 74**

**Australian War Memorial**–**Outcome 1**

Topic: Exhibitions

Written question on notice

# **Senator TROOD asked:**

# Is there any impact on these exhibitions due to staff cuts?

**Answer**

There has been no impact on the exhibition program to accommodate staff reductions.