**Question 1**

All programs

Topic: Staffing

Written question on notice

# **Senator BARNETT asked:**

1. How many permanent staff recruited since additional estimates (Feb 2010)?
2. What level are these staff?
3. How many temporary positions exist or have been created since additional estimates?
4. Since additional estimates, how many employees have been employed on contract and what is the average length of their employment?

**Answer**

Department of Veterans’ Affairs

1. 101
2. As per table

|  |  |
| --- | --- |
| APS1 | 4 |
| APS2 | 10 |
| APS3 | 33 |
| APS4 | 20 |
| APS5 | 15 |
| APS6 | 4 |
| EL1 | 12 |
| EL2 | 2 |
| SES | 1 |

There have also been 2 full-time statutory appointments since additional estimates which have not been included in part a) they have both been appointed for a fixed term of five years.

1. DVA had 92 non-ongoing employees as at 22/9/2010. There have been 97 commencements and 52 cessations since additional estimates. In addition, 36 previously non-ongoing staff have been permanently appointed in this time and have been included in the response to question (a) above. This represents net increase of 9 non-ongoing employee.
2. Of the 97 new non-ongoing engagements since additional estimates, the average contract length is 124 calendar days (4.0 months).

Australian War Memorial

a) 5

b) 1 x APS3

2 x APSL5

2 x APSL 6

c) 68 positions exist

d) The AWM has employed 53 new non-ongoing staff since additional estimates, with an average length of 38.79 weeks

**Question 2**

All programs

Topic: Staffing–Efficiency Dividend/Budget Cuts

Written question on notice

# **Senator BARNETT asked:**

1. Have staffing numbers been reduced as a result of the efficiency dividend and/or other budget cuts?

- Since the efficiency dividend was introduced?

- Since additional estimates?

b) If so, where and at what level?

c) Are there any plans for staff reduction? If so, please advise details ie. reduction target, how this will be achieved, services/programs to be cut etc?

d) If your Department/Agency has been identified in the budget as delivering further efficiencies (savings), how will these be delivered? (For example, if the budget papers say ‘improvement to strategic work practices’ or similar, what are these and how will they be delivered?

e) What changes are underway or planned for graduate recruitment, cadetships or similar programs? If reductions or increases are envisaged please explain including reasons, target numbers etc.

**Answer**

Department of Veterans’ Affairs

a) and b)

The impact of the Efficiency Dividend cannot be separated out from other factors such as the decline in veteran and family member numbers or organisational restructuring.

Actual staff numbers as at Additional Estimates was 2,028, as at 22/9/2010 total staff numbers were 2,043.

Over the past 5 years, actual staff numbers as at 30 June have been:

2006 2,470

2007 2,369

2008 2,366

2009 2,061

2010 2,050

c) As a result of declining client numbers and reducing appropriations, the Department is continuing to manage a gradual (and small) reduction in staff numbers. This is being achieved through controlled vacancy management, better planned recruitment, and the strategic use of voluntary redundancies. No services will be cut.

* 1. Not applicable.
  2. There are no changes underway or planned to graduate programs.

Australian War Memorial

a) and b)

Reduction in staffing numbers is the result of several factors including the efficiency dividend and overall budget appropriation. Actual staff numbers as at 10/2/2010 (additional estimates) was 300. Total employment as at 21 September 2010 was 295.

Actual numbers for past 5 years as at 30 June:

2006 – 317

2007 – 297

2008 – 310

2009 – 313

2010 – 297

(The increase in staffing levels in 2008 and 2009 was primarily associated with the *Conflicts 1945 to Today* galleries project.)

1. In 2010/2011 the Memorial will rely primarily on natural attrition and the non-renewal of some non‑ongoing contracts to manage within budget. Other strategies will be considered if needed.
2. Nil
3. The Memorial’s entry level programs will continue with no significant changes planned.

**Question 3**

All programs

Topic: Government advertising

Written question on notice

# **Senator BARNETT asked:**

1. What communications programs has the Department/Agency undertaken since additional estimates and what communications programs are planned to be undertaken?
2. For each program, what is the total spend?
3. A breakdown of how much was spent/is planned to be spent on each program/initiative should be provided.

(by ‘communications program’ it is meant communication of a government message to the public – possibly by advertising (print, television etc), possibly through the erection of signs, plaques etc, or through other mediums. The recent (current) Government TV advertising campaign on health reform and specific health initiatives are examples, BER signage is an example, advertising on the Government’s proposed new tax system would be another example).

**Answer**

a) The Department has undertaken the following communication programs which include paid advertising since additional estimates on 11 February 2010.

**Undertaken since Additional Estimates**

* The Right Mix – Your health and alcohol

**Planned to be undertaken**

* A campaign planned to encourage F-111 maintenance workers to confirm eligibility for the new Australian Government compensation and health care package.
* A national campaign is planned to engage with the Australian public on how Australia should commemorate the Centenary of Anzac.

b) and c)

**The Right Mix**

The total spend for this advertising campaign was $220,036 (excluding GST)

Cost breakdown:

Advertising (Newspaper): $193,138

Internet search advertising:   $7,948

Material production, including resizing of ads:   $2,800

Material despatch:  $16,150

**Planned Campaign to encourage F111 maintenance workers**

The total estimated cost for this advertising campaign is $153,180.32 (excluding GST)

Estimated Cost breakdown:

Advertising (Newspaper and Radio): $144,880.32

Media placement and production fees: $8,300.00

**Planned Campaign to promote the Anzac Centenary**

The total estimated cost for this advertising campaign is $72,591.88 (excluding GST)

Estimated cost breakdown:

Advertising (Newspaper) $70,591.88

Media placement and production fees $2,000.00

**Question 4**

All programs

Topic: Hospitality

Written question on notice

# **Senator BARNETT asked:**

1. What is the Department’s hospitality spend FYTD? Please detail date, location, purpose and cost of all events.
2. For each Minister/Par Sec’s office, please detail total hospitality spend FYTD. Please detail date, location, purpose and cost of each event.

**Answer**

1. As at 30 June 2010 the Department’s spend on hospitality was $27,433 (GST exclusive). It is not possible to itemise each event with the details requested without undertaking considerable research. However, based on payment data, the spend covered approximately 170 events with the majority of expenses relating to catering for Ex Service Organisation functions/meetings.
2. The Minister held a reception and afternoon tea in honour of service personnel and civilians who served in defence of Australia in Rabaul and New Guinea Islands during World War II. This event was held in Parliament House on 21 June 2010. The cost of this reception was approximately $3,500.

**Question 5**

All programs

Topic: Board appointments

Written question on notice

# **Senator BARNETT asked:**

1. What is the gender ratio on each board and across the portfolio?
2. What is the gender ratio of appointments made to boards since the Government came to office in November 2007?

**Answer**

a) As at 31 August 2010 the gender composition of statutory bodies across the portfolio was as follows:

**Body Female Male**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Australian War Memorial Council | | 1 | | 11 |
| Military Rehabilitation and Compensation Commission | | | 0 | 5 |
| Repatriation Commission | 0 | | | 3 |
| Repatriation Medical Authority | 1 | | | 4 |
| Specialist Medical Review Council | 0 | | | 16 |
| Veterans Review Board | 13 | | | 26 |

b) As at 31 August 2010 the gender composition of appointments to statutory bodies across the portfolio since November 2007 was as follows:

**Body Female Male**

|  |  |  |  |
| --- | --- | --- | --- |
| Australian War Memorial Council | | 0 | 5 |
| Military Rehabilitation and Compensation Commission | | 0 | 4 |
| Repatriation Commission | 0 | | 3 |
| Repatriation Medical Authority | 1 | | 1 |
| Specialist Medical Review Council | 1 | | 9 |
| Veterans Review Board | 2 | | 5 |

**Question 6**

All programs

Topic: Freedom of information

Written question on notice

# **Senator BARNETT asked:**

a) Has the Department/Agency received any advice from the Government or any other source on how to respond to FOI requests?

b) How many FOI requests has the Department received?

c) How many have been granted or denied?

d) How many conclusive certificates have been issued in relation to FOI requests?

Answer

a) The Department and the Australian War Memorial (AWM) are informed by Guidelines issued by the Department of Prime Minister and Cabinet. The AWM received advice from the Australian Government Solicitor in relation to one FOI application since 1 July 2009.

b) During the 2009-2010 financial year, the Department received 5,185 FOI applications and the AWM received one.

c) During the same period, 4,572 applications were granted in full, 29 were granted in part and 10 were refused by the Department and one was granted in full by the AWM. In addition, the Department transferred 480 applications to other agencies (the majority being to the Department of Defence) and 157 applications were withdrawn with the balance on hand as at the end of the financial year. [[1]](#footnote-7)

d) Nil

**Question 7**

All programs

Topic: Community Cabinet

Written question on notice

# **Senator BARNETT asked:**

1. What was the cost of Ministers travel and expenses for the Community Cabinet meetings held since Budget Estimates?
2. How many Ministerial Staff and Departmental officers travelled with the Minister for the Cabinet meetings?
3. What was the total cost of the travel?
4. What was the total cost to the Department and the Ministers office?

**Answer**

a) Travel expenses undertaken by the Minister for Veterans’ Affairs are paid for by the Department of Finance and Deregulation. The report *Parliamentarians’ travel costs paid for by the Department of Finance and Deregulation*, is tabled biannually providing details of the dates and purpose of the travel, the countries of destination and the costs of visits. Further information on ministerial visits is also available on ministerial web sites and in media releases and media reports.

b) One Departmental officer and one Ministerial Staffer attended the Community Cabinet meeting held on 9 June 2010 in Perth, Western Australia.

c) and d)

The Department of Veterans’ Affairs is unaware of the travel costs for the Minister and his staff as these costs are paid for by the Department of Finance and Deregulation. The cost for the Departmental officer’s travel was $2,526.08.

**Question 8**

Outcome: General

Topic: Reviews

Written question on notice

# **Senator BARNETT asked:**

1. What is the total number of Reviews *both complete and ongoing* in the portfolio/agency or affecting the portfolio agency since November 2007?
2. Please provide a breakdown of reviews completed since the government came to office (only those commenced after the current government came to office) including:

- when those reviews were provided to Government,

- estimated cost of producing each review (and total cost) and

- If the Government has responded to the review or information about when the Government has indicated it will/will not respond to the review.

1. How many reviews are ongoing?
2. How many reviews have been completed since additional estimates?
3. What further reviews are planned in the portfolio/agency?

**Answer**

1. Five reviews have been commissioned by the Government in the Veterans’ Affairs portfolio since November 2007.
2. Details of completed reviews, commenced after the government came to office, are as follows:

**Reconsideration of Clarke recommendations not implemented by previous Government**

Advice was provided to the Minister over a period from November 2009 to April 2010. The total cost of the review was $495,000. The Government response was provided on 14 May 2010 in the 2010-11 Budget.

**Independent Study into Suicide in the ex-service community (Dunt Review into Suicide)**

The report was provided to government on 6 February 2009. The total cost of the review was $138,132.50. A full government response was released on 1 May 2009.

1. Three Government Commissioned reviews are ongoing.
2. One Government Commissioned review has been completed since Additional Estimates – Reconsideration of the Clarke Recommendations not implemented by the previous Government.
3. The following Government Commissioned reviews are planned:

* Review of post-traumatic stress disorder programs; and
* Review of *Operation Life* Suicide Awareness and Prevention workshops.

**Question 9**

All programs

Topic: Consultancies

Written question on notice

# **Senator BARNETT asked:**

How many consultancies have been undertaken or underway since November 2007? Please identify the name of the consultant, the subject matter of the consultancy, the duration and cost of the contract, and the method of procurement (ie. open tender, direct source, etc).

Please also include total value for all consultancies, including figures for total *spending* on consultancies and also *value of contracts awarded?* Provide total figures since November 2007 and a breakdown on those figures for FY 2008/09 and 2009/10 FYTD.

**Answer**

Since November 2007 the Department of Veterans’ Affairs has awarded 130 contracts for consultancies. The list of consultancies including subject matter, duration, cost and procurement method is at Attachment A.

The total approximate value of all consultancy contracts awarded:

* since November 2007 is $20.0m;
* during 2008/09 is $10.5 m;
* during 2009/10 is $5.7 m.

Total spending on consultancies:

* since November 2007 was $15.2m;
* during 2008/09 was $3.9m;
* during 2009/10 to 30 June 2010 is $7.8m.

The value of contracts and expenditure do not match during individual financial years because:

* + the reported contract value is the best estimate as at the commencement of the contract, and
  + contracts may span more than one financial year.

**Attachment to DVA question 9**

**Consultancies undertaken since November 2007**

| **Consultant** | **Start date** | **End date** | **Contract value ($)** | **Method** | **Subject** |
| --- | --- | --- | --- | --- | --- |
| ACPMH | 18-Mar-10 | 28-Feb-11 | 243,680 | Direct | Research into the Effectiveness of the VVCS Heart Health Program on improving veteran health |
| Alan Gilbert Henderson | 02-Mar-09 | 01-Mar-11 | 32,000 | Direct | Membership as Independent Chair of the Department of Veterans' Affairs Audit Committee and independent advice relating to audit activities relevant to the Department |
| Allegany Consulting Pty Ltd | 07-Jul-09 | 15-Sep-09 | 52,000 | Panel | Design and present learning and development module for the VRB. |
| ANU Enterprise PTY Ltd | 09-Nov-09 | 30-Jun-12 | 330,538 | Direct | Research into the wellbeing of female Vietnam and contemporary veterans: an ethnography of military health personnel |
| Apis Group Pty Ltd | 21-Apr-10 | 26-May-10 | 75,000 | Direct | Provision of an initial project plan for the implementation of new initiatives for the preventable admissions project. |
| Apis Group Pty Ltd | 03-Jun-10 | 30-Jun-10 | 79,552 | Open | Development of a comprehensive project implementation plan, communication plan and other associated tasks for the preventable admissions project. |
| Applied Economics Pty Ltd | 15-Aug-08 | 15-Aug-09 | 79,900 | Direct | Research on Analysis of the rate of progression to disability compensation and health services support of Australian peacekeeping forces post-Vietnam War and the potential long-term cost implications |
| Applied Economics Pty Ltd | 11-Jun-10 | 31-Mar-11 | 97,445 | Direct | Analysis of the long-term costs of disability arising from the Vietnam War |
| ARTD Pty Ltd | 08-Oct-08 | 08-Dec-08 | 21,925 | Direct | Evaluation of the administrative processes of the Long Tan Bursary scheme |
| Astarte | 17-Apr-09 | 30-Jun-09 | 47,300 | Select | Services in relation to the establishment of an Australian Interpretive Trail on the Western Front. |
| Australian Centre for Post Traumatic Mental Health | 01-Apr-08 | 30-Jun-08 | 401,920 | Direct | Research Project on Lifecycle initiatives |
| Australian Centre for Post Traumatic Mental Health | 01-Apr-08 | 28-Jul-08 | 297,674 | Direct | Research project on Training for Mental Health Workers |
| Australian Centre for Post Traumatic Mental Health | 26-Aug-08 | 30-Jun-09 | 165,000 | Panel | Accredit, manage and report on the compliance with and outcomes of the PTSD Quality Assurance program for DVA contracted PTSD programs |
| Australian Centre for Post Traumatic Mental Health | 05-Sep-08 | 30-Sep-09 | 165,000 | Panel | Improved Treatment Options for Hard to Engage Clients Project |
| Australian Centre for Post Traumatic Mental Health | 08-Sep-08 | 30-Sep-10 | 494,450 | Panel | Barriers to Rehabilitation Project |
| Australian Centre for Post Traumatic Mental Health | 08-Oct-08 | 27-Mar-10 | 548,460 | Panel | Transition and Family Support Services Project |
| Australian Centre for Post Traumatic Mental Health | 10-Dec-08 | 31-Oct-09 | 139,491 | Panel | Research on Psychosocial rehabilitation for veterans |
| Australian Centre for Post Traumatic Mental Health | 23-Jan-09 | 30-Jul-09 | 35,398 | Panel | Research on Exploring mental health outcomes of VVCS centre-based counselling. |
| Australian Centre for Post Traumatic Mental Health | 25-Aug-09 | 30-Jun-10 | 165,000 | Direct | Accredit, manage and report on the compliance with and outcomes of the PTSD Quality Assurance program for DVA contracted PTSD programs . |
| Australian Centre for Post Traumatic Mental Health | 18-Mar-10 | 28-Feb-11 | $243,680 | Direct | Research into the Effectiveness of the VVCS Heart Health Program on improving veteran health |
| Australian General Practice Network (AGPN) | 12-Jan-09 | 30-Jun-10 | 432,696 | Open | Develop and implement and education and training package that provides primary health care professionals with skills to identify, prevent and treat veterans with mental and physical health co-morbidities |
| Australian Government Solicitor | 11-Feb-09 | 10-Feb-10 | 10,000 | Direct | Legal services for the Request for Tender for private hospital mental health services to entitled persons |
| Australian National University | 24-May-10 | 31-Jul-11 | 150,000 | Direct | Critical Literature Review of materials on Indigenous Soldiers' contribution to the nation |
| Barclay Consulting Pty Ltd | 28-Jul-08 | 28-Dec-08 | 73,992 | Direct | For the provision of corporate communication and change management services for DVA’s Information Management Unit (IMU). |
| Bowden McPeake Architects Pty Ltd | 23-Mar-10 | 05-Nov-10 | 12,980 | Direct | Architectural Services at the NSW Garden of Remembrance Staff Amenities Building |
| Capgemini Australia Pty Ltd | 27-Jul-09 | 02-Oct-09 | 249,700 | Open | Independent Adviser to Review DVA's ICT Environment |
| Centre for Military & Veterans' Health | 14-Oct-08 | 30-Jan-09 | 32,546 | Panel | Research on the Relationship between CMP claims and ADF service |
| Centre for Military & Veterans' Health | 14-Oct-08 | 30-Apr-09 | 97,809 | Panel | Research on Younger Veterans Transition experiences for medically separated ADF members |
| Centre for Military & Veterans’ Health | 30-Oct-08 | 30-Oct-10 | 239,826 | Panel | Research on the Needs of Spouse Carers of WWII Veterans |
| Centre For Public Management | 03-Jul-09 | 17-Aug-09 | 20,144 | Open | Management review of VRB registries |
| CFW Spice Pty Ltd | 21-Feb-08 | 31-Mar-08 | 131,000 | Direct | Research into the Disability and Incapacity in the Twenty-First Century - Changing Concepts and implications for veterans' administration |
| Chatfield Applied Research Labs | 13-May-08 | 13-May-09 | 36,700 | Direct | Consultation regarding painted infill on London, Australian War Memorial. |
| Colmar Brunton Social Research | 29-Jan-10 | 31-Dec-11 | 1,500,000 | Select | Conduct of Tier 2 research for Vietnam Veterans family Study |
| Colpot Consulting Pty Ltd | 01-Jul-09 | 20-Sep-09 | 105,011 | Open | Project manage a project on enhancing public hospital and ambulance funding models and improving community care arrangements to reduce preventable admissions |
| Colpot Consulting Pty Ltd | 01-Jul-09 | 30-Sep-09 | 8,662 | Open | Advice on Private Hospital mental Health Services |
| Cúram Software Pty Ltd | 25-Feb-08 | 06-Mar-08 | 18,000 | Open | Systems Analysis |
| Cúram Software Pty Ltd | 14-May-08 | 30-May-08 | 23,400 | Open | Incap Phase 2 – preliminary work |
| David Robert Dunt | 03-Oct-08 | 30-Dec-08 | 138,122 | Direct | An independent study to examine the broad issue of suicide in the ex-service community, including a number of specific cases over the last three years |
| Diane Bernstein Design Pty Ltd | 07-Apr-10 | 31-May-10 | 31,535 | Direct | Analysis of commemorative sites at Gallipoli re capacity for ANZAC DAY commemoratives. |
| DKTOB Pty Ltd | 13-May-09 | 31-Dec-09 | 10,000 | Direct | Rehabilitation Appliance Program (RAP) consultant to provide technical advice on personal response systems in preparation for upcoming tender |
| EaglePower Pty Ltd | 04-Aug-09 | 30-Oct-09 | 34,650 | Direct | Consultant - ICT Project Management Development & Training |
| Effective People Pty Ltd | 11-May-09 | 28-Aug-09 | 42,000 | Direct | Provide advice, assistance and analytical support in relation to examining the operation of the Military Rehabilitation and Compensation Act MRCA (2004) |
| Enhance management Pty Ltd | 19-May-09 | 06-Nov-09 | 64,790 | Panel | Re-analysis of the Vietnam Veterans’ Sons and Daughters Project |
| Ernst & Young | 24-Mar-09 | 30-Apr-09 | 28,600 | Panel | ICT Review Phase 1 Define and validate the scope of a comprehensive review of ICT Services at DVA |
| Ernst & Young | 18-May-09 | 26-Jun-09 | 79,500 | Panel | Independent review of ICT Time Effort Recording and ICT Workforce Capability |
| Frontier Group Australia Pty Ltd | 22-Mar-10 | 30-Jun-10 | 52,000 | Direct | Procurement project management for Rehabilitation Appliances Program |
| Frontier Group Australia Pty Ltd | 27-Apr-10 | 30-Jun-10 | 49,500 | Direct | Project development services for health policy |
| G & M Connellan | 01-Jan-08 | 31-Dec-10 | 13,524 | Direct | Provision of Water Management Services |
| Green & Green Group Pty Ltd | 30-Jan-09 | 30-Mar-09 | 25,752 | Direct | Production of a Journal Article: Australian Participants in British Nuclear Test in Australia 1952-1960 Dosimetry, Mortality and Cancer Incidence Study |
| Grosvenor Management Consulting Pty Ltd | 01-May-09 | 01-May-10 | 198,427 | Open | Research services for the Social Isolation within the Veteran Community project |
| Health Group Strategies Pty Limited | 01-Jun-10 | 31-Dec-10 | 80,000 | Open | Consultancy services in area of health economics for policy development and advice |
| HEANEY, BLAYLOCK & ASSOCIATES PTY LTD | 15-Apr-08 | 28-Apr-08 | 13,860 | Direct | Provision of an IT-specific Remuneration Survey and Strategic Advice Relating to the Engagement of DVA's IT Workforce |
| HIFTB Pty Ltd | 17-Dec-07 | 04-Apr-08 | 62,514 | Direct | Review of SHOAMP Health Care Scheme |
| Hoffmann Donohue Pty Ltd | 05-Feb-08 | 31-Mar-08 | 80,000 | Open | Compliance workshops on VAPAC / VCES - Phase 2 |
| IBM Australia Ltd | 29-Jan-08 | 29-Feb-08 | 40,800 | Open | Systems Analysis |
| IBM Australia Ltd | 01-Jul-08 | 30-Jun-09 | 46,200 | Panel | Develop and deliver specific training on Rational Testing tools |
| Icon Recruitment Pty Ltd | 13-Dec-07 | 12-Dec-08 | 14,300 | Open | Provision of independent advice relating to Information Communication Technology matters relevant to the Department through the Information Committee |
| J V O'Connor Family Trust | 02-Oct-08 | 31-Aug-09 | 56,100 | Direct | A Review and Update of the context of The Right Mix - Your Health & Alcohol Resources |
| KPMG Australia | 01-May-08 | 03-Jul-08 | 40,567 | Open | Audit of the Defence Home Ownership Assistance Scheme (DHOAS) |
| KPMG Australia | 21-Jun-10 | 20-Aug-10 | 80,713 | Open | Assist the review of war caused disabilities and pharmaceutical costs |
| Marisa Gerussi Consulting & Associates Pty Ltd | 21-Apr-08 | 30-Jun-08 | 24,420 | Direct | Development of DVA Media and Strategic Communication Guide |
| Mark Johnson | 22-Oct-09 | 31-Dec-09 | 71,400 | Direct | Provision of advice, assistance and analytical support for eligibility. To review PoW cases where the person’s DVA records did not contain a service number. |
| Mark Johnson | 21-May-10 | 02-Jul-10 | 44,000 | Direct | Provision of a procedural review for consideration of the claims submitted by a DVA client. |
| McCormick Rankin Cagney Pty Ltd | 04-Aug-08 | 01-Sep-08 | 18,562 | Direct | Review of veteran transport program |
| Monash University | 01-Jan-09 | 01-Jul-13 | 1,254,590 | Direct | The provision of the Sequale of psychiatric conditions and multisymptom illness, follow up mortality and cancer incidence and analysis of serum samples in the Gulf Way cohort Study |
| Monash University | 27-Oct-09 | 25-Nov-11 | 22,336 | Direct | Research study of the health and service needs of older veterans in the MELSHA program |
| Ms Donna Lea Bull | 03-Jun-09 | 28-Feb-10 | 16,516 | Direct | The Revision of a Customised Online Suicide Prevention Training Package. |
| National Ageing Research Institute | 01-Jul-09 | 30-Apr-11 | 144,383 | Direct | Trial of the implementation of a balance screening and home exercise program through existing community health services |
| National Ageing Research Institute | 01-Jul-09 | 05-Apr-10 | 60,775 | Direct | Sleeping and falling in older people - a pilot study |
| Northern Sydney and Central Coast Area Health Service | 26-Sep-08 | 31-Dec-09 | 19,580 | Direct | Research Project into Drug Burden Index to improve quality use of medicines in Australian War Veterans and Widows aged over 70 |
| Oakton Services Pty Ltd | 17-Mar-08 | 16-Mar-09 | 16,700 | Direct | Provision of Occupational Health & Safety Services for the Office of Australian War Graves including a compliance audit and the development of an OH&S risk management framework |
| Oakton Services Pty Ltd | 07-Oct-08 | 15-Dec-08 | 32,505 | Panel | Remuneration review DVA Community Support Advisers |
| Oakton Services Pty Ltd | 23-Feb-09 | 30-Jun-09 | 19,973 | Panel | Process mapping and change management activitiesfor Single Claim Form Project |
| Oakton Services Pty Ltd | 27-Apr-10 | 30-Jun-10 | 84,400 | Open | Review of DVA’s performance measures and performance reporting framework |
| Oakton Services Pty Ltd | 24-May-10 | 31-Jul-10 | 76,725 | Open | Analysis and Review of Compensation Data |
| Oakton Services Pty Ltd | 12-Feb-10 | 15-Apr-10 | 44,000 | Panel | Review accounts payable processes |
| Odcopro Unit Trust | 14-Jan-08 | 15-Sep-08 | 208,054 | Direct | Review of chondromalacia patellae claims under the Safety Rehabilitation and Compensation Act 1988 (SRCA) and the Military Rehabilitation and Compensation Act 2004 (MRCA) |
| ODS Management Consulting Pty Ltd | 01-Mar-09 | 26-Apr-09 | 10,120 | Direct | Conduct a forum for planning in the Corporate Division to develop the 2009-10 Business Plan and indentify client service improvements |
| ODS Management Consulting Pty Ltd | 22-Jun-09 | 31-Mar-10 | 144,000 | Panel | Design and development of program to develop and enhance leadership skills for APS 4 to 6 level staff |
| ODS Management Consulting Pty Ltd | 22-Jun-09 | 31-Mar-11 | 342,000 | Open | Extension of program to develop and enhance leadership skills for APS 4 to 6 level staff |
| ODS Management Consulting Pty Ltd | 13-Jun-10 | 30-Sep-10 | 47,000 | Panel | ICT Solutions Group - Change Readiness Workshops |
| Office of the Board of Studies (NSW) | 11-Jun-08 | 30-Jun-11 | 594,000 | Open | Develop a major histro-social component on Kokoda, enhancing the website by developing multimedia-rich content, including Virtual Tour animations; and developing an education resource on Kokoda. |
| Orima Research Pty Ltd | 15-May-08 | 30-Jun-09 | 35,000 | Direct | Creation, administration and analysis of DVA Staff Survey |
| Paradox Pty Ltd | 01-Sep-08 | 30-Apr-09 | 48,048 | Direct | Ninety Not Out - the provision of research and related reports |
| Paradox Pty Ltd | 01-Sep-08 | 30-Apr-09 | 43,428 | Direct | One Step Forward - provision of research and related reports |
| Perform Information Design Solutions | 01-May-08 | 31-Jul-08 | 12,800 | Open | Facilitate veterans' focus groups for usability testing of new single claim form |
| Perocin Pty Ltd (t/a Lange Consulting & Software) | 06-Mar-08 | 31-Dec-08 | 13,000 | Direct | Procurement Support Services and the use of APET Software |
| Potions Consulting Pty Ltd | 02-Mar-09 | 01-Mar-11 | 160,000 | Open | Senior Pharmacy Adviser |
| PricewaterhouseCoopers | 16-Jan-09 | 07-Apr-09 | 13,200 | Open | Advice on pricing model for RFT - Continence |
| PricewaterhouseCoopers | 17-Mar-10 | 15-Oct-10 | 40,080 | Open | Advice on prices for private hospital services |
| Quality Management Services | 01-Jan-08 | 30-Jun-08 | 37,000 | Direct | External investigation and consultancy services |
| Quality Medication Care Pty Ltd | 18-Jan-08 | 30-Jun-08 | 50,000 | Direct | Consultancy services for Dose Administration Aid Service program |
| Quality Medication Care Pty Ltd | 30-May-08 | 30-Jun-10 | 510,000 | Direct | Evaluation Services for the Dose Administration Aids Program |
| Rambler Pty Ltd | 11-Jun-08 | 31-Dec-09 | 49,500 | Direct | Consultancy services for the Tasmanian E-Health Collaborative Project and its national expansion |
| RM International Pty Ltd | 22-Jun-09 | 30-Dec-09 | 13,213 | Direct | Project methodology training relating to the Rehabilitation Appliances Program procurement exercise. |
| Robson Huntley & Associates P/L | 25-Jun-09 | 30-Aug-10 | 435,000 | Direct | Provide advice, assistance and analytical support to the secretary in respect of the Military Compensation Review. Team member one |
| Robson Huntley & Associates P/L | 03-Aug-09 | 14-May-10 | 210,000 | Direct | Provide advice, assistance and analytical support to the Secretary in respect to the Military Compensation Review. Team member two |
| Robson Huntley & Associates P/L | 31-Aug-09 | 30-Aug-10 | 279,000 | Direct | Provide advice, assistance and analytical support to the Secretary in respect of the Military Compensation Review. Team member three |
| Ronald Bodycoat Architect | 30-May-08 | 01-May-09 | 10,000 | Open | Design, tender documentation, tendering and administration of construction contract for the renovation of perimeter garden beds at the Perth War Cemetery |
| SoftLaw Community Projects Limited | 01-Jul-09 | 31-Aug-10 | 15,400 | Direct | Participate in a review of the current military compensation system |
| SoftLaw Community Projects Limited | 01-Jul-09 | 30-Jun-10 | 61,600 | Direct | Participate in a review of the current military compensation system |
| Strategic Outlooks Australia Pty Ltd | 10-Nov-08 | 30-Jun-09 | 47,594 | Open | Deliver three ICT User Satisfaction Surveys. |
| Synergy Group Australia Ltd | 12-Aug-09 | 31-Oct-09 | 63,456 | Open | To provide advice on hospital and ambulance funding models and community care arrangements to reduce preventable admissions |
| Tanner James Management Consultants Pty Ltd | 11-May-10 | 30-Nov-10 | 52,110 | Open | Undertake a P3M3 assessment and develop a capability improvement plan |
| Taylforth Consulting Pty Ltd | 01-Dec-08 | 31-Mar-09 | 76,787 | Direct | To conduct a review on the implementation and affects of the introduction of oneDVA |
| Taylor Fry Consulting Actuaries | 31-May-09 | 30-Jun-09 | 43,000 | Open | Provision of Actuarial Services |
| Taylor Nelson Sofres Australia Pty Ltd | 28-May-09 | 31-Jul-10 | 88,000 | Panel | Research and Analysis for the Children of Vietnam Veterans’ Mortality Study |
| Techniworks Action Learning Pty Ltd | 25-Jan-10 | 25-Jun-10 | 78,430 | Direct | Adapt existing training materials to, and deliver in an eLearning environment, training modules relating to the MRCA |
| Techniworks Action Learning Pty Ltd | 18-Apr-10 | 18-Oct-11 | 128,000 | Open | Adapt existing training materials to, and deliver in an eLearning environment, training modules in regard to the Defence Homes |
| Techpoint Consulting Pty Ltd | 08-Dec-08 | 30-Jun-09 | 125,928 | Direct | Business analysis for the development of a War Graves Business Model |
| Techstrat Research Pty Ltd | 12-Jun-08 | 12-Jun-09 | 40,000 | Direct | Statistical Analysis and Predictive Model Development for Client Liaison Unit |
| Techstrat Research Pty Ltd | 12-Jun-08 | 12-Jun-10 | 40,000 | Direct | Statistical Analysis & Predictive Model Development |
| TFG International Pty Ltd | 05-May-08 | 31-Dec-08 | 364,315 | Direct | Provision of design and strategy services – Benchmark Review |
| The INSTAT Unit Trust | 21-Aug-08 | 30-Nov-08 | 50,000 | Direct | Statistical research into the influence of the provision of Rehabilitation Appliances Program and HomeFront services on the rate of hospitalisation of veterans and war widow(er)s |
| The Nous Group | 19-May-09 | 31-Oct-10 | 306,900 | Panel | Developing a collaborative, collegiate SES culture. |
| The University of Melbourne | 07-Apr-08 | 28-Nov-08 | 50,000 | Direct | Development of a veteran profile/s using the Household, income and Labour dynamics in Australia (HILDA) dataset |
| The University of Melbourne | 09-Oct-08 | 31-Jul-12 | 604,213 | Direct | Australian Peacekeepers: the long term effects on mental health status, health service use and quality of life |
| The University of Melbourne | 24-Jun-10 | 15-Dec-10 | 98,478 | Direct | Provision of research services and data analysis to evaluate the behavioural and psychological symptoms of dementia in veterans |
| The University of Melbourne | 30-Sep-09 | 30-Jun-10 | 292,600 | Direct | Provision of archaeological expertise in relation to a tri-lateral study of ANZAC area of Gallipoli, Turkey |
| The University of Queensland | 09-Feb-09 | 31-Jul-09 | 75,566 | Direct | Operation Life Scoping Project pilot for on-line counselling and suicide prevention packages. |
| The University of Queensland | 20-May-09 | 30-Apr-10 | 30,000 | Direct | A Temporal analysis of the healthy soldier effect |
| The University of Queensland | 15-Mar-10 | 31-May-10 | 36,998 | Direct | Research into contemporary factors influencing healthy and productive ageing for women in late middle age in the DVA context |
| The University Of Queensland (Centre for Military and Veterans Health) | 30-Oct-08 | 30-Oct-10 | 239,826 | Panel | Research into the Needs of Spouse Carers of WWII Veterans |
| Thomson Goodall Associates Pty Ltd | 30-Jun-08 | 19-Dec-08 | 234,130 | Direct | Undertake a research project on Veterans at Risk |
| TMK Consulting Engineers | 9-Oct-09 | 31-Dec-09 | 754 | Direct | Preparation of Report on SA Garden of Remembrance walls |
| TradeAid Pty Ltd | 21-Jun-10 | 30-Sep-11 | 10,000 | Open | Probity advice related to the open tender process for Veterans' Home Care |
| Uniquest Pty Ltd | 19-Jun-09 | 30-Jun-11 | 1,867,141 | Panel | To conduct the Timor-Leste Family Study under the Family Study Program |
| University of Tasmania | 18-Feb-08 | 29-Aug-08 | 17,000 | Direct | Survey for the Tasmanian Private Hospitals electronic discharge summary rollout |
| University of Wollongong | 03-Mar-10 | 03-Dec-11 | 55,498 | Direct | Research into the causal effects of Vietnam War Era conscription - Economic and Social outcomes of Australian Conscripts |
| Wendy Allan Consulting | 28-Apr-08 | 30-Jun-08 | 11,396 | Direct | Preparation of three reports - change management advice |
| Wendy Allan Consulting | 28-Apr-08 | 30-Jun-08 | 13,090 | Select | Development of a proposal for the Restructure of the Investigation practice group |
| Western Australian Primary Care Network Inc. | 01-Feb-08 | 31-Jul-08 | 52,500 | Direct | Develop strategies to raise awareness of mental health issues |
| Winch Computer Consulting Pty Ltd (Trading: Datasync Consulting) | 14-Jan-08 | 08-Feb-08 | 48,400 | Direct | Provide expertise in setting up a Balanced Configuration Unit (BCU) IBM Database appliance & assistance and knowledge transfer on BCU |
| Workplace Business | 05-Mar-09 | 07-May-09 | 14,926 | Direct | VVCS internal HR investigation |
| Yellow Edge Pty Ltd | 01-Jan-09 | 01-Jan-11 | 1,255,655 | Panel | Design, development, delivery and evaluation of DVA Executive Leadership Development Program |
| Zoo Communications Pty Ltd | 20-May-08 | 30-Aug-08 | 30,000 | Select | Graphic Design for the DHOAS marketing & promotions |

**Question 10**

All programs

Topic: Consultancies

Written question on notice

# **Senator BARNETT asked:**

Is the Department/Agency up to date with its reporting requirements on the Government’s tenders and contracts website? Are the figures available on that site correct?

**Answer**

DVA’s reporting on the AusTender website is up to date. The data on that site is correct according to AusTender reporting requirements for publishing contracts and estimated values within six weeks of contract signing.

**Question 11**

All programs

Topic: Consultancies

Written question on notice

# **Senator BARNETT asked:**

How many consultancies are planned for this calendar year? Have these been published in your Annual Procurement Plan (APP) on the AusTender website and if not why not? In each case please identify the subject matter, duration, projected cost and method of procurement (ie. open tender, direct source, etc) and the name of the consultant if known.

**Answer**

The Department of Veterans’ Affairs has twenty consultancies planned for this calendar year.

Six of the twenty planned consultancies are published on the APP. Publication requirements for the APP according to the Department of Finance and Deregulation *Guidance on Procurement Publishing Obligations*, states “an APP should cover planned strategic and key procurements for the forthcoming financial year (1 July to 30 June). Focus should be on major and key initiatives, whether cyclical or one-off”. Fourteen of the planned consultancies are not published on the APP as the APP is intended to draw potential suppliers' early attention to potential procurement opportunities, particularly major projects, and the fourteen planned consultancies not included are research projects conducted under direct sourcing, minor research projects or consultancies provided under an existing panel arrangement.

A list of consultancies, including subject matter, duration, projected cost and method of procurement, planned for the remainder of this calendar year is attached.

**Attachment to DVA question 11**

**Consultancies planned for 2010 calendar year**

| **Subject** | **Duration** | **Contract value** | **Procurement method** | **Consultant** | **Publication in annual procurement plan?** |
| --- | --- | --- | --- | --- | --- |
| Revision of Australian Defence Force online suicide awareness training for DVA staff | July 2010 to Sept 2010 | $30,000 | Direct source | Multi Media Concepts | Not required |
| Qualitative research on demand and promotion of suicide awareness workshops and use of online resources | July 2010 to Sept 2010 | Below $80,000 | Direct source | Approach to possible suppliers not yet developed | Not required |
| Mental health communication campaign | 2010 to 2012 | $400,000 over 3 years | Open tender | Approach to market not yet developed | 2010-11 |
| Education and training for mental health support for aged veterans, particularly in residential care | 2010 to 2011 | $260,000 over 2 years | Open tender | Approach to market not yet developed | 2010-11 |
| Veteran Families Telephone Counselling Pilot | 2010 to 2012 | $330.000 over 3 years | Open tender | Approach to market not yet developed | 2010-11 |
| Mental health support for veterans and their families in rural and remote regions | 2010 to 2012 | $300,000 over 3 years | Open tender | Approach to market not yet developed | 2010-11 |
| Improve mental health awareness and access to services for war widow’s | 2010 to 2011 | $300,000 over 2 years | Open tender | Approach to market not yet developed | 2010-11 |
| Complex case management project and alternative strategies for reaching hard to engage clients | 2010 to 2011 | $402,306 | Direct source | Australian Centre for Posttraumatic Mental Health (ACPMH) | Not required. |
| Education and training package for primary health care professionals including GPs and practice nurses | 2010 to 2012 | $1,130,000 over 2 years | To Be Determined | Approach to market not yet developed | 2010-11 |
| Probity Adviser for RFT for Gallipoli Event Provider | July 2010 – Dec 2010 | $8,000 | Panel | PSI Consulting | Not required |
| 0904 Long term causal effects of economic and social outcomes of Vietnam conscription | 2010 – 2011 | 50,453 | Direct Source (research) | University of Wollongong | Not required. |
| 0914 Contemporary factors influencing healthy and productive lifestyle in women in late middle age in the DVA context | 2010 | 150,000 | Direct Source (research) | National Australian University | Not required. |
| 0915 Literature review of the contribution of Indigenous soldiers in Australian conflicts since the Boer War | 2010 | 36,628 | Direct Source (research) | CMVH – University of QLD Node | Not required. |
| 0927 Long term costs of disability arising out of the Vietnam war | 2010 | 97,445 | Direct Source (research) | Applied Economics | Not required. |
| 0929 Best practice approach to access potential functional decline among older Vietnam veterans | 2010 | 23,404 | Direct Source (research) | Uni of SA | Not required. |
| 0930 Evaluating the effectiveness of the VVCS Heart Health program on improving veteran health | 2010 | 240,000 | Direct Source (research) | ACPMH | Not required. |
| 0931 Behavioural and psychological systems of dementia in veterans | 2010 – 2011 | 89,525 | Direct Source (research) | Uni Melbourne | Not required. |
| ARP1001 Financial Stress / Hardship Amongst DVA Pensioners | 2010 to 2011 | 57,050 | Direct Source (research) | Uni Wollongong | Not required. |
| 1010 Long Term VVCS Outcomes | 2010 to 2012 | 244,281 | Direct Source (research) | ACPMH | Not required. |
| 1019 Research Consultant | 2010 to 2011 | 50,000 | Direct Source (research) | TBA | Not required. |

**Question 12**

All programs

Topic: Government payment of accounts

Written question on notice

**Senator BARNETT asked:**

1. Has the portfolio/agency paid its accounts to contractors/consultants etc in accordance with Government policy in terms of time for payment (i.e. within 30 days)? If not, why not, and what has been the timeframe for payment of accounts? Please provide a breakdown, average statistics etc as appropriate to give insight into how this issue is being approached).
2. For accounts not paid within 30 days, is interest being paid on overdue amounts and if so how much has been paid by the portfolio/department agency for the current financial year and the previous financial year?
3. Where interest is being paid, what rate of interest is being paid and how is this rate determined?

**Answer**

a) For the 2009/2010 Financial Year to date the Department of Veterans’ Affairs (DVA) paid 93.6 percent of its invoices within 30 days of receipt of a correctly rendered invoice in accordance with Government policy.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1 July 2009–30 June 2010 | **Paid within 30 days** | **Paid within 31-44 days** | **Paid within 45-60 days** | **Not paid within 60 days** | **TOTAL** |
|  | **Paid on-time** | **(up to 14 days late)** | **(up to 30 days late)** | **(30 or more days late)** | **TOTAL** |
| Number of Invoices | 8,502 | 293 | 105 | 185 | 9,085 |
| % of invoices by number | 93.58% | 3.23% | 1.16% | 2.04% | 100.00% |

Through 2009 new accounts payable systems were introduced in DVA. The introduction of new systems has since been complemented by provision of training in financial management concepts and policies. These initiatives will continue to be refined and enhanced during the 2010/2011 financial year. As a consequence, the Department expects to improve its percentage of accounts paid within 30 days.

b) and c)

No interest has been paid on overdue amounts in the current or previous financial years.

**Question 13**

All programs

Topic: Programmes administered by the Department

Written question on notice

# **Senator TROOD asked:**

1. Can you please provide, in spreadsheet form, a list of all programs administered by your Department and portfolio agencies?

Can the list please show for each listed programme:

* 1. The name of the programme.
  2. Full administered expenses for each financial year of the forward estimates period starting from 2010-11.
  3. Full departmental expenses for each financial year of the forward estimates period starting from 2010-11.
  4. Allocated Average Staffing Level (ASL) for the programme in 2010-11.

1. If that list cannot be provided, can you please advise the reason why simple full-expenditure financial information is not readily available for the public’s information?

**Answer**

All information requested has been included in the DVA’s 2010-11 Portfolio Budget Statements and can be located within ***Section 2: Outcomes and planned performance*** pp. 28-70.

**Question 14**

All programs

Topic: Buildings’ energy efficiency

Written question on notice

# **Senator BIRMINGHAM asked:**

Please list every building occupied by the Department.

For each building:

Has an energy efficiency audit been undertaken? If so, what rating was achieved and what action has been taken to improve energy efficiency as a result of any audit undertaken?

**Answer**

The following buildings are currently occupied by the Department of Veterans’ Affairs:

| **Description** |
| --- |
| ACT Office - Levels Mezzanine - 22, 13 Keltie St Woden 2606 |
| Adelaide Office & VRB - 199 Grenfell Street Adelaide 5000 |
| Brisbane Office & RMA & VRB - 259 Queen Street, Brisbane 4000 |
| Darwin VVCS\Van - Ground Floor, 2 Chung Wah Terraces Palmerston 0830 |
| NSW Office - Centennial Plaza, 280 Elizabeth St, Surry Hills 2010 |
| Hobart Office - Barrack Place 254-256 Liverpool St |
| Perth Office - 140 St Georges Terrace Perth 6000 |
| Melbourne Office - Levels 11-15, 300 La Trobe Street, Melbourne 3000 |
| Bairnsdale VAN - 68a McLeod Street, Bairnsdale 3875 |
| Ballarat VAN - 12 Dawson Street South, Ballarat 3350 |
| Frankston Van - Level 1, 54 Wells Street, Frankston 3199 |
| Geelong VAN - 200 Malop Street, Geelong 3220 |
| Morwell VAN - 10 George Street, Morwell 3840 |
| Portside File Archive and Storage - 620 to 622 Lorimer Street, Port Melbourne 3207 |
| Warrnambool VAN - 717 Raglan Parade, Warrnambool 3280 |
| Wodonga VAN\VVCS - 81 Hume Street, Wodonga 3690 |
| Melbourne VVCS - Level 4 / 440 Elizabeth Street, Melbourne 3000 |
| Deakin VVCS - 6-8 Champion St, Deakin ACT |
| ACT VAN - Tenancy 1 Ground Floor 10 Moore Street, Canberra |
| Applecross VVCS - 7 Kintail Road Applecross 6153 |
| Hobart VVCS - Barrack Place 254 – 256 Liverpool St |
| Launceston VVCS - 21 Elphin Road, Launceston 7250 |
| RSC Launceston - 8 Bowland Street, Launceston 7250 |
| Dowsing Point VVCS - Loyd Lane, Glenorchy 7010 |
| VVCS Adelaide - Ground Floor, 99 Frome Street, Adelaide 5000 |
| Townsville VVCS - Suit G2/340 Ross River Rd, Thuringowa Central 4817 |
| Spring Hill VVCS - 15 Astor Terrace Spring Hill 4000 |
| Townsville VAN - 150 Walker Street, Townsville 4810 |
| Southport VAN\VVCS - 12 Short Street, Southport 4215 |
| Maroochydore VAN\VVCS - Shop 2/129 Horton Pde Maroochydore 4558 |
| Toowoomba VAN - 99 Russell Street, Toowoomba 4350 |
| Cannon Hill File Storage Ground - 996 Wynnum Road Cannon Hill 4170 |
| Cannon Hill Basement - 996 Wynnum Road Cannon Hill 4170 |
| Tweed Heads VAN - Shop 45 Tweed Mall, Tweed Heads 2485 |
| Chester Hill Store - 6 Epic Place, Chester Hill 2162 |
| Gosford VAN - Ground Floor, 250 Mann Street, Gosford 2250 |
| Lismore VAN\VVCS - Suite 6 Conway Court 17 Conway St, Lismore 2480 |
| Newcastle VAN VVCS - 6-8 Auckland Street, Newcastle 2300 |
| Parramatta Van - Shop 3 99 Phillip St, Parramatta 2150 |
| Parramatta VVCS - Shop 3 88 Phillip St, Parramatta 2150 |
| Villawood Archive - 120 Miller Road, Villawood 2163 |
| Wollongong VAN - Corporate Square, 43 Burelli Street, Wollongong 2500 |

No energy efficiency audits have been undertaken, however as part of fitout and refurbishment activities, the Department currently implements the following minimum measures;

* installation of T5 energy efficient lighting systems;
* installation of lighting management systems;
* installation of energy efficient instantaneous hot water heaters; and
* installation of energy rated appliances for staff facilities.

**Question 15**

Outcome 1, program 1.1

Topic: Veterans’ income support and allowances

Hansard Proof, 1 June 2010, p. 101

# **Senator KROGER asked:**

**Senator KROGER** — In the last financial year’s budget estimate compare to this year’s there seem to be a 60 per cent increase in the actual number of new claims processed versus budgeted. I am looking at the 2009-10 PBS, where we have 6,653 budgeted new claims, as against, under ‘2009-10 Revised budget’ in the PBS just out, 10½ thousand new claims processed. Does that seem right, or am I reading that wrongly? Last year’s figure for budgeted new claims to be processed was 6,653 and in the last PBS we have 10,500. There is quiet a substantial difference there.

**Mr Campbell** — The figures are right. My feeling is that that probably reflects more the economic circumstances than a significant misreading of the number of veterans turning 60. They become eligible for income support when they turned 60. This also picks up the income supplement for widows, doesn’t it, Mr Telford?

**Mr Telford** — Yes.

**Mr Campbell** — So this would also reflect an underestimate of the number of widows who become eligible for income support supplement, which is an income and asset tested payment.

**Senator KROGER** — So that is included in that?

**Mr Campbell** — And that would also be reflecting the economic circumstances.

**Senator KROGER** — Can you do a breakdown of those claims?

**Mr Campbell** — I would have to take that on notice.

**Senator KROGER** — Can you take that on notice please. Looking at it again, there are 16,000 more pensioner reviews than budgeted for. I would presume that you would provide a similar analysis for that?

**Answer**

The major reason for the increase in numbers, including those involving pension initiated reviews, is the impact of the global financial crisis. Also this was the first time that claims data was included in the Portfolio Budget Statements. During the year it was decided that for completeness, the data should include those claims in respect of various cards, for example DVA Gold Card, Commonwealth Senior Health Cards. This data was therefore included in the PBS which resulted in an increase in the figures.

**Question 16**

Outcomes 1 and 3, and all programs

Topic: BEST applications

Hansard Proof, 1 June 2010, p. 107

# **Senator TROOD asked:**

**Senator TROOD** — Can you tell me how many applications for BEST have been received by the department for this year—the 2009-10 year?

**Mr Campbell** — Unless I am significantly wrong it is within a ballpark figure of, I think, about 250 to 260 or 265—something like that.

**Senator TROOD** — Do you have any comparative figures as to the number for last year?

**Mr Campbell** — Not on me, but I would be surprised if they were vastly different.

**Senator TROOD** — Okay— I perhaps you could take that on notice for me and give me those figures. I wonder whether or not you have received any intimation or concerns expressed by the ESO community about the delay which I understand exists in relation to the processing of these applications.

**Answer**

In 2009-10 (Round 11), the Department received 282 BEST applications. In 2008-09 (Round 10), the Department received 249 BEST applications.

A number of ESOs expressed concern about the delay in processing their grant application. Prior to this, there had been a concern for some time about the level of demand for funds far exceeding the amount available and this led to a reconsideration of the funding criteria for Round 11 to better target expenditure. This resulted in a lengthy assessment process for the 282 Round 11 grant applications The reasons for the delay in processing Round 11 applications have been explained to all Round 11 applicants and to all key Ex-service organisations at the National and State levels and it is fair to say that there is a general understanding of the issues involved.

All grant applications (231) have been processed for the 2010/11 year (Round 12), applicants have been notified and grant agreements are being processed.

**Question 17**

Outcome 1, program 1.4

Topic: SRCA

Written question on notice

# **Senator TROOD asked:**

1. In the Senate Estimates hearing in June, Mr Bayles stated in response to a question from Senator Trood that ‘it is the date the condition manifests in terms of the legislation under which benefits would be provided’. In this instance, what does the term ‘manifests’ mean?

(Reference: Hansard pg. 108)

1. Are claims under the SRCA recognised from the date of inclusion of the injury or from the date of the injury? What is the process used to determine this?
2. Is the Department aware of any instances where claimants have been denied under the SRCA because the date of the injury or inclusion of the injury has been identified/reported by the Department prior to the introduction of SRCA as opposed to when the injury was subsequently properly identified and treated after the introduction of SRCA? If so, how many cases have been identified?

**Answer**

1. In this instance the term ‘manifests’ was used to represent either:

* the date a physical injury occurred or,
* where the condition is a disease, either the first date of medical treatment or the first date that the disease resulted in incapacity for work or impairment of the employee, whichever is earlier.

1. For initial liability purposes under the SRCA the liability is accepted from the date of injury or date of first medical treatment or first incapacity or impairment. Date of injury is established from the ADF report of incident and injury form AC563 or from medical records or other relevant evidence. The date of first medical treatment or incapacity/impairment is obtained from medical or service records, or other specialist medical evidence.
2. There is no mechanism for recording in the Department claims system where there has been a difference between the date of injury provided by medical specialists and another date where the “injury was subsequently properly identified and treated”. The Department relies on service and medical records and reports from medical specialists for the identification of the correct date of effect for either the injury or disease. In most cases the date of effect will be straightforward as either:
   * the date of injury or shortly thereafter, or
   * the date that the person first seeks medical treatment or is first incapacitated or impaired by that disease and medical evidence confirms that the incapacity/impairment is as a result of that disease.

Where a claim is accepted for an injury caused by service prior to the commencement date of the SRCA, the relevant benefits from the earlier Acts apply. The former member would be entitled to receive medical treatment, however the earlier Acts provide limited access to permanent impairment payments.

**Question 18**

Outcomes 1 and 3 and various programs

Topic: Grants

Written question on notice

# **Senator BARNETT asked:**

Has the Department compiled with interim requirements relating to the publication of discretionary grants?

**Answer**

The Department administers four Grants Programs, namely:

1. Building Excellence in Support and Training (BEST);
2. Veteran and Community Grants (V&C);
3. Saluting their Service (STS); and
4. Overseas Memorial Restoration Grants.

The Department is compliant in regard to all grant programs.

**Question 19**

Outcome 2: Program 2.5

Topic: DUNT Review - Recommendation 6.2 - Claims involving chronic mental conditions

Hansard Proof, 1 June 2010, p. 98

# **Senator KROGER asked:**

**Senator KROGER** — The second recommendation I want to come to is 6.2, which is in relation to claims involving chronic mental conditions. The recommendation was that DVA develop a protocol for managing the provisions of advice to clients at risk of self-harm. Has the development of a protocol started? Has that been established?

**Mr Douglas** — The protocol, from my understanding, has been endorsed. There was extensive consultation with the ex-service community and the protocol is now in use by our claims processing staff.

**Senator KROGER** — So that is up and running as we speak?

**Mr Douglas** — Indeed.

**Senator KROGER** — Can you furnish me with the details of the protocol?

**Mr Douglas** — I will have to take that on notice. I do not have it with me tonight.

**Senator KROGER** — That would be fine. For how long has the protocol been implemented?

**Mr Douglas** — I would have to take that onnotice. In rough terms, from memory, it is about three months.

**Answer**

The Protocol has been in place informally since April 2009. Following extensive consultation with ex-service organisations and a final review through the National Mental Health Forum in February 2010, the Protocol was submitted to the Repatriation Commission and Military Rehabilitation and Compensation Commission on 16 June 2010, where it was formally approved.

The protocol involves the conduct of an internal case conference and consultation with the treating health professional in order to develop an option for providing advice to clients identified as being at risk of self harm. Advice may be provided through the client’s representative or advocate or directly to the client by mail, telephone or in person, depending on the recommendation of the health professional consultation.

A copy of the protocol is attached below.

**Protocol for Managing Provision of Advice to Clients at Risk of Self-Harm**

This protocol is to ensure that DVA, in accordance with Information Privacy Principle 11(1)(c)[[2]](#footnote-10), has robust, understandable and consistent work practices in managing the delivery of advice to clients at risk of self harm.

* + - 1. **Identifying a client who may be at risk**

There are various ways to identify a client who may be at risk of self-harm. If any of these are present this Protocol will apply to all actions being taken by the Department in relation to this client.

An appropriate notation should be made on DVA systems to alert other staff (VIEW and /or DEFCARE or CADET).

Some of the most typical ways to identify a client at risk are:

* a previous threat has been made via the phone or in person to DVA
* a treating health professional report
* a report from the client’s representative e.g. Solicitor, ESO
* a report from a family member
* advice from CLU.
  + - 1. **Identifying the relevant advice**

Usually it will be the provision of advice that denies a claim or benefit that is likely to cause the most anxiety. However, for some clients it may be any contact from DVA, so this protocol must be followed where any advice or information is to issue for a client who has been identified at potential risk.

The most common types of advice which must be considered are:

* denial of a claim for compensation or associated benefits including reductions to incapacity payments;
* denial of a claim for disability pension or an increase in pension;
* denial of a claim for war widows/ widowers pension;
* denial of a claim for service pension;
* notification of an overpayment.
  + - 1. **Managing provision of the advice**

1. **Conduct an internal case conference**

Any client that is identified in Steps 1 and 2 must be subject to an internal case conference between the actioning staff member and their Manager. A template has been developed for this purpose (see Attachment A) and should be used in all identified cases and then attached to the client’s file (in paper and/ or electronic form).

A thorough analysis of the advice and surrounding circumstances should be undertaken and this may involve consultation with other internal stakeholders such as VVCS and/or CLU. This conference should include establishing any other impacts the advice may have across DVA such as offsetting or changes to payments or benefits. Interagency impacts may also be identified at this stage.

1. **Consult the treating health professional**

The clients treating health professional should be consulted about the impact of the advice on the client. Treating health professionals will usually be either a psychiatrist or psychologist or, for some clients, it may be their general practitioner.

Initially it would not be necessary to give details of the advice only to say that advice needs to be provided which may provoke anxiety for the client. Any guidance provided by the treating health professional must be followed—this would include both the timing of advice issuing as well as the form of providing that advice.

If the treating health professional recommends delaying the delivery of the advice due to the clients current condition, a plan should be discussed with the health professional as to when and/or how it will be appropriate to deliver the advice. Factors that may need to be considered might be a client’s right to a review or appeal and any time constraints there, creation of a larger overpayment situation the longer the advice is withheld, etc.

It would not be acceptable to plan to take no action at all in relation to issuing formal advice. It may be acceptable to delay action for a considerable length of time in relation to the provision of information only e.g. updated booklets or publications.

1. **Develop an option for providing the advice**

There are only a limited number of options for providing advice and the recommended option will have been agreed to with the treating health professional. Advice may be provided:

* via the client’s representative or advocate;
* directly to the client via the mail;
* directly to the client in person;
* directly to the client over the phone.

If the client has an authorised representative (may be a family member) or advocate, this should be the preferred option. They will usually be in the best position to know when to talk with their client.

When we need to provide advice directly, the preferred option is in person, however for clients residing in isolated areas this may be more difficult to achieve. Face to face meetings should generally not take place at the client’s home. Some suggested ways for meeting are:

* invite the client to attend a DVA office;
* meet the client at the office of their representative;
* meet the client at the office of their rehabilitation provider or treating health professional.

1. **Deliver the advice**

The clients treating health professional should be notified about when the advice is to be delivered if they are not attending the meeting.

When delivering the advice to the client whether in person or over the phone:

* arrange a time convenient for the client;
* have a team leader/ manager present;
* invite the client to bring a support person with them such as their spouse;
* if a client has a representative they must be invited to the meeting.

**Others considerations**

In addition there are a number of other factors that should be considered:

1. The advice should not be provided on a Friday or prior to a major commemorative event or holiday such as ANZAC Day or Christmas Day.
2. Consideration should be given to having the treating health professional attend the meeting, subject to the client’s agreement.
3. The actual advice should be reviewed for clarity, readability and client comprehension.
4. Ensure the advice contains relevant appeal rights and any relevant claim forms if appropriate.
5. Ensure the positive points are emphasised if appropriate eg Gold Card, continuity of benefits such as disability or service pension, incapacity payments, health treatment, etc.
6. Have relevant contact details easily available e.g. phone number for the client’s treating health professional.

**Question 20**

Outcome 2, program 2.5

Topic: DUNT Review, recommendation 6.3—VRB hearing

Written question on notice

# **Senator KROGER asked:**

**Senator KROGER** — Recommendation 6.3 is that every VRB hearing for a veteran involving a mental health related condition should aim to have at least one member with a clinical mental health background on the two or three member board. How many claims in 2008-09 involved mental health related conditions? If you have the figures for 2009-10, I would be happy to have those too.

**Answer**

|  |  |  |
| --- | --- | --- |
|  | **2008/09** | **2009/10** |
| Total number of **Applications** Heard | 2860 | 2593 |
| **Applications** which involved a mental health matter | 401 (14.02%) | 316 (12.19%) |

**Question 21**

Outcome 2, program 2.5

Topic: DUNT Review, recommendation 6.5—Primary application process

Hansard Proof, 1 June 2010, pp. 98 and 99

# **Senator KROGER asked:**

**Senator KROGER** — Recommendation 6.5 is in relation to DVA considering a further step in the primary application process whereby an application could be returned to a veteran to seek further supporting documentation or evidence in relation to their claim. I understand that this was designed to expedite the claim process so that obtaining further documentation did not delay the claim application process. Has this occurred?

**Answer**

Processes to expedite the processing of claims are being undertaken across a range of areas. These include the introduction of a Single Claim Form (SCF) involving DVA making early contact with clients or representatives to advise if further information is required, re-alignment of business into two streams of Liability Determination and Rehabilitation & Benefits to cover all pieces of legislation and better understanding where delays may be occurring in the times taken to process.

**Question 22**

Outcome 2, program 2.5

Topic: Dunt Review, recommendation 9.1, ACPMH–mental health initiatives 2007-2010

(FADT Hansard Proof 1 June 2010, p. 99)

**Senator KROGER asked:**

**Senator KROGER** — In relation to recommendation 9.1: The ACPMH have been contracted by DVA to evaluate its Mental Health Initiatives for Can I ask how that evaluation is progressing?

**Answer**

The evaluation is in its final stages. The final survey for veterans, mental health providers and DVA staff to assess the effectiveness of a number of initiatives funded under the 2006-07 Budget Measure: Improving Access to preventative and community-oriented mental health care for the veteran community, particularly younger veterans is currently underway. The evaluation is being conducted by the Australian Centre for Posttraumatic Mental Health and the final report is due at the end of September 2010.

**Question 23**

Outcome 2, program 2.5

Topic: Dunt Review, recommendation 9.4, Review of PTSD programs in Australia

Hansard Proof, 1 June 2010, p. 99

# **Senator KROGER asked:**

**Senator KROGER** — Review recommendation 9.4 was:

A … review of PTSD programs in Australia should be urgently commissioned. I understand that the government agreed to fund a review of departmentally funded PTSD programs. Is that correct?

**Mr Douglas** — Correct.

**Senator KROGER** — There was a review that was meant to commence in 2009, late last year.

**Mr Douglas** — The tender for that has been called and is either about to close or in the process of being evaluated, but I will take that on notice to give you precise dates.

**Answer**

As part of the Government Response to the Dunt Suicide Study, it was agreed that DVA would undertake an independent review of contracted PTSD programs. An open tender request for this review was advertised on AusTender. The request for tender closed on 4 June 2010 and contract negotiations have commenced with the successful tenderer.

**Question 24**

Outcome 2, program 2.1

Topic: DVA dental fees

Written question on notice

# **Senator KROGER asked:**

1. Is the Department aware of the Australian Dental Association’s ‘Response to the Federal Budget’?

In the document, the ADA states:

*Dentist are worried that DVA fees* ***threaten veteran care*** *and have been advocating for DVA dental* ***fees to be reviewed annually*** *to ensure treatment can be provided to treat our proud veterans. Dentists throughout Australia have proudly and willingly provided dental care to this deserving group but are* ***concerned as to whether treatment can continue****. (Emphasis added.)*

1. What is the current fee structure for dental care under DVA?
2. How often are the fees reviewed? When was the last review of fees?

**Answer**

1. Yes. The Department has received a copy of the Australian Dental Association’s (ADA) National Dental Update for 2010, which is titled ‘Response to the Federal Budget’.
2. DVA administers a DVA-specific fee schedule for all allied health treatment types, including dental services. DVA’s fee arrangements for dental services for eligible veterans are set out in the document titled “DVA Fee Schedule of Dental Services for Dentists and Dental Specialists” and is available for providers on the DVA website.

The fees in this schedule were initially established in consultation with relevant professional bodies, including the ADA and are indexed annually and periodically reviewed in response to changing industry arrangements.

1. A review of the DVA dental schedule commenced in 2009 in response to the release of the 9th Edition of The Australian Schedule of Dental Services and Glossary, issued by the ADA. This review included consultation with the ADA and other relevant professional bodies.

The review is considering the range of services available, the policies applied to dental services, emerging technologies, services provided in the broader community and changes in clinical practice. The review is setting fees for items that previously specified a Fee by Negotiation, thus requiring prior financial authorisation before service provision. The new arrangements will mean prior financial authorisation is unnecessary where the dentist accepts the set fee.

This review is being conducted in two phases with phase one completed in 2009 and phase two scheduled for completion in the latter half of 2010.

**Question 25, 26 and 27**

Outcome 2, program 2.3

Topic: Pharmaceuticals review

Written question on notice

# **Senator KROGER asked:**

Will the Department provide a full breakdown of contractors who were engaged in the preparation of this report?

How many staff in the Department were involved in the departmental review of the scheme?

How many staff hours were involved in the collation of this review?

**Answer**

One contractor has been engaged to work alongside Departmental staff to contribute to the Review and assist in the preparation of the report. Departmental staff contributed to the review as required and senior staff reviewed and cleared the report.

As the review was undertaken alongside other duties undertaken by Departmental staff a reliable estimate of the actual staff hours is not available.

**Question 28**

Outcome 2, program 2.3

Topic: Pharmaceuticals review

Written question on notice

# **Senator KROGER asked:**

I refer to Table 10 of the Department’s March 2010 *DVA Pensioner Summary*, which outlines the number of disability pensioners by conflict and by rate.

a) Can the Department provide a full breakdown of the number of veteran disability pensioners with qualifying service, by age, by conflict and by level of disability, principally against this chart?

b) How many veterans have qualifying service but do not currently receive any rate of disability pension?

c) How many disabled veterans have either a Gold, White or Orange card (by conflict and rate of pension, where possible) and also have qualifying service?

**Answer**

a) Please see attached:

Table 1—Veterans with disability pension and qualifying service by DP rate and Age Group.

Table 2—Veterans with disability pension and qualifying service by DP rate and Conflict.

b) As at 10 September 2010, there were 79,871 veterans with qualifying service but not receiving disability pension

c) Please see attached:

Table 3—Veterans with disability pension and qualifying service by DP rate and Card Type.

Table 4—Veterans with disability pension and qualifying service by Conflict and Card Type.

**Question 29**

Outcome 2: Program 2.3

Topic: Pharmaceuticals review

Written question on notice

# **Senator KROGER asked:**

How many veterans currently receive what was the pharmaceutical allowance and is now paid as part of the income support supplement?

**Answer**

Pharmaceutical allowance was rolled into the pension supplement, the war widow pension, and the veterans supplement on 20 September 2009. It did not become part of the income support supplement. Therefore the response assumes reference to all veterans who receive the pharmaceutical allowance, subsumed into either the veterans supplement or the pension supplement.

As at March 2010 there were approximately 145,000 veterans in receipt of either the pension supplement or the veterans supplement.

**Question 30**

Outcome 2, program 2.3

Topic: Pharmaceuticals review

Written question on notice

# **Senator KROGER asked:**

How many veterans reached the Pharmaceutical Safety Net for more than 60 scripts last year? Does the Department keep a record of the number of veterans who reach the safety net by month? If so, will they provide a copy?

**Answer**

The Department is currently upgrading its management information system for Medicare supplied pharmaceutical data, and as a result 2009 pharmaceutical safety net data is not yet available. This work will be completed by the end of 2010. However, base on an extrapolation of 2008 safety net data, it is estimated that approximately 60,000 veterans reached the safety net threshold of 60 scripts in 2009. For partnered veterans within this group, pharmaceutical consumption by the veteran’s family counts towards reaching the 60 scripts threshold.

Based on an extrapolation of 2008 safety net data, the table below shows an estimate of the number of veterans in 2009 reaching the safety net by month.

**Veterans reaching safety net by month in 2009 (estimated)**

|  |  |
| --- | --- |
| **Month** | **No. of veterans** |
| January | 23 |
| February | 91 |
| March | 806 |
| April | 2,971 |
| May | 6,283 |
| June | 7,928 |
| July | 9,032 |
| August | 8,053 |
| September | 7,495 |
| October | 6,724 |
| November | 5,335 |
| December | 5,014 |
| **Total** | **59,754** |

**Question 31**

Outcome 2, program 2.4

Topic: Veterans’ community care and support

Written question on notice

# **Senator KROGER asked:**

1. Veterans Home Care: Of the money announced in the Budget for initiatives to keep veterans and war widows out of hospital, how much of this money is new funding?
2. Who will administer the funding?
3. How will additional funding for Veterans Home Care be administered (states or Commonwealth)?

If by the states, what measures are in place to ensure accountability for the money spent?

1. Have costs for VHC services been increasing or remaining constant?
2. What was the average increase in costs for the VHC programme in 2009-10?
3. How many VHC providers are located in each state?
4. Will the department provide a full breakdown of services and satisfaction levels (if available) for the committee?

**Answer**

1. All of the money announced in the Budget initiative for the Veterans’ Home Care (VHC) program is new funding.

b) and c)

The Department of Veterans’ Affairs will administer the funding.

d) and e)

The average cost per client for VHC provided in 2008-09 was $1,332.77 and in 2009-10, $1,404.42, a five per cent increase.

f) The number of contracted VHC service providers in each state is:

New South Wales: 45

Victoria: 55

Queensland: 29

South Australia: 14

Western Australia: 30

Tasmania: 12

Northern Territory: 3

Australian Capital Territory: 5

Note: Service providers can be located in more than one state.

g) In 2009-10, 78,304 veterans, war widows and widowers were approved for services:

* 90.0 per cent were approved for domestic assistance (70,472 clients)
* 24.87 per cent were approved for home and garden maintenance (19,474 clients)
* 4.44 per cent were approved for personal care (3,473 clients)
* 14.3 per cent were approved for respite care services (11,199 clients)

Note: These figures add up to more than 100 per cent as veterans and war widows can be approved for more than one service type.

There are no measures of satisfaction levels available.

**Question 32**

Outcome 2, program 2.5

Topic: Veterans’ counselling and other health services

Written question on notice

**Senator KROGER asked:**

1. What is the cost of printing the new veterans’ Orange, White, and Gold?
2. How are the new cards different to the old design?
3. Was there a problem in the printing of these cards this year?

- How much did this reprint cost?

- What happened to the old cards?

- Have they been completely destroyed?

- Were any of the erroneous cards issued?

**Answer**

1. Repatriation Health Cards (Orange, White and Gold) have a normal four year reprint cycle and this was factored into the schedule for the new cards. The cost for printing the new cards totalled $31,209.
2. The new cards have additional security features with a hologram on the back of the card and added microprint to the front. The embossed scanning number has been removed as it is no longer required.
3. There were no major problems encountered in the printing of the cards this year. The roll out commenced later than expected due to delays in finalising colour matching for the new cards. This change in colour was affected by the addition of microprinting on the new cards.

**Question 33**

Outcome 1, program 1.4

Topic: Australian War Memorial—Victoria Cross tour

Written question on notice

**Senator KROGER asked:**

# I refer to the Minister’s 23 February 2010 press release which says “Gallipoli’s Victoria Cross medals to tour Australia”.

1. Can the Director explain the destinations on the tour?
2. Why were Tasmania and New South Wales not included?
3. What was the original itinerary? Is it as indicated on the Memorial’s website?

**Answer**

1. The exhibition will tour to:
   1. Western Australian Museum, Perth, WA;
   2. Museum and Art Gallery of the Northern Territory, Darwin, NT;
   3. State Library of South Australia, Adelaide, SA;
   4. The Shrine of Remembrance, Melbourne, VIC;
   5. Queensland Museum South Bank, Brisbane, QLD; and
   6. The Tasmanian Museum and Art Gallery, TAS.
2. There was limited time to travel the exhibition to as much of the country as possible during the period that the Memorial’s permanent Victoria Cross exhibition in the Hall of Valour is closed. On 9 July 2010, the Minister for Veterans’ Affairs announced the tour has now been extended to include Tasmania. It will be on display at the Tasmanian Museum and Art Gallery from 19 November to 17 December 2010.
3. The original itinerary has changed to include Tasmania and is the itinerary indicated at answer (a) and on the Memorial’s website.

**Question 34**

Outcome 1, program 1.4

Topic: Australian War Memorial—Victoria Cross tour

Written question on notice

# **Senator KROGER asked:**

The Director has indicated that the Tour is taking place as a result of refurbishment works underway in the Hall of Valour at the Memorial.

1. What is being undertaken in this space?
2. How long does the Memorial anticipate this project will take?
3. What is being done with the other medals from other campaigns which are kept in this space?

**Answer**

1. A full refurbishment of the Hall of Valour. The scope of the refurbishment works includes: all exhibition elements such as showcases and showcase furniture; exhibition infrastructure (including floor covering, ceiling treatment and display walls); graphic treatments; lighting; and the display of material from the National Collection. The scope also includes minimal structural construction works to upgrade mechanical and fire protection services, and provide additional support to the existing exhibition floor.
2. The project commenced in November 2009. Refurbishment works commenced on 30 June 2010 and are currently scheduled for completion at the end of December 2010.
3. There were a total of 59 Australian VC medal groups and two British VCs on display in the Hall of Valour. There is also one British VC (Holbrook) on display in the Gallipoli gallery and the most recent VC awarded to Trooper Donaldson which is on display in the Conflicts 1945 to Today galleries.

During the refurbishment the nine Australian VC medal groups from Gallipoli are touring as the “*This company of brave men”* exhibition. The Holbrook VC will remain on display in the Gallipoli gallery and the Donaldson VC is on display in the Conflicts 1945 to Today galleries. The remaining VC’s are in secure storage.

Once the refurbishment is completed all VC medal groups will be returned to the Hall of Valour except one British VC (Holbrook) which will continue to be displayed in the Gallipoli gallery.

**Question 35**

Outcome 1, program 1.4

Topic: Australian War Memorial—Victoria Cross tour

Written question on notice

# **Senator KROGER asked:**

1. Why did the Memorial not consider shortening the tour in some locations in order to include Tasmania in the initial tour itinerary?
2. Will extending the tour to Tasmania cost more money?

- If so, how much?

- Where does the Memorial propose to bring this money from?

**Answer**

1. The period of display at each venue on the tour is already shorter than usual at 6 weeks. The current average display period of Australian War Memorial exhibitions at interstate venues is nine weeks. It is important that each venue on the tour has the exhibition for a sufficient period to allow as many visitors as possible to experience the Gallipoli VCs.
2. As the Minister for Veterans’ Affairs announced on 9 July 2010, the tour has now been extended to a venue in Tasmania.

The exhibition is fully sponsored by Mr Kerry Stokes and Channel 7. The cost to tour the exhibition to a venue in Tasmania is expect to be approximately $100,000, however this additional cost can be funded within the sponsorship due to lower than expected costs in other locations.

**Question 36**

All programs

Topic: Regarding answer to Question 1, Additional estimates, Feb10

Written question on notice

# **Senator KROGER asked:**

In Question 1, I asked for ‘…*a breakdown of costs for the minister, his staff, departmental staff including the ADC and any other member of the travelling party, including travel type, accommodation costs and travelling allowances paid for staff and departmental staff. If you could provide a copy of the ministers itinerary for each of those, that would be very helpful and if one exists, an itinerary for any other accompanying members on any of those trips’.*

I accept that the ADC is a Defence employee.

1. Why has the Department not provided what was asked of them, namely the Minister’s travel details, full itinerary, costs and classes of travel and accommodation costs?

a) It may be the case that this was provided in an earlier answer. Nevertheless, could the Department not copy/paste those answers into this document?

b) The answer does not clearly state, although I could be wrong, whether these are costs for the ADC or adviser, or the costs of the entire trip.

c) For instance, the trip from 20 April to 26 April last year to the UK, France and Belgium has ‘Nil’ cost?

2. Do you accept that this answer is incomplete? Why, given the answer is two months late, should the answer be incomplete?

**Answer**

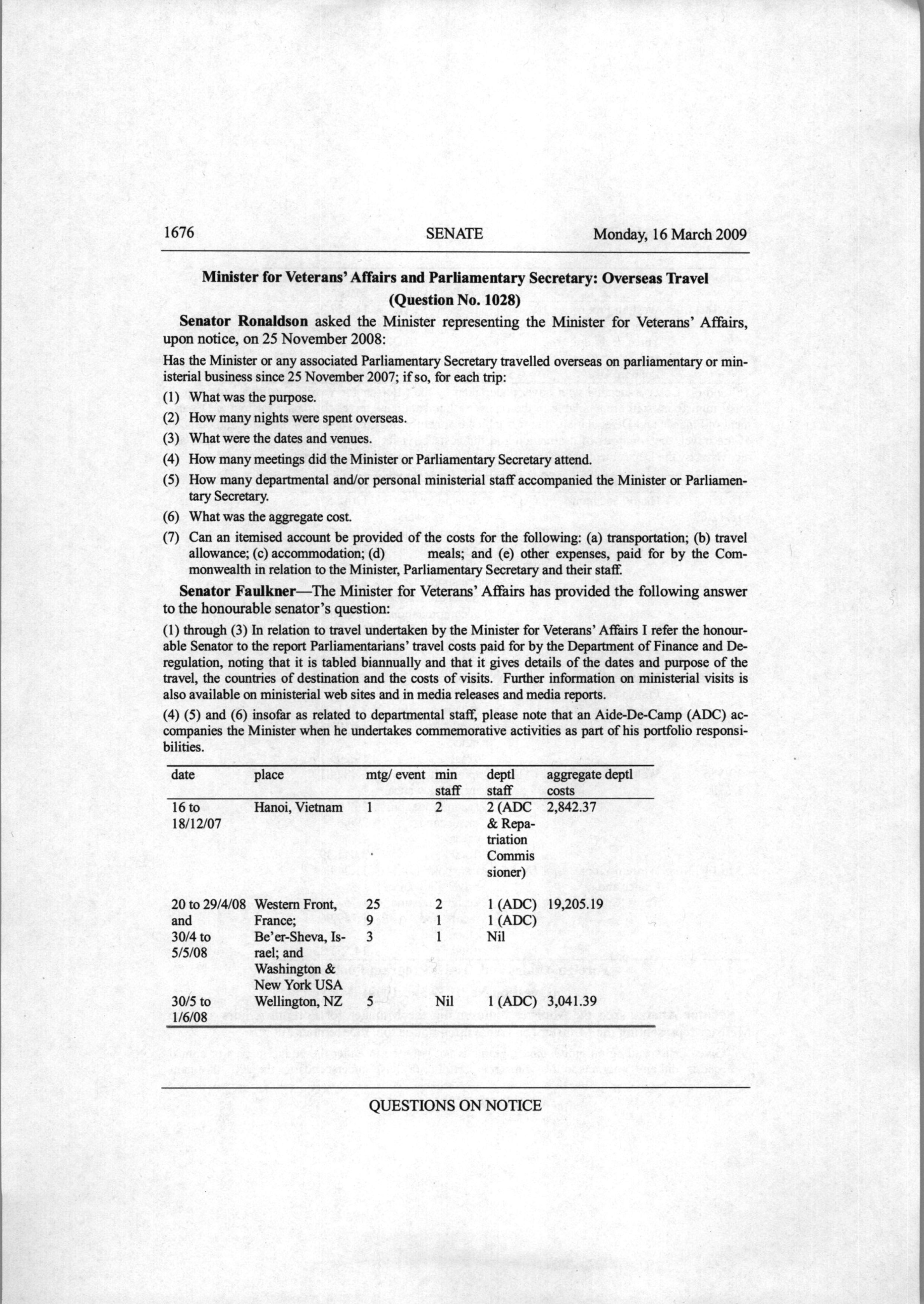
1. The Department of Veterans’ Affairs is not responsible for meeting the costs of travel for the Minister and his personal staff, this is the responsibility of the Department of Finance and Deregulation. As previously advised, the Department of Finance and Deregulation publishes on its website details of Ministerial (and Ministerial staff ) travel and entitlements.

a) It’s standard practice that when an answer has been previously tabled and published in Hansard that the Senator is provided details of the tabling. For your ease of reference a copy of the earlier answer is provided at Attachment A.

b) As noted in Part 1 of this answer, travel costs for Ministers and personal staff are the responsibility of the Department of Finance and Deregulation. The Department of Veterans’ Affairs is only responsible for meeting the costs of DVA staff or the ADC.

c) The Minister was not accompanied by any DVA staff or an ADC on this trip, therefore the cost to DVA for this trip was Nil.

2. No.



**Question 37**

All programs

Topic: Regarding answer to Question 2, Additional estimates, Feb10

Written question on notice

# **Senator KROGER asked:**

In answer to a question about future staffing numbers in the Department, what strategies does the Department have in place to recruit suitable replacement staff for the almost two in five staff who, over the next 10 years, it is fair to say, are likely to retire?

**Answer**

Department of Veterans’ Affairs

DVA has recently finalised a Workforce Strategy for the period 2010–2015. This provides for various recruitment initiatives and outcomes, as well as strategies to develop current employees to step into critical roles in future. Maintenance of entry level recruitment, for example through the graduate program, is a tangible example of how DVA intends to facilitate organisational renewal.

As staff number are expected to decline very gradually over this period through natural attrition linked to small declines in the Department’s budget appropriation in the forward estimates due to declining veteran and family member numbers, the Department believes it is well placed to cover future retirements.

Australian War Memorial

The Memorial is currently in the process of reviewing existing workforce strategies and developing a Workforce Plan for 2011–2015. This will take expected future programs and funding into account and include various measures which will support continual improvement in recruitment practices and the development of current and new employees. Commitment to existing core cultural sector development programs which provide development from entry level to leadership roles within the sector and programs unique to Memorial business such as the Memorial’s Military History Program and Business Acumen are examples of the Memorial’s strategy to ensure organisational renewal.

**Question 38**

All programs

Topic: Regarding answer to Question 4, Additional estimates, Feb10

Written question on notice

# **Senator KROGER asked:**

The Department has provided a breakdown of consultancy fees for the last two years. Questions relate to:

1. Chatfield Applied Research Labs (on p.2 of the attachment)—The contract has a cost of $36,700. Under ‘subject’, the Department has noted ‘Consultation regarding painted infill on London, Australian War Memorial’.
   1. Can the Department expand on this?
   2. Just what did they find?
   3. What have they recommended for follow up?
2. Colpot Consulting Pty Ltd—Contract 1 July 2009 to 20 September 2009. Value: $105,011 “Project manage a project on enhancing public hospital and ambulance funding models and improving community care arrangements to reduce preventable admissions’.
   1. Did the Department spend $105,011 on a project which is now a Budget initiative?
   2. What was the nature of the project which was project managed?
   3. How was this modelling?
   4. What scenarios were put in place?
   5. How was the assessed for effectiveness?
3. Mark Johnson—Contract 21 October 2009 to 31 December 2009. Value: $71,400 “Provision of Advice, assistance and analytical support for eligibility. To review PoW cases where the person’s DVA records did not contain a service number”.
   1. Who is Mark Johnson?
   2. Can the Department explain the nature of a “Direct” method? Is this Direct appointment? By whom?
   3. How many applicants was Mr Johnson reviewing?
   4. Was there a flood of applicants last year which lead to the establishment of this review?
   5. Is it not the job of the Repatriation Commissioner, or a delegate, to determining ‘eligibility’ and to conduct ‘analysis’ of a claim being made?
4. Orima Research Pty Ltd—Contract 15 June 2008 to 30 June 2009. Value: $35,000 “Creation, administration and analysis of DVA Staff Survey”.
   1. What were the findings of the staff survey?
   2. Can the Department provide the Committee with the findings of the staff survey?
   3. What kind of questions were asked in the staff survey?
   4. This is a ‘select’ method—what does that mean? How are these organisations selected for such a project?

How often are Staff Surveys conducted? When was the last one undertaken?

**Answer**

**Part 1—Chatfield Applied Research Laboratories**

1. The Chatfield Research Laboratories were engaged to source appropriate coating samples for a rigorous six (6) monthly testing program designed to assess each paint coating for adhesion to engraved granite; monitor results on a monthly basis, with interim reporting; report with recommendations; and determine the levels of particulate contamination in the original paintwork on the Australian War Memorial, London, which was constructed in 2003.
2. The report recommended the use of Intergard 740 as the best available paint to use on the Memorial. The tests on the original paint work determined that the preparation of the engraved channels prior to painting, both in regard to depth and freedom from residual surface contamination of a particulate nature, had some shortcomings.
3. The lettering on the Memorial was re-painted in the period May-August 2009. Recommendations for remediation of paint were adhered to in this process, including strict protocols for ensuring granite was clean of particulate material prior to applying the paint, and a stringent QA process. A program of regular inspection and routine minor maintenance of the paintwork is now in place.

**Part 2—Colpot Consulting Pty Ltd**

a), b), c) and d)

The Department spent $105,011 on a project on policy analysis and development for enhancing public hospital and ambulance funding models, and improving community care arrangements to reduce preventable admissions.

This policy project informed and modelled the development of two initiatives, which were put in place through the budget. These initiatives are:

* *Preventable Admissions and Improved Community Care Program.* In this initiative, the Government will provide $152.7 million over five years for a new preventable admissions and improved community care program to assist veterans with chronic health conditions, such as coronary artery disease, chronic obstructive pulmonary disease and diabetes.
* *Veterans’ Ambulance Travel Funding – Changed Fee Arrangements.* With this initiative, the Government will negotiate new fee arrangements with states and territories for veterans’ ambulance travel funding.

e) The project was assessed as effective in terms of the budget announcement of two initiatives.

**Part 3—Mark Johnson**

a) and b)

Mr Mark Johnson is a former Senior Executive Service officer from the Department of Veterans’ Affairs. As a former DVA National Manager Compensation, Mr Johnson has extensive experience in compensation matters.

Mr Johnson was contracted to undertake an examination of documentary evidence held by the Department. This arrangement was made under the direct source method for non-covered procurements in accordance with the Commonwealth Procurement Guidelines as the value was below $80,000. The contract was not a direct appointment.

c), d) and e)

The Department requested that an examination be held of the documentary evidence held by the Department in respect of those clients who were in receipt of an ongoing DVA payment on the basis of their former Prisoner of War status. The focus of this examination was to review cases where there was no service record details as part of the client record. In this respect, Mr Johnson examined 32 cases.

The need for the review arose as a direct result of the admissions by a person receiving DVA benefits, who was not a former Prisoner of War or even a former Member of the Defence Force.

Under his contract, Mr Johnson examined the relevant records and did not find any other cases where a person’s Prisoner of War status could not be substantiated by the documents contained in the DVA records.

**Part 4: Orima Research Pty Ltd**

a) The staff survey was developed by ORIMA, however the need was overtaken by the review in late 2008 and early 2009, of the restructure of DVA conducted by Ian Lindenmayer. This review resulted in a series of quarterly mini Culture Change surveys aimed at monitoring improvements in SES leadership following the implementation of certain strategies. It was decided that to conduct a comprehensive staff satisfaction survey while these mini surveys were being run would be confusing for staff.

The initial effort undertaken on developing this survey will be transferred to another project within the next two years.

b) and c)

Not applicable.

d) The method by which ORIMA was chosen can be viewed as ‘select’ because it was one of a number of providers ‘selected’ to respond to a proposal.

Four providers were approached by DVA for the provision of services. They were: InfoHRM, ORIMA, SICORE, and VOICE project. A telephone conversation was held with each vendor explaining DVAs requirements. A follow-up email was then sent to each vendor requesting they complete a brief proposal addressing specific criteria. This included the criteria outlined above and the vendors’ capacity to provide:

* Raw survey data;
* Reports and presentations on the outcome of the survey;
* Approximate timeframes for the completion of work;
* Approximate costs for the completion of work; and
* The capacity to assist with survey outcome follow-up.

All providers responded to this request for information excepting InfoHRM. As a result, InfoHRM staff survey services were not considered for selection. The remaining vendors were compared against the criteria.

ORIMA was considered to provide the best value for money proposal.

* Three Culture Change Surveys have been held in April and November 2009 and May 2010.
* Three Change Management Surveys were conducted in 2005–2006 (October 2005, May 2006 and October 2006).
* The last staff satisfaction survey was held in 2004.
* In addition, the Australian Public Service Commission run annual State of the Service surveys across all agencies.

**Question 39**

Outcome 1, program 1.1

Topic: Regarding answer to Question 23, Additional estimates, Feb10

Written question on notice

# **Senator KROGER asked:**

In the answer to my question about the $30 per week increase for some pensioners as a result of the Harmer Review of Pensions. The Department has indicated that the cost of “pass on the same level of increase as was made to the single Service Pension to DVA Disability Pensions would be $587.3 million over 4 years. Those DVA Disability Pensioners who receive a single rate income support payment have already received the increase”.

1. Can the Department explain these costs; what is the breakdown per year for the four years, and what is the breakdown across the different types of disability pension rates?
2. Given 5,456 multiplied by $1,560 (annual increase) equals about $8.5 million per annum, where does the $587 million over four years come from?

Does this mean that the figure of 5,456 pensioners you indicated in February did not receive the $30 increase, has that figure been revised upwards?

**Answer**

a) As at March 2010 the Department had 123,722 recipients of disability pension at the following rates:

* Special Rate 29,452
* Intermediate rate 832
* Extreme Disablement Adjustment 11,538
* General Rate (10% to 100%) 81,900

The cost of $587.3 million over 4 years was arrived at by applying an increase of 11.4% to all rates of DVA disability pensions. This is the percentage increase that has been sought by some ex‑service organisations for disability pensions, in line with income support increases which have resulted from the Harmer pension reform.

Breakdown of the cost by pension rate and year is at the attachment.

b) The proposal that has been put forward would see the increase sought applying to all 123,722 recipients of disability pension, not just the 5,456 TPI’s who do not receive income support pension from DVA or Centrelink.

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Increase disability pension rates by** | | | | | | 11.4% |  |  | **Attachment to DVA Q39** | | | |
|  |  |  |  |  | Populations | |  |  | | | | |
|  |  | Rate | Increase | 2010/11 | 2011/12 | 2012/13 | 2013/14 | 2010/11 | 2011/12 | 2012/13 | 2013/14 | TOTAL |
| General Rate | 010 | $ 37.99 | $ 4.33 | 8,186 | 7,715 | 7,281 | 6,889 | $ 709,048 | $ 868,727 | $ 819,858 | $ 775,718 | $ 3,173,351 |
|  | 015 | $ 56.99 | $ 6.50 | 177 | 167 | 158 | 149 | $ 22,999 | $ 28,209 | $ 26,689 | $ 25,169 | $ 103,066 |
|  | 020 | $ 75.98 | $ 8.66 | 7,660 | 7,220 | 6,814 | 6,447 | $ 1,326,976 | $ 1,625,978 | $ 1,534,545 | $ 1,451,895 | $ 5,939,393 |
|  | 025 | $ 94.98 | $ 10.83 | 100 | 94 | 89 | 84 | $ 21,655 | $ 26,463 | $ 25,055 | $ 23,648 | $ 96,821 |
|  | 030 | $ 113.97 | $ 12.99 | 9,287 | 8,753 | 8,261 | 7,815 | $ 2,413,242 | $ 2,956,825 | $ 2,790,624 | $ 2,639,962 | $ 10,800,654 |
|  | 035 | $ 132.97 | $ 15.16 | 19 | 18 | 17 | 16 | $ 5,760 | $ 7,094 | $ 6,700 | $ 6,306 | $ 25,861 |
|  | 040 | $ 151.96 | $ 17.32 | 9,177 | 8,650 | 8,164 | 7,723 | $ 3,179,544 | $ 3,896,042 | $ 3,677,143 | $ 3,478,512 | $ 14,231,241 |
|  | 045 | $ 170.96 | $ 19.49 | 5 | 4 | 4 | 4 | $ 1,949 | $ 2,027 | $ 2,027 | $ 2,027 | $ 8,030 |
|  | 050 | $ 189.95 | $ 21.65 | 6,884 | 6,489 | 6,124 | 5,794 | $ 2,981,364 | $ 3,653,384 | $ 3,447,884 | $ 3,262,090 | $ 13,344,722 |
|  | 055 | $ 208.95 | $ 23.82 | 7 | 6 | 6 | 6 | $ 3,335 | $ 3,716 | $ 3,716 | $ 3,716 | $ 14,483 |
|  | 060 | $ 227.94 | $ 25.99 | 6,437 | 6,067 | 5,726 | 5,417 | $ 3,345,329 | $ 4,098,951 | $ 3,868,567 | $ 3,659,802 | $ 14,972,649 |
|  | 065 | $ 246.94 | $ 28.15 | 4 | 4 | 3 | 3 | $ 2,252 | $ 2,928 | $ 2,196 | $ 2,196 | $ 9,571 |
|  | 070 | $ 265.93 | $ 30.32 | 4,301 | 4,054 | 3,826 | 3,620 | $ 2,607,784 | $ 3,195,430 | $ 3,015,716 | $ 2,853,344 | $ 11,672,274 |
|  | 075 | $ 284.93 | $ 32.48 | 11 | 11 | 10 | 10 | $ 7,146 | $ 9,290 | $ 8,445 | $ 8,445 | $ 33,327 |
|  | 080 | $ 303.92 | $ 34.65 | 5,283 | 4,979 | 4,699 | 4,446 | $ 3,660,789 | $ 4,485,177 | $ 4,232,948 | $ 4,005,041 | $ 16,383,955 |
|  | 085 | $ 322.92 | $ 36.81 | 3 | 3 | 3 | 2 | $ 2,209 | $ 2,871 | $ 2,871 | $ 1,914 | $ 9,866 |
|  | 090 | $ 341.91 | $ 38.98 | 5,023 | 4,735 | 4,469 | 4,227 | $ 3,915,704 | $ 4,798,550 | $ 4,528,980 | $ 4,283,732 | $ 17,526,964 |
|  | 095 | $ 360.91 | $ 41.14 | 0 | 0 | 0 | 0 | $ - | $ - | $ - | $ - | $ - |
|  | 100 | $ 379.90 | $ 43.31 | 15,501 | 14,356 | 13,270 | 12,254 | $ 13,426,391 | $ 16,165,452 | $ 14,942,278 | $ 13,797,779 | $ 58,331,900 |
| EDA |  | $ 590.20 | $ 67.28 | 10,587 | 9,527 | 8,489 | 7,506 | $ 14,246,142 | $ 16,665,340 | $ 14,850,737 | $ 13,130,809 | $ 58,893,029 |
| Inter-mediate | | $ 725.50 | $ 82.71 | 831 | 832 | 830 | 824 | $ 1,374,781 | $ 1,788,907 | $ 1,783,828 | $ 1,772,565 | $ 6,720,081 |
| Special Rate | | $ 1,069.30 | $ 121.90 | 29,790 | 29,818 | 29,733 | 29,546 | $ 72,627,838 | $ 94,505,551 | $ 94,237,258 | $ 93,642,224 | $355,012,870 |
|  |  |  | TOTAL | 119,273 | 113,502 | 107,976 | 102,782 | $125,882,238 | $ 158,786,912 | $153,808,065 | $148,826,892 | $587,304,107 |
| Rates as at 20 March 2010. | | | |  |  |  |  |  |  |  | | |
| Commencement date | | | 20/09/2010 |  |  |  |  |  |  |  |  |  |
| FaHCSIA/DEEWR and DFISA impacts are not considered in this table. The net impact will be nil on a whole of government basis. | | | | | | | | | |  |  |  |
| 11.4% is equal to the one-off increase of $65.00 for the single rate of pension (including supplements) divided by the old rate of pension (including supplements). | | | | | | | | | | | | |

1. The figures in answer c) also include the outcome of those applications that were on hand at the beginning of the 2009-2010 financial year. [↑](#footnote-ref-7)
2. It is considered, on reasonable grounds, that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person - see s.14 of *the Privacy Act 1988* [↑](#footnote-ref-10)