

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Supplementary Budget Estimates 2011–12; 19 October 2011**  
**Answers to questions on notice from Department of Veterans' Affairs**

**Question 1**

**Outcome All: Program All**

**Topic: Staff Training – Understanding Military Culture and Mental Health Module**

(FADT Hansard Proof 19 October 2011, p 91)

**Senator RONALDSON asked:**

On the second page of the response it says:

More generally, departmental staff have undertaken a range of training on how to manage clients at risk of self-harm which are detailed below:

- (i) Managing Challenging Behaviours: ...
- (ii) (ii) Applied Suicide Intervention Skills Training (ASIST): ...
- (iii) Safe Talk: ...

Then there is point (iv):

- (iv) Understanding Military Culture and Mental Health: A two hour session run in-house which gives insight into military experiences, including training and deployment, and the effect this may have on mental health.

Who runs this two hour course?

**Mr Winzenberg**—We have outsource providers that do that.

**Senator RONALDSON**—What are their names?

**Mr Winzenberg**—I do not have the names here but I can get them for you.

**Mr Winzenberg**—I will have to take that on notice.

**Senator RONALDSON**—Does the VVCS have a role?

**Mr Winzenberg**—In respect to that particular course I would have to check.

**Senator RONALDSON**—...Can someone get back to me ASAP in relation to the questions I asked Mr Winzenberg.

**Mr Campbell**—I can undertake to do that.

**Answer**

- (iv) A staff member who is ex-ADF and the son of a Vietnam veteran conducts the training sessions.

The content of the sessions is a composite of previously conducted workshops that were developed internally and by contracted providers. For example, it incorporates a 2009 Greg Seberry and Associates developed program called Stepping Outside of Silos that includes the military experience and culture.

The VVCS had no involvement in the provision of this training.

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**Question 2**

**Outcome All: Program All**

**Topic: Collocation – Provider outside Lismore area – Property Dynamics**

(FADT Hansard Proof 19 October 2011, p 94)

**Senator RONALDSON asked:**

**Senator RONALDSON** – Did you make approaches to local agents to cross-reference what you were getting back from these people:

**Mr Rochow** – I will check in more detail in relation to your question, but the people we normally contract to do this certainly have an awareness of the local market and I suspect probably do make some inquiries within the local market.

**Senator RONALDSON** – Can you answer my question. Did you or did you not approach some local people as well as paying \$10,000 for six days work to this mob based in Melbourne or Sydney?

**Mr Rochow** – I will have to take that on notice.

**Answer**

DVA did not make direct approaches to local agents. DVA contracts commercial specialists who act anonymously on our behalf. Property Dynamics reported that “direct contact was made with Real Estate Agents and Developers active in the Lismore commercial real estate market” as well as “a long time and well regarded Valuer based in Lismore”.

The report further stated that investigations identified only two local real estate agents who regularly dealt in the Lismore region commercial sector.

The report identified that the availability of suitable office space in Lismore is extremely limited. It also noted that the demand for commercial office space is also low given the proximity of Ballina.

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**Question 3**

**Outcome All: Program General**

**Topic: Property Dynamics – Property search**  
(FADT Hansard Proof 19 October 2011, p 95)

**Senator RONALDSON asked:**

**Senator RONALDSON** – Just out of interest, was the Property Dynamics mob ever briefed about potentially looking at a new VAN office?

**Mr Carmody** – In my recollection – I have not got the documentation – in these locations we looked at both, just to make sure we were clear about a co-located office or separate offices. That is what Property Dynamics was looking at in the search.

**Senator RONALDSON** – Can you take that on notice?

**Mr Carmody** – Certainly, but I am sure it is correct.

**Answer**

A meeting was held on 8 March 2011 with the Deputy President, Departmental Property staff and the Deputy Commissioner NSW/ACT to discuss the options for VAN and VVCS commercial accommodation in Lismore.

On 9 March, Property Dynamics was contracted by DVA to undertake an independent property assessment of Lismore commercial office space.

A report was provided by Property Dynamics on 16 March. The report identified limited opportunities in Lismore for property that could accommodate co-located facilities. The report did not provide any options for separate locations.

The Deputy President then held a further meeting with Departmental Property staff and the Deputy Commissioner NSW/ACT on 18 March 2011 to discuss the findings of the report. He directed the Department undertake further property searches, including web-based searches and discussions with local members of the ex-service community, to ascertain whether or not there were any suitable sites available in Lismore for a separated VAN/VVCS configuration.

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**Question 4**

**Outcome All: Program All**

**Topic: VRB – Client Advocates**

(FADT Hansard Proof 19 October 2011, p 112)

**Senator RONALDSON asked:**

**Senator RONALDSON**—...During a veterans' forum in Cairns, a matter was raised with me that advocates seeking to access a client's DVA file from Cairns have to travel to Townsville in order to view that file, because the transfer to DVA trained officers who operate in the Centrelink office in Cairns does not happen. I know that it is potentially counterintuitive to the discussions I had earlier this evening about the security of information, but I gather they are DVA trained officers in the Centrelink office in Cairns. The turnaround time for someone to go from Cairns to Townsville is eight or nine hours. Presumably for an advocate to do the job properly, they would need to look at the file. If there are appropriately trained DVA officers operating out of Centrelink in Cairns and if the security of those documents can be maintained, is there any reason that they cannot be sent to Cairns as opposed to being sent to Townsville?

**Mr Campbell**—Senator, I will have to be very careful here because I cannot recall the facts. There has been an issue about files in Queensland, which I understand has now been rectified. We are not wishing to avoid the debate but may I take that question on notice and come back to you. As I said, I know that about six weeks ago an issue was raised and I thought that it had been fixed. Rather than trying to half answer questions here and maybe getting my facts wrong I would rather take it on notice and get back to you. Is that okay?

**Senator RONALDSON**—Yes. I will just give you some background on it, and I think that Mr Humphrey might be here tonight. At a recent hearing the principal member commented that this 'disadvantages the applicant quite significantly. In one case, the medical file not available to the advocate contained information about the applicant's hearing that was pertinent to the case and resulted in a VRB adjournment'. So clearly it is an issue.

**Mr Campbell**—Yes. It was brought to my notice by a member of the VRB who was sitting on that panel. But I cannot recall the fine grain of detail so I will take it on notice and we will come back to you.

**Answer**

The *Freedom of Information Act 1983* (the FOI Act) provides every person the same legally enforceable right to obtain access to documents held by the Department of Veterans' Affairs (DVA) or the Minister for Veterans' Affairs, subject to the provisions of the FOI Act.

DVA is able to provide applicants and their representatives the opportunity to inspect their original files under the FOI Act in places where there is a DVA Office. When there is not a suitable office the person's right to access is addressed by providing copies of the original documents. There is no requirement for a person to travel in order to obtain access to these documents.

The specifics of the case mentioned by the VRB cannot be commented upon without further detail, however, it must be noted that the scope of documents released under FOI depends entirely upon the request made by the representative of the applicant. DVA is not at liberty to interpret, embellish or add to the request. It is therefore possible that the documents released will be different in amount or scope to those that are released by the Compensation Review Team in a s.137 report for the Veterans' Review Board (VRB), as these are two quite separate processes.



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**Question 5**

**Outcome All; Program All**

**Topic: Board and Council Appointments**

(Written Question on Notice)

**Senator RONALDSON asked:**

Will the Department provide a full breakdown of all Boards and Councils of the Department, the date of the relevant board members' appointment and the date of the expiry of their term?

In preparing this, if the Board positions carry per diem or other payments please included this.

**Answer**

A breakdown of all Boards and Councils in the portfolio appointed by the Minister or Governor-General as at 30 September 2011 is available at Attachment A.

**Attachment A**

Position	Member	Date of appointment	Expiry date of appointment	Payment
<b>Repatriation Commission</b>				
President	Mr Ian Campbell PSM	22 September 2008	21 September 2013	Payment set by Remuneration Tribunal = as above
Deputy President	Mr Shane Carmody	15 June 2009	14 June 2014	as above
Commissioner	Major General Mark Kelly AO DSC	1 July 2010	30 June 2015	as above
<b>Military Rehabilitation and Compensation Commission</b>				
Chair	Mr Ian Campbell PSM	22 September 2008	21 September 2013	Nil
Member	Mr Shane Carmody	15 June 2009	14 June 2014	Nil
Member	Major General Mark Kelly AO DSC	1 July 2010	30 June 2015	Nil
Member	Mr Paul O'Connor	25 November 2009	23 August 2014	Nil
Member	Major General Gerard Fogarty AM	29 September 2011	28 September 2016	Nil
<b>Veterans' Review Board</b>				
Principal Member	Mr Douglas Humphreys	22 March 2010	21 March 2015	Payment set by Remuneration Tribunal = as above
Senior Member	Mr Gary Charles Barrow	1 January 2011	30 September 2015	as above
Senior Member	Mr Patrick Callioni	1 January 2011	30 September 2014	as above
Senior Member	Ms Alison Colvin	1 January 2011	30 September 2015	as above
Senior Member	Ms Jennifer D'Arcy	1 January 2011	30 September 2015	as above
Senior Member	Ms Jackie Fristacky	1 January 2011	30 September 2015	as above
Senior Member	Mr Edward Jolly	1 January 2011	30 September 2015	as above
Senior Member	Mr Christopher Keher	1 January 2011	30 September 2015	as above
Senior Member	Ms Hilary Kramer	1 January 2011	30 September 2015	as above
Senior Member	Colonel Leslie Young (Retd)	1 January 2011	30 September 2015	as above
Services Member	Mr Francis Benfield OAM	1 January 2011	30 September 2015	as above
Services Member	Group Captain Dr Robert Black AM RFD	1 January 2011	30 September 2014	as above
Services Member	Wing Commander Stuart Bryce (Retd)	1 January 2011	30 September 2015	as above
Services Member	Air Commodore Frank Burt OBE (Retd)	1 January 2011	30 September 2015	as above
Services Member	Dr John Griffin	1 January 2011	30 September 2014*	as above

<b>Position</b>	<b>Member</b>	<b>Date of appointment</b>	<b>Expiry date of appointment</b>	<b>Payment</b>
Services Member	Ms Janet Hartmann	1 January 2011	30 September 2015	as above
Services Member	Lieutenant Colonel Alexander Main (Retd)	1 January 2011	30 September 2015	as above
Services Member	Major Gregory Mawkes MBE	1 January 2011	30 September 2014	as above
Services Member	Mrs Anne Pahl	1 January 2011	30 September 2014	as above
Services Member	Colonel Robin Regan CSC (Retd)	1 January 2011	30 September 2015	as above
Services Member	Colonel Roger Tiller AM CSC (Retd)	1 January 2011	30 September 2015	as above
Services Member	Air Commodore Bruce Robert Wood (Retd)	1 January 2011	30 September 2015	as above
Services Member	Major Warwick Anthony Young	1 January 2011	30 September 2015	as above
Services Member	Brigadier Mark Bornholt AM (Retd)	1 January 2011	30 September 2015	as above
Member	Mr Allan Anforth	1 January 2011	30 September 2014	as above
Member	Ms Zita Antonios	1 January 2011	30 September 2015	as above
Member	Ms Moira Brophy	1 January 2011	30 September 2014	as above
Member	Mr Scott Clark	1 January 2011	30 September 2014	as above
Member	Dr Rhonda Galbally	1 January 2011	30 September 2014	as above
Member	Mr Peter Gaughwin	1 January 2011	30 September 2014	as above
Member	Commodore Simon Hart (Retd)	1 January 2011	30 September 2014	as above
Member	Mr Geoffrey Hourm	1 January 2011	30 September 2015	as above
Member	Ms Morag McColm	1 January 2011	30 September 2015	as above
Member	Ms Jillian Moir	1 January 2011	30 September 2014	as above
Member	Mrs Carmel Morfuni	1 January 2011	30 September 2015	as above
Acting Member	Ms Ann Graham	1 July 2011	30 September 2011	as above
<b>Repatriation Medical Authority</b>				
Chair	Professor Ken Donald AO	1 July 2011	30 June 2012	Payment set by Remuneration Tribunal =
Member	Professor Andrew Wilson	1 October 2010	30 September 2015	as above
Member	Professor Gerard James Byrne	1 July 2009	30 June 2012	as above
Member	Professor Flavia Cicutini	1 July 2009	30 June 2012	as above
Member	Professor John Kaldor	2 February 2011	1 February 2016	as above
<b>Specialist Medical Review Council Appointments</b>				
Convener	Clinical Associate Professor Jonathan Phillips	1 July 2010	30 June 2012	Payment set by Remuneration Tribunal =

<b>Position</b>	<b>Member</b>	<b>Date of appointment</b>	<b>Expiry date of appointment</b>	<b>Payment</b>
Councillor	Clinical Associate Professor Jonathan Phillips	1 July 2010	30 June 2015	as above
Councillor	Associate Professor Albert Frauman	1 March 2011	28 February 2016	as above
Councillor	Associate Professor Charles Guest	1 April 2010	31 March 2015	as above
Councillor	Associate Professor Dr David Longstaff Joske	1 March 2011	28 February 2016	as above
Councillor	Associate Professor Peter Nash	1 July 2011	30 June 2016	as above
Councillor	Dr Andrew Wirth	1 March 2011	28 February 2016	as above
Councillor	Dr David Newman	1 October 2010	30 June 2014	as above
Councillor	Dr Glenn McCulloch	1 October 2010	30 June 2014	as above
Councillor	Michael Izard	1 October 2010	30 June 2014	as above
Councillor	Professor Adele Green AC	1 October 2010	30 June 2014	as above
Councillor	Professor Alexander McFarlane AO	1 October 2010	30 June 2014	as above
Councillor	Professor Andrew Grulich	1 March 2011	28 February 2016	as above
Councillor	Professor Constantine Tam	1 March 2011	28 February 2016	as above
Councillor	Professor David Handelsman	1 March 2011	28 February 2016	as above
Councillor	Professor Derrick Silove	1 October 2010	30 June 2014	as above
Councillor	Professor Eric Morand	1 July 2011	30 June 2016	as above
Councillor	Professor Geoffrey Littlejohn	1 March 2011	28 February 2016	as above
Councillor	Professor Helen Herrman	1 October 2010	30 June 2014	as above
Councillor	Professor John Lewis Hart	1 March 2011	28 February 2016	as above
Councillor	Professor John Funder AO	1 March 2011	28 February 2016	as above
Councillor	Professor Justin O'Day AM	1 October 2010	30 June 2014	as above
Councillor	Professor Ken Kiang Yong Ho	1 October 2010	30 June 2014	as above
Councillor	Professor Paul Mitchell	1 October 2010	30 June 2014	as above
Councillor	Professor Rachelle Buchbinder	1 July 2011	30 June 2016	as above
Councillor	Professor Richard Bryant	1 October 2010	30 June 2014	as above
Councillor	Professor Robert Graham Cumming	1 March 2011	28 February 2016	as above
Councillor	Professor Robyn McDermott	1 October 2010	30 June 2014	as above
Councillor	Professor Stephen Mulligan	1 March 2011	28 February 2016	as above
<b>Council of Australian War Memorial</b>				
Chair	General Peter Cosgrove AC MC (Retd)	1 June 2009	31 May 2012	Payment set by Remuneration Tribunal =

<b>Position</b>	<b>Member</b>	<b>Date of appointment</b>	<b>Expiry date of appointment</b>	<b>Payment</b>
Member	Rear Admiral Kenneth Allan Doolan AO RAN (Retd)	12 November 2009	11 November 2012	as above
Member	Mrs Wendy Sharpe	30 June 2011	29 June 2013	as above
Member	Mr Leslie Allen Carlyon	30 April 2009	29 April 2012	as above
Member	The Honourable Graham Edwards	3 June 2010	2 June 2013	as above
Member	Mr Kerry Stokes AC	7 April 2011	6 April 2014	as above
Member	Ms Jane McAloon	7 April 2011	6 April 2014	as above
Member	Air Vice-Marshal Julie Hammer	7 April 2011	6 April 2014	as above
Member	Mr Kevin Woods CSC OAM	30 June 2011	29 June 2014	as above
Ex-Officio Member	Vice Admiral Ray Griggs AM CSC RAN	n/a - ex-officio		as above
Ex-Officio Member	Lieutenant General David Morrison AO	n/a - ex-officio		as above
Ex-Officio Member	Air Marshal Geoff Brown AM	n/a - ex-officio		as above
<b>Prime Ministerial Advisory Council #</b>				
Chair	Dr Allan Hawke AC	6 September 2008	5 September 2011	Nil
Member	Mr Francis Benfield OAM	6 September 2008	5 September 2011	Nil
Member	Group Captain Dr Robert Black AM RFD	6 September 2008	5 September 2011	Nil
Member	The Honourable Graham Edwards	6 September 2008	5 September 2011	Nil
Member	Mrs June Healy OAM	6 September 2008	5 September 2011	Nil
Member	Commodore Nick Helyer MBE RANR	6 September 2008	5 September 2011	Nil
Member	Mr Peter Hind OAM MACTM	6 September 2008	5 September 2011	Nil
Member	Mr Ken Kipping AM	6 September 2008	5 September 2011	Nil
Member	Ms Gail MacDonell OAM	6 September 2008	5 September 2011	Nil
Member	Ms Anne Pahl	6 September 2008	5 September 2011	Nil
Member	Mr Philip Pyke	6 September 2008	5 September 2011	Nil
Member	Mrs Donna Reggett	6 September 2008	5 September 2011	Nil
Member	Brigadier Keith Rossi AM OBE RFD ED (Retd)	6 September 2008	5 September 2011	Nil
Member	Brigadier Neil Weekes AM MC (Retd)	6 September 2008	5 September 2011	Nil
<b>Anzac Centenary Advisory Board+</b>				
Chair	Air Chief Marshal Angus Houston AC AFC (Retd)	6 July 2011	30 June 2012	\$800 per diem <
Ex-Officio Member	Air Marshal Mark Binskin AO	12 October 2011		Nil
Ex-Officio Member	Mr Ian Campbell PSM	12 October 2011		Nil

<b>Position</b>	<b>Member</b>	<b>Date of appointment</b>	<b>Expiry date of appointment</b>	<b>Payment</b>
Ex-Officio Member	Rear Admiral Ken Doolan AO RAN (Retd)	12 October 2011		Nil
Ex-Officio Member	His Excellency Major General (Retd) Martyn Dunne	12 October 2011		Nil
Member	Mr Luke Bowen	12 October 2011		Payment with regard to the Remuneration Tribunal Determinations =
Member	Professor Christine Charles	12 October 2011		as above
Member	Ms Liz Ellis AM	12 October 2011		as above
Member	Mr Peter FitzSimons AM	12 October 2011		as above
Member	Professor Margaret Gardner AO	12 October 2011		as above
Member	Mrs Kathryn Greiner AO	12 October 2011		as above
Member	Mr Sandy Holloway AO	12 October 2011		as above
Member	Professor David Horner AM	12 October 2011		as above
Member	Major General Brian Howard AO MC ESM (Rtd)	12 October 2011		as above
Member	Dr Jackie Huggins AM FAHA	12 October 2011		as above
Member	The Hon Sandy Macdonald	12 October 2011		as above
Member	Brigadier Bill Rolfe AO (Rtd)	12 October 2011		as above
Member	The Hon Con Sciacca AO	12 October 2011		as above
Member	His Honour Judge Rauf Soulio	12 October 2011		as above
Member	Mr James Strong AO	12 October 2011		as above
Member	Rear Admiral Davyd Thomas AO CSC RAN	12 October 2011		as above
<b>National Advisory Council on the VVCS - Veterans and Veterans Families Counselling Service (NAC)</b>				
Chairman	Dr Tony Austin AM – Veteran	14 April 2009	13 April 2012	Payment set by Remuneration Tribunal =
Member	Mr Martin Carr - Peacekeeper	1 August 2004	1 December 2012	as above
Member	Mrs Bronwyn Fullick – Partner and Families	1 July 2007	1 December 2012	as above
Member	Professor Malcolm Battersby - Psychiatrist	14 April 2009	13 April 2012	as above
Member	Mr Tim McCombe OAM - Vietnam Veteran	1 July 2007	30 June 2012	as above
Member	Mr John Ryan OAM - Vietnam Veteran	1 July 2007	30 June 2012	Nil ^
Member	Ms Tracey Negus - Daughter of Vietnam	1 July 2007	30 June 2013	as above

<b>Position</b>	<b>Member</b>	<b>Date of appointment</b>	<b>Expiry date of appointment</b>	<b>Payment</b>
	Veteran			
Member	Dr David Monash - General Practitioner	1 July 2007	30 June 2013	as above
Member	Mr Bob Elworthy - Vietnam Veteran	14 April 2009	13 April 2012	as above
Member	Mr David Ashley WO2 (RSM-A) current ADF Representative	n/a ex-officio		Nil
Ex-Officio Member	Major General Mark Kelly AO DSC - Repatriation Commission	n/a ex-officio		Nil
Ex- Officio Member	Assoc Professor David Forbes - Director ACPMH	n/a ex-officio		Nil
Ex- Officio Member	Mr Michael Callan - Director General DCO	n/a ex-officio		Nil
Ex- Officio Member	Mr Wayne Penniell - National Manager, VVCS	n/a ex-officio		Nil
<b>Veterans' Children Education Board / Military Rehabilitation and Compensation Act Education and Training Board</b>				
<b>Queensland</b>				
Chair	Dr John Roulston	23 March 2009	31 December 2011	Nil
Member	Mr Cyril Gilbert OAM	23 March 2009	31 December 2011	Nil
Member	Ms Alison Armstrong	23 March 2009	31 December 2011	Nil
Member	Mr Alan Reece	23 March 2009	31 December 2011	Nil
Member	Reverend Samuel Seymour	23 March 2009	31 December 2011	Nil
<b>South Australia / Northern Territory</b>				
Chair	Mr James Davies	23 March 2009	31 December 2011	Nil
Member	Ms Betty Fox	23 March 2009	31 December 2011	Nil
Member	Mr Graeme Gatley	23 March 2009	31 December 2011	Nil
Member	Ms Frances Conroy	23 March 2009	31 December 2011	Nil
Member	Mr Raymond Stanley	23 March 2009	31 December 2011	Nil
Member	Mr Lindsay Strong	23 March 2009	31 December 2011	Nil
Member	Ms Janine Harvey	23 March 2009	31 December 2011	Nil
Member	Tracy Dancer	26 October 2009	31 December 2011	Nil
Member	Ms Denise Wilkowski	28 October 2010	31 December 2011	Nil
<b>Victoria</b>				
Chair	Mr Robert Webster	23 March 2009	31 December 2011	Nil
Member	Ms Anne O'Kane	23 March 2009	31 December 2011	Nil
Member	Mr Geoffrey Brewer	23 March 2009	31 December 2011	Nil

<b>Position</b>	<b>Member</b>	<b>Date of appointment</b>	<b>Expiry date of appointment</b>	<b>Payment</b>
Member	Mrs Judy Perlstein	23 March 2009	31 December 2011	Nil
Member	Mrs Evelyn Morgan-Brooker	23 March 2009	31 December 2011	Nil
Member	Professor Erica Frydenberg	23 March 2009	31 December 2011	Nil
Member	Mr Mike O'Meara	23 March 2009	31 December 2011	Nil
Member	Mr John Vincent	20 October 2010	31 December 2011	Nil
<b>Western Australia</b>				
Chair	Mr Neil MacNeill	23 March 2009	31 December 2011	Nil
Member	Mr George Halleen	23 March 2009	31 December 2011	Nil
Member	Mr Malcolm Crosbie	23 March 2009	31 December 2011	Nil
Member	Ms Caroline Payne	29 October 2009	31 December 2011	Nil
Member	Ms Barbara Clinton	23 March 2009	31 December 2011	Nil
Member	Mr Frederic Betts	23 March 2009	31 December 2011	Nil
Member	Mr Lloyd Page	23 March 2009	31 December 2011	Nil
Member	Dr Ian Fraser	23 March 2009	31 December 2011	Nil
Member	Liz Sullivan	29 October 2009	31 December 2011	Nil
<b>New South Wales</b>				
Chair	Mr Chris Barrett	23 March 2009	31 December 2011	Nil
Member	Mr Leslie Vincent	23 March 2009	31 December 2011	Nil
Member	Dr Fred Orr	23 March 2009	31 December 2011	Nil
Member	Mr Sheldon Maher	23 March 2009	31 December 2011	Nil
Member	Ms Marie Larkings	28 October 2010	31 December 2011	Nil
Member	Commodore Nick Helyer MBE RANR	15 May 2009	31 December 2011	Nil
Member	Maurice L Green APM	15 May 2009	31 December 2011	Nil
Member	George Moscos	15 May 2009	31 December 2011	Nil
Member	Ruth Still	15 May 2009	31 December 2011	Nil
Member	Libby Petersen	15 May 2009	31 December 2011	Nil
<b>Tasmania</b>				
Chair	Professor Carey Denholm	23 March 2009	31 December 2011	Nil
Member	Mr Byron Nicol	23 March 2009	31 December 2011	Nil
Member	Ms Karen Di Ubaldo	23 March 2009	31 December 2011	Nil
Member	Mrs Dianne Smith	23 March 2009	31 December 2011	Nil
Member	Mr Don Killion	23 March 2009	31 December 2011	Nil



Position	Member	Date of appointment	Expiry date of appointment	Payment
Member	Ms Sandy Verrier	23 March 2009	31 December 2011	Nil
Member	Ms Heather Beaumont	23 March 2009	31 December 2011	Nil
Member	Ms Sharon Rush	23 March 2009	31 December 2011	Nil
Member	Mrs Lynette Johnston	23 March 2009	31 December 2011	Nil

= The Remuneration Tribunal home page can be found at [www.remtribunal.gov.au](http://www.remtribunal.gov.au).

\* Dr Griffin's term expires on 30 September 2014, however, he has resigned from the Veterans' Review Board with effect 30 November 2011.

# The first Prime Ministerial Advisory Council appointments lapsed on 5 September. The Minister has not yet announced the second Council membership. The Minister will announce the second Council membership in December 2011.

+ The Anzac Centenary Advisory Board was announced on 12 October 2011. Appointments of Board members is effective from this date. It is expected the Board will operate to 2018. Remuneration will be provided with regard to the Remuneration Tribunal's Determinations 2011/09: *Remuneration and Allowances for Holders of Part-Time Public Office and 2004/03: Official Travel by Office Holders*.

< The Chair of the Board was appointed with effect 6 July 2011. The existing contractual arrangement will conclude on 30 June 2012 and will be replaced with a new instrument of agreement on 1 July 2012. The per diem sitting fee for the Chair of the Board is \$800. This payment is in recognition of the roles and responsibilities of the Anzac Centenary Advisory Board Chair and was determined with consideration of the remuneration provided to the chairs of specified offices.

^ The Member requested not to be remunerated.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
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**Answers to questions on notice from Department of Veterans' Affairs**

**Question 6**

**Outcome All: Program All**

**Topic: Recruitment AWM Director**

(Written Question on Notice)

**Senator RONALDSON asked:**

On 24 February this year the Minister for Veterans' Affairs indicated that a recruitment process would begin 'later in the year' to appoint a new Director for the Australian War Memorial. Has this process begun? If yes, who is conducting this process, will this position be advertised and when is the Minister required to make an appointment?

**Answer**

Yes, the process has begun.

In accordance with the Australian Public Service Commission's Merit and Transparency policy (also known as the "Faulkner Protocols") the Secretary of the Department of Veterans' Affairs is responsible for overseeing the selection process for agency heads and statutory office holders.

A executive search firm, Jo Fisher Executive Search, has been engaged in the selection process. The position will be advertised early in 2012.

The new appointment will be made prior to Major General Gower's retirement at the end of August 2012.

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**Answers to questions on notice from Department of Veterans' Affairs**

**Question 7**

**Outcome All: Program All**

**Topic: Facilities**

(Written Question on Notice)

**Senator RONALDSON asked:**

Will the Department provide a list of all DVA office locations, including:

1. Lease arrangements (incl. beginning and end date of lease and any options for extension)
2. Size of tenement
3. Rental cost per square metre
4. Number of staff per facility
5. Number of car spaces rented per office

**Answer**

1, 2, 4 and 5.

Details as per attached list.

3. The Department leases a total of 64,642 square metres. Rental payments for the 2010-11 financial year amounted to \$22,069,050. The annual average cost for DVA leased properties is \$341.40 per square metre.

State	Who	Property Address	SQM	Lease Start date	Lease End Date	Option Terms	No of staff	No of rented Carspaces
ACT	VVCS	6-8 Champion St, Deakin 2600	255	1/06/2011	30/05/2016	One year	9	0
ACT	*DVA	Lvls Mezzanine - lvl 9 ,13 Keltie St Woden 2606	8922	1/05/2007	30/06/2016	None	624	18
ACT	DVA	Lvls 10-22 Lovett Tower 13, Woden 2606	11352	1/07/2006	30/06/2016	None		
ACT	Car	Car Parks Only - Centra Plaza	0	1/05/2007	30/06/2016	None	0	30
ACT	VAN	30 Corinna Street, Woden 2606	312	4/10/2010	3/10/2017	3 year	4	2
							637	
NSW	VAN/VVCS	Suite 6, Conway Court, 17 Conway St, Lismore 2480	262	1/07/2011	30/06/2012	One year	7	3
NSW	VAN	Corporate Square, 43 Burelli Street, Wollongong 2500	142	1/07/2011	30/06/2014	None	3	2
NSW	VAN	Ground Floor, 250 Mann Street, Gosford 2250	160	9/09/2011	8/09/2014	None	4	0
NSW	File Store	6 Epic Place, Chester Hill 2162	1905	1/04/2011	30/06/2012	One year	2	0
NSW	File/Archive	120 Miller Road, Villawood 2163	586	1/07/2010	30/06/2013	2 year	3	0
NSW	VAN/VVCS	Suite 1 & 2 Grd flr 6 Auckland Street, Newcastle 2300	396	9/03/2011	8/03/2014	3 year	8	0
NSW	VAN	110 George St Parramatta 2150	133	1/01/2011	31/12/2015	3 year	3	2
NSW	VVCS	Suite 1 & 2 88 Phillip St, Parramatta 2150	597	16/04/2011	15/04/2015	3 year	16	3
NSW	DVA	Centennial Plaza, 280 Elizabeth St, Surry Hills 2010	7904	1/11/2009	31/10/2017	2 year	290	20
							336	
NT	VAN/VVCS	Grnd Flr, 2 Chung Wah Terraces Palmerston 0830	539	1/08/2006	31/07/2011	3 year	16	1
							16	
QLD	VAN	Shop 45 Tweed Mall, Tweed Heads 2485	145	1/05/2011	30/04/2012	1 year	3	0
QLD	VVCS	Suit G2/340 Ross River Rd Aitkenvale 4817	421	1/12/2009	30/11/2012	5 year	15	0
QLD	VVCS	15 Astor Terrace Spring Hill 4000	481	1/12/2007	30/11/2012	3 year	14	3
QLD	VAN	99 Russell Street, Toowoomba 4350	144	1/04/2011	31/03/2014	2 options of 2 years each	3	2
QLD	VAN/VVCS	12 Short Street, Southport 4215	332	13/06/2011	12/06/2014	None	10	3

QLD	VAN/VVCS	Shop 2/129 Horton Parade Maroochydore 4558	333	1/07/2010	30/06/2015	2 options of 2 years each	7	0
QLD	VAN	520 Flinders Str, Townsville 4810	522	1/09/2010	31/08/2015	5 year	20	1
QLD	DVA/VRB	259 Queen Street, Brisbane 4000	7527	27/01/2011	26/01/2019	None	352	10
QLD	File Store	996 Wynnum Road Cannon Hill 4170	1415	1/12/2011	30/11/2014	None	12	0
SA	DVA	199 Grenfell Street Adelaide 5000	3041	1/11/2011	31/10/2019	2 year	146	5
SA	VVCS	Ground Floor, 99 Frome Street, Adelaide 5000	437	1/07/2009	30/06/2012	2 options of 3 years each	11	0
TAS	VVCS	21 Elphin Road, Launceston 7250	221	11/03/2011	10/03/2014	3 year	4	3
TAS	VVCS	Loyd Lane, Glenorchy 7010 ( License DoD)	513	1/01/2011	31/12/2015	None	0	0
TAS	DVA/VVCS	Barrack Place 254-256 Liverpool St 7000	1850	01/05/2009	30/04/2019	2 options of 5 years each	67	23
TAS	RSC	8 Boland Street, Launceston 7250 (ASA 10 Willis St)		MOU		None	1	0
VIC	DVA	Lvls 11-15, 300 La Trobe Street, Melbourne 3000	7727	1/07/2011	30/06/2019	5 year	267	8
VIC	VAN	68a McLeod Street, Bairnsdale 3875 (License - Mission Aust)	17	1/07/2011	30/06/2012	None	1	1
VIC	VVCS	Level 4 / 440 Elizabeth Street, Melbourne 3000	691	1/06/2007	31/05/2012	2 options of 3 years each	15	0
VIC	VAN	12 Dawson Street South, Ballarat 3350	172	1/07/2010	30/06/2012	2 year	2	0
VIC	VAN	U3 200 Malop Street, Geelong 3220	130	1/07/2010	30/06/2012	2 options of 2 years each	2	0
VIC	VAN	10 George Street, Morwell 3840	79	1/07/2010	30/06/2012	2 year	2	0
VIC	File Store	620 to 622 Lorimer Street, Port Melbourne 3207	1923	1/03/2011	28/02/2013	None	5	0
VIC	VAN/VVCS	81 Hume Street, Wodonga 3690	289	1/07/2010	30/06/2013	None	6	0
VIC	VAN	Shop 6 54-58 Wells Street, Frankston 3199	140	1/11/2010	31/10/2014	2 options of 2 years each	2	1

VIC	VAN	715 Raglan Parade, Warrnambool 3280	15	1/04/2007		Mth x Mth	1	0
							303	
WA	VVCS	7 Kintail Road Applecross 6153	502	1/02/2011	31/01/2014	3 year	13	16
WA	DVA	140 St Georges Terrace Perth 6000	2110	5/10/2011	4/10/2019	3 year	100	4
			64642				113	
							2070	

\*Note: Floors Mezzanine to level 6 Lovett Tower are sublet

**Senate Standing Committee on Foreign Affairs, Defence and Trade  
Supplementary Budget Estimates 2011–12; 19 October 2011  
Answers to questions on notice from Department of Veterans' Affairs**

**Question 8**

**Outcome All: Program All**

**Topic: Staffing**

(Written Question on Notice)

**Senator RONALDSON asked:**

Will the Department provide the committee with:

1. A full break down of staff as at 30 September 2011 including by what positions and their location;
2. A list of new appointments made to senior positions within the Department made since 1 May 2011;
3. A breakdown of staff who have previous experience as uniformed officers in the Australian Defence Force and where they are located and at what levels;
4. A breakdown of staff who are currently serving Reservists.

**Answer**

1. Staff Numbers by Classification and Location as at 30 September 2011.

Actual Class	ACT	NSW	NT	Qld	SA	Tas	Vic	WA	Total
Advocate		2		3	1		4	1	11
APS1	6	2		1		3			12
APS2	5	24	2	24	5	1	6	5	72
APS3	19	59	2	81	42	28	62	23	316
APS4	58	36	3	57	14	7	43	15	233
APS5	63	104	4	126	45	18	62	33	455
APS6	174	65	3	80	30	11	76	23	462
EL1	176	27		38	17	2	38	9	307
EL2	69	12	2	20	2	2	7	3	117
GAPS	14								14
Legal 1	8	2					1		11
Legal 2	1						1		2
MO 3				2					2
MO 4				1					1
PAO 1	5								5
PAO 2	4								4
PAO 3	8			1					9
SES 1	16	1		1	1		2	1	22
SES 2	5	1		1			1		8
SPAO	2								2
Statutory	4	1							5
<b>Total</b>	<b>637</b>	<b>336</b>	<b>16</b>	<b>435</b>	<b>157</b>	<b>72</b>	<b>303</b>	<b>113</b>	<b>2070</b>

Note: Some staff are part-time.

2. From 1 May 2011 to 30 September 2011, following the retirement of the Deputy Commissioner (DC) in Western Australia, DVA recruited a replacement SES Band 1 DC who was appointed on 1 August 2011.

3 and 4.

The departmental human resource management system does not have the facility to record this information.



**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
**Supplementary Budget Estimates 2011–12; 19 October 2011**  
**Answers to questions on notice from Department of Veterans' Affairs**

**Question 9**

**Outcome All: Program All**

**Topic: Staff Training**

(Written Question on Notice)

**Senator RONALDSON asked:**

In addition to matters already taken on notice, can the Department provide a list of all staff training, providers and contracted/tendered cost, required regularity of training, location of training, veteran and ex-service community involvement in training programmes and cost of staff to provide the training.

**Answer**

The attached table includes current Learning and Development activities which are corporately (centrally) organised, funded and recorded.

Individual business areas arrange training from time to time which is specific only to their area and needs. This training is not centrally recorded and the time and resource effort to capture this information would place an unreasonable burden on the Department's resources.

## DVA Training 2010-11

Training	Objectives	Provider	Location	Regularity	Contracted Cost <i>These costs generally include design, development and delivery, where applicable, and system hosting for some e-learning modules, but exclude staff salary costs</i>	Veteran/ESO Involvement
Graduate Development Program (incorporating the Diploma of Government)	To enhance the careers of new and developing managers in the APS.	Australian Public Service Commission (APSC)	APSC Woden Training Facility	Annual	\$92,356 (14 participants)	N/A*
DVA Service Coordinator Training	To train DVA staff undertaking the new DVA service coordinator roles.	ODS Management Consulting	DVA National Office	To Be Determined as role matures	\$27,720	Yes <sup>‡</sup>
Coaching and Training for Leaders	Develop coaching skills and delivery of training skills of participants. Participants are accredited in Cert IV units.	Open Door Coaching Group	Melbourne	As required	\$63,900	N/A*
Managing Challenging Behaviours	Strengthens staff's capacity to identify and appropriately manage our client group who may have mental health problems.	Internal	Melbourne	As required	Nil.	N/A*

\* Veteran/ESO involvement not relevant.

<sup>‡</sup> DVA includes veteran/ESO involvement in a number of training courses, as indicated in the table. This includes current senior DVA staff with previous ADF service being involved in leadership development programs, wherever possible. e.g. the Services representative on the Repatriation Commission speaks at all Executive Leadership Programs (ELP).

Training	Objectives	Provider	Location	Regularity	Contracted Cost <i>These costs generally include design, development and delivery, where applicable, and system hosting for some e-learning modules, but exclude staff salary costs</i>	Veteran/ESO Involvement
SafeTalk	To raise staff awareness of clients who may be at risk of harm to themselves or others.	Suicide Prevention Training	Adelaide, Melbourne, Brisbane, Hobart, Perth, Melbourne and Sydney	As required	\$14,300 (includes design and delivery of 14 workshops)	N/A*
ASIST	Assist participants to recognize when someone may be at risk of suicide and to provide assistance and link them to further help.	Suicide Prevention Training	Brisbane, Melbourne, Adelaide, Hobart and Perth	As required	\$8,500 (includes design and delivery of 5 workshops)	N/A*
Understanding Military Culture and Mental Health	Provides insight into military experiences, including training and deployment, the effect this may have on mental health and communication strategies for client service staff.	Internal	Adelaide and Brisbane	As required	Nil.	Yes <sup>‡</sup>
Managing Sensitive Conversations	To provide staff with skills to deal with clients reporting sexual abuse or assault.	Australian Centre for Posttraumatic Mental Health	Melbourne	As required	\$9,900	N/A*

\* Veteran/ESO involvement not relevant.

<sup>‡</sup> DVA includes veteran/ESO involvement in a number of training courses, as indicated in the table. This includes current senior DVA staff with previous ADF service being involved in leadership development programs, wherever possible. e.g. the Services representative on the Repatriation Commission speaks at all Executive Leadership Programs (ELP).

Training	Objectives	Provider	Location	Regularity	Contracted Cost <i>These costs generally include design, development and delivery, where applicable, and system hosting for some e-learning modules, but exclude staff salary costs</i>	Veteran/ESO Involvement
Quality Decisions Every Time	To improve staff decision making skills.	Greg Seberry and Assoc	Melbourne, Adelaide, Brisbane, Sydney and Perth	As required	\$72,000 (includes design and delivery of eight workshops)	N/A*
PFS Workshop: Giving & Receiving Feedback	To help managers and staff prepare for, approach and manage feedback sessions with confidence, including when giving and receiving difficult feedback.	Effective People	All States, Canberra and Townsville	Annual as required (to coincide with mid-cycle review process)	\$53,440 (includes design and delivery of 36 workshops)	N/A*
PFS Workshop: Assessing Performance & Assigning Ratings (2010)	To assist managers and team leaders with the end of cycle performance discussion and assessment following implementation of new ratings scheme.	CMA Consulting	Sydney, Melbourne, Brisbane, Canberra, and Adelaide	Annual as required (to coincide with end-cycle review process)	\$38,000 (includes design and delivery of 10 workshops)	N/A*
Looking Forwards Program	The program aims to engage participants in the future directions of DVA and develop their leadership capability through mechanisms including individual thinking preferences and examining different leadership and coaching techniques. Available for APS3-6.	ODS Management Consulting	All states excluding Northern Territory	As required	\$187,880 (inclusive of all costs in providing 20 workshops, 21 recalls for 317 participants)	Yes <sup>‡</sup>

\* Veteran/ESO involvement not relevant.

‡ DVA includes veteran/ESO involvement in a number of training courses, as indicated in the table. This includes current senior DVA staff with previous ADF service being involved in leadership development programs, wherever possible. e.g. the Services representative on the Repatriation Commission speaks at all Executive Leadership Programs (ELP).

Training	Objectives	Provider	Location	Regularity	Contracted Cost <i>These costs generally include design, development and delivery, where applicable, and system hosting for some e-learning modules, but exclude staff salary costs</i>	Veteran/ESO Involvement
Executive Leadership Program	A program aimed at EL1 and EL2 staff focusing on strategic thinking, change management and building DVA's capability to achieve organisational objectives through leading and maintaining teams effectively.	Yellow Edge	Canberra	As required	\$91,500 (all inclusive cost in providing 6 introduction sessions, 7 workshops and 9 recalls for 119 participants)	Yes <sup>‡</sup>
Executive (SES) Learning Groups	Discuss and learn to resolve issues that they face in a supportive and discreet environment. In doing so, they learn from others, contribute to others' problem solving and improve overall performance.	Jeff Whalan	Canberra	One SES Band 1 and one SES Band 2 have participated in the Learning Group in 2010/11	Annual Membership: SES Band 1 - \$8,900 plus GST SES Band 2 - \$12,000 plus GST	N/A*
Executive Coaching (SES)	Tailored individual coaching with a focus on: <ul style="list-style-type: none"> <li>- improved self awareness</li> <li>- the development of new leadership behaviours</li> <li>- Strategies for dealing with the current organisational challenges</li> <li>- Strategies for career success</li> </ul>	Allegany	Canberra	As required	Three SES officers undertook a total of 9 hours of coaching at \$600 per hour.	N/A*

\* Veteran/ESO involvement not relevant.

‡ DVA includes veteran/ESO involvement in a number of training courses, as indicated in the table. This includes current senior DVA staff with previous ADF service being involved in leadership development programs, wherever possible. e.g. the Services representative on the Repatriation Commission speaks at all Executive Leadership Programs (ELP).

Training	Objectives	Provider	Location	Regularity	Contracted Cost <i>These costs generally include design, development and delivery, where applicable, and system hosting for some e-learning modules, but exclude staff salary costs</i>	Veteran/ESO Involvement
Career Development Assessment Centre (CDAC)	Designed for high performing EL2 employees who demonstrate genuine potential for fast-tracking into the Senior Executive Service (SES).	APSC	Canberra	As required	Four participants at \$12,925 per participant.	N/A*
Virtual Team Masterclass	Intensive public workshops to equip managers with the knowledge, skills and best practices to make virtual management and remote leadership a success for their teams, their organisations and themselves.	Performance Improvement Conferences & Seminars (PICs)	Perth, Adelaide, Sydney, Melbourne	As required	\$11,616 (total for 16 participants)	N/A*
Managing the Selection Process	Workshops on how to manage a selection process. These workshops are mandatory for Chairs of Selection Advisory Committees (SACs) and highly recommended for members of SACs.	APSC	Canberra, Hobart, Melbourne, Perth, Adelaide, Brisbane, Sydney	As required	\$20,000	N/A*
Senate Estimates Training	To provide training to adequately prepare SES staff to appear before parliamentary Committees.	Laurie Wilson and Associates	Canberra	As required	\$29,310	N/A*

\* Veteran/ESO involvement not relevant.

Training	Objectives	Provider	Location	Regularity	Contracted Cost <i>These costs generally include design, development and delivery, where applicable, and system hosting for some e-learning modules, but exclude staff salary costs</i>	Veteran/ESO Involvement
Records Management	A program to raise staff awareness and understanding of the roles and responsibilities in creating, managing and disposing of record.	Techniworks	All States	Always available	\$9,000	N/A*
Procurement and Contract Management	Provide information and exercise on the Commonwealth procurement framework in the DVA context.	Internal	DVA offices Australia wide subject to demand	Annual	Nil.	N/A*
Graduate Supervisor Training	Participants understand the purpose and benefits of the DVA Graduate program, identify the characteristics of an effective supervisor and understand supervisor responsibilities.	Development Beyond Learning	Woden	3 sessions annually	\$19,700	N/A*
PRINCE 2 Foundation	To certify Project Managers and Project Team members to Foundation level in the Prince2 methodology.	Adaptive Frameworks	Canberra Office	Quarterly (approx - to meet demand)	\$11,610	N/A*

\* Veteran/ESO involvement not relevant.

Training	Objectives	Provider	Location	Regularity	Contracted Cost <i>These costs generally include design, development and delivery, where applicable, and system hosting for some e-learning modules, but exclude staff salary costs</i>	Veteran/ESO Involvement
PRINCE2 Practitioner	To certify Foundation qualified staff to Practitioner level.	Adaptive Frameworks	Canberra Office	Twice a year (approx - to meet demand)	\$10,000	N/A*
Microsoft Project	Introductory level training.	Tafe NSW	Canberra Office	Quarterly (approx)	\$4,500	N/A*
SES/EL Forums	To engage participants in a range of strategic discussions outside their immediate area of responsibility; seek ownership of the DVA strategic direction and empower participants to act as advocates for the DVA strategic plan.	Internal	Australian War Memorial	Quarterly (approx)	Nil.	Yes <sup>‡</sup>

\* Veteran/ESO involvement not relevant.

<sup>‡</sup> DVA includes veteran/ESO involvement in a number of training courses, as indicated in the table. This includes current senior DVA staff with previous ADF service being involved in leadership development programs, wherever possible. e.g. the Services representative on the Repatriation Commission speaks at all Executive Leadership Programs (ELP).



Training	Objectives	Provider	Location	Regularity	Contracted Cost <i>These costs generally include design, development and delivery, where applicable, and system hosting for some e-learning modules, but exclude staff salary costs</i>	Veteran/ESO Involvement
Microsoft Project	Intermediate level training.	Tafe NSW	Canberra Office	Quarterly (approx)	\$4,500	N/A*
Project Management Fundamentals	Project Management overview covering a range of project management elements.	Australian Institute of Management (AIM)	Canberra Office	Quarterly (approx)	\$7,000	N/A*
Security Induction Training	Ensuring new staff are appropriately trained and briefed regarding protective security principals.	Internal	National	Fortnightly	Nil.	N/A*
Security refresher Training: face-to-face	Ensuring staff are provided with ongoing awareness training regarding the protective security environment.  Please note this is required by the Attorney General's Department.	Internal	National	Biennial	Nil.	N/A*

\* Veteran/ESO involvement not relevant.

Training	Objectives	Provider	Location	Regularity	Contracted Cost <i>These costs generally include design, development and delivery, where applicable, and system hosting for some e-learning modules, but exclude staff salary costs</i>	Veteran/ESO Involvement
Security refresher training: online	<p>Held on alternate years to the above, this also ensures staff are provided with ongoing awareness training regarding the protective security environment.</p> <p>Please note this is required by the Attorney General's Department.</p>	Internal	National	Biennial	Nil.	N/A*
Critical Incident Security Awareness Training	Held in conjunction with face-to-face refresher training, this is designed to ensure all staff are aware of the Department's Critical Security Incident Protocols.	Internal	National	As required	Nil.	N/A*
Indigenous Cultural Awareness	The aim of the full day workshop is to provide an active and collegiate learning experience. The workshop aims to enhance strong working relations with the Indigenous veteran community and provide a supportive environment for Indigenous employees.	Kurcoa Consultancy and Communications	Canberra	As required	\$5,300 (delivery of two programs)	N/A*

\* Veteran/ESO involvement not relevant.

Training	Objectives	Provider	Location	Regularity	Contracted Cost <i>These costs generally include design, development and delivery, where applicable, and system hosting for some e-learning modules, but exclude staff salary costs</i>	Veteran/ESO Involvement
APS Job Applications and Interview Skills	Program overview <ul style="list-style-type: none"> <li>• exploring the selection process</li> <li>• discussing the concept of merit based employment</li> <li>• demystifying the selection criteria</li> <li>• writing to the selection criteria at the APS 1-6 level</li> <li>• preparing for an interview including AP interview techniques and other assessment activities.</li> </ul>	APSC	Adelaide x 2 Sydney Canberra Brisbane Perth	As required	Approx \$25,500 (delivery of 6 programs)	N/A*
Think on your Feet	Think on Your Feet provides participants with the skills to quickly gather their thoughts and present their ideas with brevity, clarity and impact. These techniques can be applied to answering questions, impromptu and prepared presentations and meetings, and can also be utilised in report writing. Participants can use the methodologies learnt on the program to stimulate broader thinking on a topic or issue.	Australian Institute of Management NSW & ACT Training Centre Ltd	Canberra Brisbane Adelaide Sydney Perth	As required	Approx \$50,000 (delivery of 5)	N/A*
Active Listening	Techniques to improve client interactions.	Techniworks	All States	Always available	\$9,000	N/A*

\* Veteran/ESO involvement not relevant.

<b>Training</b>	<b>Objectives</b>	<b>Provider</b>	<b>Location</b>	<b>Regularity</b>	<b>Contracted Cost</b> <i>These costs generally include design, development and delivery, where applicable, and system hosting for some e-learning modules, but exclude staff salary costs</i>	<b>Veteran/ESO Involvement</b>
Effective Speaking	For staff to identify strategies to ensure their messages are understood as intended.	Techniworks	All States	Always available	\$9,000	N/A*
Gender and Communication	For staff to develop the flexibility to appreciate the different styles men and women may use in solving problems and making decisions.	Techniworks	All States	Always available	\$9,000	N/A*
Personal Style	Techniques to improve client interactions.	Techniworks	All States	Always available	\$9,000	N/A*
Customer Service 1	Techniques to improve client interactions.	Techniworks	All States	Always available	\$9,000	N/A*

\* Veteran/ESO involvement not relevant.

<b>Training</b>	<b>Objectives</b>	<b>Provider</b>	<b>Location</b>	<b>Regularity</b>	<b>Contracted Cost</b> <i>These costs generally include design, development and delivery, where applicable, and system hosting for some e-learning modules, but exclude staff salary costs</i>	<b>Veteran/ESO Involvement</b>
Customer Service 2	Techniques to improve client interactions.	Techniworks	All States	Always available	\$9,000	N/A*
Telephone Techniques	Techniques to improve client interactions.	Techniworks	All States	Always available	\$9,000	N/A*
Client File Creation	An introduction to the DVA file creation application.	Techniworks	All States	Always available	\$9,000	N/A*
MRCA 1	To familiarise staff with the compensation provisions for war veterans under the Military Rehabilitation and Compensation Act.	Techniworks	All States	Always available	\$78,430 (development costs include both MRCA 1 and 2)	N/A*

\* Veteran/ESO involvement not relevant.

Training	Objectives	Provider	Location	Regularity	Contracted Cost <i>These costs generally include design, development and delivery, where applicable, and system hosting for some e-learning modules, but exclude staff salary costs</i>	Veteran/ESO Involvement
MRCA 2	MRCA Advanced - 7 in depth modules about MRCA benefits and claims.	Techniworks	All States	Always available	As above	N/A*
Procurement	Course explains the requirement of the Australian Government Procurement Policy Framework and participants learn how to apply it.	Techniworks	All States	Always available	\$36,300 (includes development cost)	N/A*
Purchasing and financial Management	Explains the requirements of the Financial Management Act and Accountability Act 1997 and the responsibilities that employees have under that act.	Techniworks	All States	Always available	\$9,000	N/A*
APS Job applications and interview skills - applying for jobs at the Executive Level	Career Development.	APSC	Canberra	As required	\$635 (per participant)	N/A*

\* Veteran/ESO involvement not relevant.

Training	Objectives	Provider	Location	Regularity	Contracted Cost <i>These costs generally include design, development and delivery, where applicable, and system hosting for some e-learning modules, but exclude staff salary costs</i>	Veteran/ESO Involvement
EL1 transition	Career Development.	APSC	Canberra	As required	\$635 (per participant)	N/A*
Essentials for Team Leaders	Leadership and Management.	APSC	Canberra	As required	\$1,245 (per participant)	N/A*
Financial Management - Introduction	Financial Management.	APSC	Canberra	As required	\$635 (per participant)	N/A*
Influencing skills for executives	Career Development.	APSC	Canberra	As required	\$635 (per participant)	N/A*

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\* Veteran/ESO involvement not relevant.

Training	Objectives	Provider	Location	Regularity	Contracted Cost <i>These costs generally include design, development and delivery, where applicable, and system hosting for some e-learning modules, but exclude staff salary costs</i>	Veteran/ESO Involvement
Leading, engaging and retaining Graduates and Emerging Talent	Leadership and Management.	APSC	Canberra	As required	\$635 (per participant)	N/A*
Skills Framework for the Information Age (SFIA) Training	Knowledge of government and APS.	APSC	Canberra	As required	\$600 (per participant)	N/A*
From Management to Leadership	Leadership and Management.	Centre of Public Management (CPM)	Bowral	As required	\$5,701	N/A*
Income Support – Aged Care	This training covers what residential aged care is and how fees and payments are calculated, what DVA's role is in calculating those fees and payments and how aged care affects income support pensions.	Internal	DVA offices	As required	Nil.	N/A*

\* Veteran/ESO involvement not relevant.



Training	Objectives	Provider	Location	Regularity	Contracted Cost <i>These costs generally include design, development and delivery, where applicable, and system hosting for some e-learning modules, but exclude staff salary costs</i>	Veteran/ESO Involvement
Income Support – Appeals	This course will give participants a better understanding of what appeal rights exist, who can access them and how to explain appeals to clients.	Internal	DVA offices	As required	Nil.	N/A*
Income Support Compensation	This course covers how compensation for economic loss affects income support pensions (compensation recovery). It also covers how compensation that has reduced a disability pension (compensation offsetting) affects income support pensions.	Internal	DVA offices	As required	Nil.	N/A*
Income Support Earnings	This full day course covers policy and procedures for assessing earnings income for income support pensions.	Internal	DVA offices	As required	Nil	N/A*

\* Veteran/ESO involvement not relevant.

Training	Objectives	Provider	Location	Regularity	Contracted Cost <i>These costs generally include design, development and delivery, where applicable, and system hosting for some e-learning modules, but exclude staff salary costs</i>	Veteran/ESO Involvement
Income Support VVRS	This course explores the Veterans' Vocational Rehabilitation Scheme, in particular looking at how it interacts with invalidity service pension.	Internal	DVA offices	As required	Nil.	N/A*
Income Support Claim Refresher	This course will enable participants to recognise and apply the basic eligibility criteria for Income Support payments and understand the factors that determine income support payability.	Internal	DVA offices	As required	Nil.	N/A*
Income Support – Income Streams	This course will cover in detail the relevant policy and procedures for assessing income streams for income support purposes.	Internal	DVA offices	As required	Nil.	N/A*

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\* Veteran/ESO involvement not relevant.

Training	Objectives	Provider	Location	Regularity	Contracted Cost <i>These costs generally include design, development and delivery, where applicable, and system hosting for some e-learning modules, but exclude staff salary costs</i>	Veteran/ESO Involvement
Income Support – Earnings Overview	An overview training session on how income streams affect income support pensions.	Internal	DVA offices	As required	Nil.	N/A*
Income Support Qualifying Service	This course outlines the legislative requirements for determining qualifying service, who it applies to and what benefits it provides.	Internal	DVA offices	As required	Nil.	N/A*
Income Support Trusts and Companies	This course will give participants a better understanding of how to assess trusts and companies for income support purposes.	internal	DVA offices	As required	Nil.	N/A*

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\* Veteran/ESO involvement not relevant.

Training	Objectives	Provider	Location	Regularity	Contracted Cost <i>These costs generally include design, development and delivery, where applicable, and system hosting for some e-learning modules, but exclude staff salary costs</i>	Veteran/ESO Involvement
Income Support Aged Care (overview)	This course provides an overview of residential aged care, DVA's role in calculating income and assets for aged care fee purposes, and how aged care affects income support pensions.	Internal	DVA offices	As required	Nil.	N/A*
Earnings (overview)	An overview of how earnings affect income support pensions.	Internal	DVA offices	As required	Nil.	N/A*
Understanding Financial Statements	During this course we will look at a variety of financial statements, with the aim of correctly determining a pensioner's income and asset details for income support purposes.	Internal	DVA offices	As required	Nil.	N/A*

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\* Veteran/ESO involvement not relevant.

Training	Objectives	Provider	Location	Regularity	Contracted Cost <i>These costs generally include design, development and delivery, where applicable, and system hosting for some e-learning modules, but exclude staff salary costs</i>	Veteran/ESO involvement
Team Thinking and Learning	The objective of this course is to improve team skills and foster quality performance among Income Support staff.	Internal	DVA offices	As required	Nil.	N/A*
Defence Force Income Support Allowance	This training covers how DFISA is calculated, how it interacts with other income support payments (such as the pension bonus) and what role DVA and Centrelink play in calculating and delivering the allowance.	Internal	DVA offices	As required	Nil.	N/A*
Date of Effect	This overview course aims to increase understanding of the basic date of effect rules, and enable participants to consistently and accurately apply them to changes in IS pensions.	Internal	DVA offices	As required	Nil.	N/A*

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\* Veteran/ESO involvement not relevant.

Training	Objectives	Provider	Location	Regularity	Contracted Cost <i>These costs generally include design, development and delivery, where applicable, and system hosting for some e-learning modules, but exclude staff salary costs</i>	Veteran/ESO Involvement
Research Skills: Using CLIK	This course will outline basic research techniques as well as introducing new and inexperienced users to what is in CLIK and how to easily and accurately navigate through CLIK to find the information you need.	Internal	DVA offices	As required	Nil.	N/A*
Pension Bonus Scheme	This course will provide participants with a sound knowledge of Pension Bonus Scheme policy and procedural issues.	Internal	DVA offices	As required	Nil.	N/A*
Income & Assets	Provides participants with comprehensive information about the payability of income support payments under the income and assets test.	Internal	DVA offices	As required	Nil.	N/A*

\* Veteran/ESO involvement not relevant.

Training	Objectives	Provider	Location	Regularity	Contracted Cost <i>These costs generally include design, development and delivery, where applicable, and system hosting for some e-learning modules, but exclude staff salary costs</i>	Veteran/ESO Involvement
Work Bonus Bank	For all IS staff who are involved in pension processing work, the practical pension processing implications for changes to the work bonus provisions commencing 1 July 2011.	Internal	DVA offices	As required	Nil.	N/A*
Proof of Identity	This training covers the requirements for persons dealing with the department need to prove their identity.	Internal	DVA offices	As required	Nil.	N/A*

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**Question 10 and 11**

**Outcome All: Program All**

**Topic: Staffing**

(Written Question on Notice)

**Senator EGGLESTON asked:**

- 1a. How many permanent staff recruited this FYTD?
- 1b. What classification are these staff?
- 1c. How many temporary positions exist or have been created this FYTD?
- 1d. This FYTD, how many employees have been employed on contract and what is the average length of their employment period?
- 2a. How many permanent staff recruited for the year 2010-11?
- 2b. What classification are these staff?
- 2c. How many temporary positions exist or have been created for the year 2010-11?
- 2d. For the year 2010-11, how many employees have been employed on contract and what is the average length of their employment period?

**Answer**

- 1a. 51 permanent staff have been recruited this FYTD.
- 1b. Classifications as per table below.

<b>CLASS</b>	<b>2011-12 YTD</b>
Advocate	0
APS1	0
APS2	2
APS3	25
APS4	5
APS5	5
APS6	4
EL1	3
EL2	4
GAPS	0
Legal 1	0
Legal 2	0
MO 3	0
MO 4	0
PAO 1	0
PAO 2	1
PAO 3	1
SES 1	1
SES 2	0
SPAO	0
Statutory	0
<b>Total</b>	<b>51</b>



- 1c. There are 80 positions that are, or have been, filled by temporary, non-ongoing employees.
- 1d. 80 non-ongoing staff are employed on contract FYTD. Average employment period is 17 weeks.
- 2a. There were 122 permanent staff recruited in 2010-11.
- 2b. Classifications as per table below.

<b>CLASS</b>	<b>2010-11</b>
Advocate	0
APS1	2
APS2	6
APS3	32
APS4	19
APS5	9
APS6	9
EL1	20
EL2	4
GAPS	14
Legal 1	0
Legal 2	0
MO 3	0
MO 4	0
PAO 1	1
PAO 2	0
PAO 3	3
SES 1	2
SES 2	1
SPAO	0
Statutory	0
<b>Total</b>	<b>122</b>

- 2c. There were 181 positions that were filled by temporary, non-ongoing employees in 2010-11.
- 2.d 181 non-ongoing staff were employed on contract in 2010-11. Average employment period was 34 weeks.

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**Question 12**

**Outcome All: Program All**

**Topic: Staffing**

(Written Question on Notice)

**Senator EGGLESTON asked:**

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

If there are plans for staff reductions, please give reason why these are happening.

**Answer**

The Department currently plans to achieve a marginal reduction from 1,971 ASL for the 2010-11 financial year, to a figure of 1,950 ASL for the 2011-12 financial year, to be achieved by natural attrition. This reduction will allow the Department to meet its budget.

There will be no cuts to service delivery and programs.

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**Question 13**

**Outcome All: Program All**  
**Topic: Efficiency Dividend**  
(Written Question on Notice)

**Senator EGGLESTON asked:**

1. How has the efficiency dividend been implemented?
2. Please list where and what spending has been reduced to meet the efficiency dividend.

**Answer**

1 and 2.

Each year, DVA receives a budget allocation that comprises indexation as well as a number of other adjustments such as New Policy Proposals and the application of the efficiency dividend. This budget is then allocated across the Department, having regard to the policy directions on specific priorities. The direct impact of the efficiency dividend is not considered in isolation to the process outlined above.

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**Question 14**

**Outcome All: Program All**

**Topic: Government Advertising**

(Written Question on Notice)

**Senator EGGLESTON asked:**

1. What advertising – Campaign and Non-Campaign – did the Department/Agency undertake in 2010-11? Provide details of each advertising, including the program the advertising was for, the total spend and the business that provided the advertising services.
2. Did the Department of Finance and Deregulation provide any advice about advertising? Provide details of each advertising item.
3. Did the Advertising comply with the Guidelines of Information and Advertising Campaigns by Australian Government Departments and Agencies (March 2010)? Provide the details for each advertising item.
4. Provide details for any other communications program, including details of the program, the total spend and the business that provided the communication services.
5. What advertising – Campaign and Non-Campaign – and other communications programs is the Department/Agency undertaking, or are planning to undertake?

**Answer**

1. Information about the Campaign and Non-Campaign advertising undertaken by the Department in 2010-11 is publicly available in the Department's Annual Report – Appendix F, Page 353.
2. Yes, the Department of Finance and Deregulation (Finance) provided general advice about planned advertising in relation to the Guidelines on Information and Advertising Campaigns by Australian Government Departments and Agencies. Advertising undertaken by the Department did not exceed the \$250,000 threshold which requires campaign review and certification in consultation with Finance.
3. Yes. Refer to the Department's Annual Report – Appendix F, page 353.
4. Information about the costs of other communications programs is publicly available in the Department's Annual Report – Appendix F, page 353.
5. The Department is currently planning or implementing advertising campaigns to
  - a. encourage F111 maintenance workers to apply for health care and compensation;
  - b. encourage Australians attending 2012 overseas Anzac Day commemorations to register their interest; and
  - c. promote Defence Service Homes Insurance initiatives.

Tender, public notices and recruitment advertising will also be conducted as required.

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**Question 15**

**Outcome All: Program All**

**Topic: Hospitality and Entertainment**

(Written Question on Notice)

**Senator Eggleston asked:**

1. What is the Department/Agency's hospitality spend for the year 2010-11? Detail date, location, purpose and cost of all events.
2. For each Minister and Parliamentary Secretary office, please detail total hospitality spend for the year 2010-11. Detail date, purpose and cost of each event.
3. What is the Department's entertainment spend for the year 2010-11? Detail date, location, purpose and cost of all events.
4. For each Minister and Parliamentary Secretary office, please detail total entertainment spend for the year 2010-11. Detail date, location, purpose and cost of each event.
5. What hospitality spend is the Department/Agency planning on spending? Detail date, location, purpose and cost of all events.
6. For each Minister and Parliamentary Secretary office, what hospitality spend is currently being planned for? Detail date, location, purpose and cost of each event.
7. What entertainment spend is the Department/Agency planning on spending? Detail date, location, purpose and cost of all events.
8. For each Minister and Parliamentary Secretary office, what entertainment spend is currently being planned for? Detail date, location, purpose and cost of each event.

**Answer**

1 and 3.

In 2010-11, DVA spent approximately \$17,000 on hospitality/entertainment. This amount is predominantly for small purchases of refreshments for meetings and forums involving external parties, in particular ex-service organisations. To attempt to provide meaningful detail on date and location would involve an unreasonable diversion of departmental resources.

2 and 4.

Cost	Date	Location	Purpose
\$603.89	10/5/2011	Minister's Office Parliament House	Minister briefed representatives of key national ex-service organisations on veterans issues in the 2011-12 Budget

5 and 7.

This is not something that the Department can definitively answer. Assuming the Department conducts a similar number of meetings and forums as last year we would expect to spend approximately the same amount as last year.

6 and 8.

No hospitality/entertainment spending is currently planned by the Minister.

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**Question 16**

**Outcome All: Program All**  
**Topic: Board and Council Appointments**  
(Written Question on Notice)

**Senator EGGLESTON asked:**

1. What is the gender ratio on each board and across the portfolio?
2. Detail any board appointments for the year 2010-11.
3. Please detail any board appointments for the FYTD

**Answer**

1. As at 30 September 2011, the gender composition of boards, including ex-officio's members, across the portfolio was as follows:

<b>Body</b>	<b>Female</b>		<b>Male</b>	
Repatriation Commission	0	0%	3	100%
Military Rehabilitation and Compensation Commission	0	0%	5	100%
Veterans' Review Board	12	33%	24	67%
Specialist Medical Review Council	4	14%	24	86%
Repatriation Medical Authority	1	20%	4	80%
Australian War Memorial Council	3	25%	9	75%
Prime Ministerial Advisory Council#	4	29%	10	71%
National Advisory Council – VVCS	2	14%	12	86%
Veterans' Children Education Board / Military Rehabilitation and Compensation Act Education and Training Board	22	44%	28	56%
Anzac Centenary Advisory Board (announced 12 October 2011)	5	24%	16	76%

# The first Prime Ministerial Advisory Council appointments lapsed on 5 September 2011. The Minister for Veterans' Affairs will be announcing the second Council membership shortly.

2. This information is provided as part of Senate Order on Government Appointments prior to each Estimates hearing.
3. This information is provided as part of Senate Order on Government Appointments prior to each Estimates hearing.

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**Question 17**

**Outcome All: Program All**

**Topic: Freedom of Information**

(Written Question on Notice)

**Senator EGGLESTON asked:**

1. Has the Department/Agency received any advice on how to respond to FOI requests?
2. How many FOI request has the Department received for the year 2010-2011? How many have been granted or denied?
3. How many conclusive certificates have been issued in relation to FOI request for the year 2010-2011?
4. How many FOI requests has the Department received for this FYTD? How many have been granted or denied?

**Answer**

1. Yes. The Department has received advice in the form of guidelines issued by the Office of the Australian Information Commissioner under section 93A of the *Freedom of Information Act 1982*.
2. The Department received 4,955 FOI requests for the year 2010-11, of which 4,860 requests were finalised in the year. 4,178 requests were granted in full; 481 were transferred to another Department; 135 were withdrawn; 36 were granted in part and 17 were denied in full and the remainder (108) were not determined by the end of the financial year.
3. Nil.
4. The Department had received 1,168 FOI requests as at 30 September 2011, of which 1,121 were granted in full, 9 were granted in part and 7 were refused in full (the remainder (31) were either not determined by 30 September 2011 or transferred to another Department).

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**Question 18**

**Outcome All: Program All**  
**Topic: Community Cabinets**  
(Written Question on Notice)

**Senator EGGLESTON asked:**

1. What was the cost of Ministers travel and expenses for the Community Cabinet meetings held for the year 2010-11?
2. How many Ministerial Staff travelled with the Minister for the Community Cabinet meetings for the year 2010-11? What was the total cost of this travel?
3. How many Department officers travelled with the Minister for the Community Cabinet meetings for the year 2010-11? What was the total cost of this travel?
4. What was the total cost to the Department and the Ministers office for the Community Cabinet meetings for the year 2010-11?
5. What was the cost of Ministers travel and expenses for the Community Cabinet meetings held this FYTD?
6. How many Ministerial Staff travelled with the Minister for the Community Cabinet meetings held this FYTD? What was the total travel costs of the travel?
7. How many Departmental officers travelled with the Minister for the Community Cabinet meetings held this FYTD? What was the total cost of this of this travel?
8. What was the total cost to the Department and the Ministers office for the Community Cabinet meetings held this FYTD?

**Answer**

1 and 5.

Travel costs for the Minister for Veterans' Affairs and his staff for Community Cabinet meetings are paid through the Department of Finance and Deregulation.

2 and 6.

Nil.

3 and 7.

Nil.

4 and 8.

The total cost to the Department of attendance at Community Cabinet meetings for 2010-11 financial year was \$3,209.54.

Community Cabinet Meeting Location and Date	No of Departmental staff	Departmental Staff Costs (Travel and associated expenses)
Perth - Beaconsfield – 30 March 2011	1	\$3,209.54
Adelaide – Modbury – 19 May 2011	1	Nil



The total cost to the Department of attendance at Community Cabinet meetings for 2011-12 financial year as at 30 September is Nil.

Community Cabinet Meeting Location and Date	No of Departmental staff	Departmental Staff Costs (Travel and associated expenses)
Yeronga (QLD) – 1 September 2011	1	Nil

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**Question 19**

**Outcome All: Program All**

**Topic: Reviews**

(Written Question on Notice)

**Senator EGGLESTON asked:**

For the year 2010-11:

1. How many Reviews were being undertaken by all departments and agencies in each portfolio?
2. When will each of these reviews be conducted?
3. What reviews have been conducted?
4. Which of these reviews has been provided to Government?
5. When will the Government be responding to the respective reviews that have been completed?
6. What is the estimated cost of each of these Reviews?

For this financial year:

1. What Reviews are planned?
2. When will each of these reviews be conducted?
3. What reviews have been concluded FYTD?
4. Which of these reviews has been provided to Government?
5. When will the Government be responding to the respective reviews that have been completed?
6. What is the estimated cost of each of these Reviews?

**Answer**

For 2010-11

1. Five.

2 to 6.

Refer to the attached table.

For 2011-12 financial year to 30 September 2011

1 to 6.

Nil.

DVA Reviews for the 2010-11 financial year.

Name of Review	2. Estimated Completion Date	3. Date Completed	4. Provided to Government	5. Timing of Government Response to Completed Review	6. Estimated Cost of Review
Review of War Caused Disabilities and Pharmaceutical Costs		27 October 2010	29 October 2010	Implementation of the Veterans' Pharmaceutical Reimbursement Scheme as announced in the 2011-12 Budget.	Total - \$531,000 as announced in the 2009-10 Budget: 2009-10 \$406,000 2010-11 \$125,000
Review of DVA-funded ESO Advocacy and Welfare Services		16 December 2010	21 December 2010	The Government announced its response on 14 February 2011.	The total direct cost of the review was \$303,713. This does not include the cost of staff of the Department outside the Secretariat who provided assistance to the review.
Review of Military Compensation Arrangements		20 February 2011	25 February 2011	As a number of recommendations involved possible budgetary impacts, the Government response to these will need to be considered in the budget context. An earlier response on other recommendations may be made by Government, but no timeframe has been finalised.	The total direct cost of the review over three financial years from 2008-09 to 2010-11 was \$1.9 million. This does not include the cost of staff of the Department outside the Secretariat who provided assistance to the review, the cost of other agencies represented on the Steering Committee, or costs incurred by the Department of Defence in relation to the consultation undertaken on Australian Defence Force bases.
Analysis of the possible entitlement of service pension of members of the British Commonwealth Occupation Force.		21 August 2011	26 August 2011	The date of the Government's response is not yet finalised.	The approximate direct cost of the review is \$8,000. This does not include the cost of staff of the Department who provided assistance to the review.
Review of Specialist Medical Review Council and Repatriation Medical Authority		31 August 2011	18 November 2011	The date of the Government's response is not yet finalised.	The estimated cost of this review is \$78,000 for the cost of consulting work. This does not include the cost of staff of the Department who provided assistance to the review.

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**Question 20**

**Outcome All: Program All**

**Topic: Consultancies**

(Written Question on Notice)

**Senator EGGLESTON asked:**

1. How many consultancies were undertaken in 2010-11? Identify the name of the consultant, the subject matter of the consultancy, the duration and cost of the arrangement, and the method of procurement (ie. open tender, direct source, etc). Also include total value for all consultancies.
2. Were there any changes to any of the portfolio's tenders in 2010-11? Detail any changes.
3. How many consultancies have been undertaken or are underway this FYTD? Identify the name of the consultant, the subject matter of the consultancy, the duration and cost of the arrangement, and the method of procurement (ie. open, tender, direct source, etc). Also include total value for all consultancies.
4. Does each department and agency stand by its current tenders on the Austenders website? Have any changes or corrections been made for any tenders advertised on to Government Tenders website ([www.tenders.gov.au](http://www.tenders.gov.au)) for tenders advertised this financial year? Explain. Are up to date with reporting requirements?
5. 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, cost and method of procurement as above, and the name of the consultant if known.

**Answer**

1. Details of the number of consultancies undertaken in 2010-11, including details of each consultancy, can be obtained from the Department of Veterans' Affairs Annual Report 2010-11, pages 56-57 and Appendix E pages 350-352.
2. Yes, changes or corrections to advertised tenders are required as part of the tendering process in response to questions from tenderers during the advertising of tenders. All changes or corrections to advertised tenders are available on the AusTender website ([www.tenders.gov.au](http://www.tenders.gov.au)).
3. Nine consultancies have been undertaken or are underway this financial year to 30 September 2011 and the details are at AusTender ([www.tenders.gov.au](http://www.tenders.gov.au)). The total value for these consultancies over their contract life is \$1,192,766.
4. Yes, DVA's information on current tenders on AusTender is correct. Changes or corrections to advertised tenders are required as part of the tendering process in response to questions from tenderers during the advertising of tenders. This ensures the information in the tender documents is correct and can be clearly understood by prospective tenderers. DVA's reporting requirements are up-to-date. All changes or corrections to advertised tenders are available on the AusTender website ([www.tenders.gov.au](http://www.tenders.gov.au)).
5. One consultancy is planned for this calendar year and this procurement opportunity has been advertised in the Annual Procurement Plan (APP) on the AusTender website. The details are available on DVA's APP.

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**Question 21**

**Outcome All: Program All**  
**Topic: Media Monitoring**  
(Written Question on Notice)

**Senator EGGLESTON asked:**

What was the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the Minister's office for the year 2010-11?

1. Which agency or agencies provided these services?
2. What is the estimated budget to provide this same services for the year 2011-12?
3. What has been spent providing these services FYTD?

What was the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the Department and its agencies for the year 2010-11?

1. Which agency or agencies provided these services?
2. What is the estimated budget to provide this same services for the year 2011-12?
3. What has been spent providing these services FYTD?

**Answer**

The total cost for 2010-11 was \$173,192.

1. Media Monitors.
2. The forecast budget for 2011-12 is \$181,852.
3. The amount paid as at 30 September 2011 was \$41,730.

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**Question 22**

**Outcome All: Program All**

**Topic: Social Media**

(Written Question on Notice)

**Senator EGGLESTON asked:**

Has there been any changes to department and agency social media or protocols about staff access and usage of Youtube; online social media, such as Facebook, MySpace and Twitter; and access to online discussions forums and blogs since May 2011? Please explain.

**Answer**

No.

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**Question 23**

**Outcome All: Program All**

**Topic: Contractors (since May 2011)**

(Written Question on Notice)

**Senator EGGLESTON asked:**

1. Has the department/agency ever employed Hawker Britton in any capacity or is it considering employing Hawker Britton? If yes, provide details.
2. Has the department/agency ever employed Shannon's Way in any capacity or is it considering employing Shannon's Way? If yes, provide details.
3. Has the department/agency ever employed John Utting & UMR Research Group in any capacity or is it considering employing John Utting & UMR Research Group? If yes, provide details.
4. Has the department/agency ever employed McCann-Erickson in any capacity or is it considering employing McCann-Erickson? If yes, provide details.
5. Has the department/agency ever employed Cutting Edge in any capacity or is it considering employing Cutting Edge? If yes, provide details.
6. Has the department/agency ever employed Ikon Communications in any capacity or is it considering employing Ikon Communications? If yes, provide details.
7. Has the department/agency ever employed CMAX Communications in any capacity or is it considering employing CMAX Communications? If yes, provide details.
8. Has the department/agency ever employed Boston Consulting Group in any capacity or is it considering employing Boston Consulting Group? If yes, provide details.
9. Has the department/agency ever employed McKinsey & Company in any capacity or is it considering employing McKinsey & Company? If yes, provide details

**Answer**

1 - 9. No.

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**Question 24**

**Outcome All: Program: All**  
**Topic: Discretionary Grants**  
(Written Question on Notice)

**Senator EGGLESTON asked:**

1. Could the Department provide a list of all discretionary grants, including ad hoc and one-off grants for the year 2010-11? Please provide details of the recipients, the intended use of the grants and what locations have benefited from the grants.
2. Could the Department provide a list of all discretionary grants, including ad hoc and one-off grants FYTD? Please provide details of the recipients, the intended use of the grants and what locations have benefited from the grants.
3. Has the Department complied with interim requirements relating to the publication of discretionary grants?

**Answer**

1 and 2.

Yes. All approved grants are published on the Department of Veterans' Affairs website. Lists of all DVA grants are available at the following link:

[http://www.dva.gov.au/ex-service\\_organisations/grants/Pages/ApprovedGrantsList.aspx](http://www.dva.gov.au/ex-service_organisations/grants/Pages/ApprovedGrantsList.aspx)

3. Yes. All grants are published on the DVA website within seven working days after signing of the funding agreement, by both parties. The information at the link above is consistent with this requirement.



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**Question 25**

**Outcome All: Program All**  
**Topic: Commissioned Reports**  
(Written Question on Notice)

**Senator EGGLESTON asked:**

1. How many Reports have been commissioned by the Government in your portfolio for the year 2010-11? Please provide details of each report including date commissioned, date report handed to Government, date of public release, Terms of Reference and Committee members.
  - a) How much did each report cost? How many departmental staff were involved in each report and at what level?
  - b) What is the current status of each report? When is the Government intending to respond to these reports?
  
2. How many Reports have been commissioned by the Government in your portfolio FYTD? Please provide details of each report including date commissioned, date report handed to Government, date of public release, Terms of Reference and Committee members.
  - a) How much did each report cost/or is estimated to cost? How many departmental staff were involved in each report and at what level?
  - b) What is the current status of each report? When is the Government intending to respond to these reports?

**Answer**

1. One Report was Commissioned by Government for the DVA Portfolio in 2010-11.

Analysis of the possible entitlement of service pension of members of the British Commonwealth Occupation Force was Commissioned on 11 May 2011 and provided to Government on 26 August 2011. A public release date is yet to be determined. The Terms of Reference asked to conduct an independent review of the historical evidence relating to possible service pension eligibility attributable to BCOF service.

  - a) \$8,000 (estimated). There were no departmental staff involved in preparing the Report. Staff were involved in providing background information in relation to the project.
  - b) The report was completed on 21 August 2011 and is being considered by the Minister. The date of the Government's response is not yet finalised.
  
2. Nil

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**Question 26**

**Outcome All: Program All**

**Topic: Government Payment of Accounts**

(Written Question on Notice)

**Senator EGGLSTON asked:**

1. For the year 2010-11, did the department/agency pay 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.)
  - a) For accounts not paid within 30 days, was 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?
  - b) Where interest is being paid, what rate of interest is being paid and how is this rate determined?
  
2. For the FYTD, has the department/agency pay 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.)
  - a) 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
  - b) Where interest is being paid, what rate of interest is being paid and how is the rate determined?

**Answer**

1. For the 2010-11 financial year the Department of Veterans' Affairs (DVA) paid 93.96% of its invoices within 30 days of receipt of a correctly rendered invoice, in accordance with Government policy.

<b>1 July 2010 – 30 June 2011</b>	<b>Paid within 30 days</b>	<b>Paid within 31-44 days</b>	<b>Paid within 45-60 days</b>	<b>Not paid within 60 days</b>	<b>TOTAL</b>
	<b>Paid on-time</b>	<b>(up to 14 days late)</b>	<b>(up to 30 days late)</b>	<b>(30 or more days late)</b>	
Number of Invoices	8,960	271	125	180	9,536
% of invoices by number	93.96%	2.84%	1.31%	1.89%	100.00%

Through 2009, new accounts payable systems were introduced in DVA. The introduction of the new systems was complemented by provision of training in financial management concepts and policies. These initiatives continue to be refined and enhanced. As a consequence, the Department has seen consistent improvement in payment of accounts performance with respect to the Government's 30 day policy.

- a) No interest has been paid on overdue amounts in the current or previous financial years.
- b) Not applicable.

2. For the 2011-12 financial year to date, DVA paid 94.74% of its invoices within 30 days of receipt of a correctly rendered invoice, in accordance with Government policy.

<b>1 July 2011 – 30 September 2011</b>	<b>Paid within 30 days</b>	<b>Paid within 31-44 days</b>	<b>Paid within 45-60 days</b>	<b>Not paid within 60 days</b>	<b>TOTAL</b>
	<b>Paid on-time</b>	<b>(up to 14 days late)</b>	<b>(up to 30 days late)</b>	<b>(30 or more days late)</b>	
Number of Invoices	2,645	69	38	40	2,792
% of invoices by number	94.74%	2.47%	1.36%	1.43%	100.00%

- a) No interest has been paid on overdue amounts in the current or previous financial years.
- b) Not applicable.

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**Question 27**

**Outcome All: Program All**

**Topic: Government Stationery Requirements**

(Written Question on Notice)

**Senator EGGLESTON asked:**

How much was spent by each department and agency on the Government (Ministers/Parliamentary Secretaries) stationery requirements in your portfolio (i.e. paper, envelopes, with compliments slips) in 2010-11? What is the estimated cost for 2011-12?

**Answer**

Expenditure on stationery is recorded for the whole Department under a single account code and it would be very resource intensive to identify what proportion was attributed to the Office of the Minister for Veterans' Affairs.

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**Question 28**

**Outcome All: Program All**

**Topic: Media subscriptions**

(Written Question on Notice)

**Senator EGGLESTON asked:**

1. Does your department or agencies within your portfolio subscribe to pay TV (for example Foxtel)?
  - a) If yes, please provide the reason why, the cost and what channels.
  - b) What was the cost for 2010-11?
  - c) What is the estimated cost for 2011-12?
2. Does your department or agencies within your portfolio subscribe to newspapers?
  - a) If yes, please provide the reason why, the cost and what newspapers.
  - b) What was the cost for 2010-11?
  - c) What is the estimated cost for 2011-12?
3. Does your department or agencies within your portfolio subscribe to magazines?
  - a) If yes, please provide the reason why, the cost and what magazines.
  - b) What was the cost for 2010-11?
  - c) What is the estimated cost for 2011-12?

**Answer**

1. Yes. Foxtel provides nine channel services to 11 outlets (connections) within DVA.
  - a) To enable some staff in the Department to access and monitor the media channels throughout the day so as to provide advice and support to the Minister's Office on portfolio issues relevant to DVA.

Foxtel provides the following package of channels to the Department:

- Sky News
- BBC World
- Fox News
- CNN
- Sky News Business
- History Channel
- Foxsports 1, 2 and 3.

The History and Foxsports channels have been provided at no additional cost. The Department did request a price reduction if these channels were removed but Foxtel advised the price was for a package.

- b) \$3,000.00
- c) \$3,000.00

2 and 3, a), b) and c).

Yes. To allow the Department's professional staff (e.g. counsellors, medical staff, historians, pharmacists etc) to research, monitor and maintain their awareness of latest developments in their fields of speciality. Expenditure on newspapers and magazines are recorded against two account codes – one is titled as 'Newspapers, Subscriptions, Journals, Magazines' and the other is titled as 'Funding for the Library' (includes subscriptions for Manuals/Magazines/Journals). To extract details of what proportion was attributed to just magazines and newspapers would be too resource intensive.

For financial year 2010-11, the expenditure under 'Newspaper, Subscriptions, Journals and Magazines' is \$28,613, however this includes more than just Newspapers/Magazines. The expenditure under 'Funding for the Library' is \$5,187, however this includes more than just Newspapers/Magazines.

For financial year 2011-12, it is anticipated that the cost would be a similar figure to the previous financial year.

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**Question 29**

**Outcome All: Program All**

**Topic: Travel Costs**

(Written Question on Notice)

**Senator EGGLESTON asked:**

1. For the year 2010-11, please detail all travel (itemised separately) undertaken by your portfolio Minister and Parliamentary Secretaries. Include details of what the travel was for, what cost was spent on travel (including travel type – i.e. business airfare), accommodation, security, food, beverages (alcohol listed separately), gifts, entertainment, and all other expenses.
2. For the year 2010-11, please provide the same information (itemised separately) for any Minister and Parliamentary staff that accompanied the Minister and Parliamentary Secretary on their travel and include a similar breakdown of the costs incurred by or on behalf of those staff.
3. For the year 2010-11, please provide the same information (itemised separately) for Departmental officers that accompanied the Minister and Parliamentary Secretary on their travel and include a similar breakdown of the costs incurred by or on behalf of those staff.
4. For the year 2010-11, please detail all travel (itemised separately) undertaken by employees of each department and agency within each portfolio. Include details of what the travel was for, what cost was spent on travel (including travel type – i.e. business airfare), accommodation, security, food, beverages (alcohol listed separately), gifts, entertainment, and all other expenses.
5. For the FYTD, please detail all travel (itemised separately) undertaken by your portfolio Minister and Parliamentary Secretaries. Include details of what the travel was for, what cost was spent on travel (including travel type – i.e. business airfare), accommodation, security, food, beverages (alcohol listed separately), gifts, entertainment and all other expenses.
6. For the FYTD, please provide the same information (itemised separately) for any Minister and Parliamentary staff that accompanied the Minister and Parliamentary Secretary on their travel and include a similar breakdown of the costs incurred by or on behalf of those staff.
7. For the FYTD, please provide the same information (itemised separately) for Departmental officers that accompanied the Minister and Parliamentary Secretary on their travel and include a similar breakdown of the costs incurred by or on behalf of those staff.
8. For the FYTD, please detail all travel (itemised separately) undertaken by employees of each department and agency within each portfolio. Include details of what the travel was for, what cost was spent on travel (including travel type – i.e. business airfare), accommodation, security, food, beverages (alcohol listed separately), gifts, entertainment, and all other expenses.

## Answer

1, 2, 5 and 6.

Travel expenses undertaken by the Minister for Veterans' Affairs and his staff 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.

3 and 7.

In March 2011, the Secretary accompanied the Minister in the United States of America to:

- Announce the Government's contribution to the Vietnam Veterans' Education Centre in Washington;
- Meet with US Secretary for Veterans' Affairs to seek agreement to progress collaborative research programs to better understand the health effects of recent conflicts on military personnel; and
- Launch a Veterans' Joint Research Project.

Total costs incurred whilst accompanying the Minister were \$18,209.33.

In May 2011, the Deputy President accompanied the Minister to Greece and Crete to:

- Lead a delegation of 6 veterans to attend the 70<sup>th</sup> anniversary of the Second World War Battles for Greece and Crete; and
- Hold bilateral discussions with senior officials from the Greek, UK and NZ Governments.

Total costs incurred whilst accompanying the Minister were \$25,941.41.

In July 2011, the Secretary accompanied the Minister to France, Belgium, Germany and the United Kingdom to:

- Receive briefings on the Australian Remembrance Trail;
- Attend rededication ceremony at Fromelles;
- Cover broader veterans issues in France and Belgium.
- Visit the Regional Medical Centre at Landstuhl in Germany; and
- Discuss World War One commemorations with key United Kingdom interlocutors.

Total costs incurred whilst accompanying the Minister were \$22,905.81.

In August 2011, the Secretary accompanied the Minister in Canada to attend the Ministerial International Forum (MIF) as an observer. The Secretary remained in Canada following the MIF to attend the Senior International Forum. Total costs incurred while accompanying the Minister were \$21,052.32.

4 and 8.

For the 2010-11 financial year, the Department spent \$7,236,504 on employee travel. This figure includes domestic and overseas travel. The expenditure breakup is shown in the table below.

Staff travel in accordance with their entitlements. Non Senior Executive Service (SES) employees are required to travel economy class domestically except on specifically defined long haul sectors, namely east coast capitals to Perth and Darwin and vice versa. On these sectors employees may travel Business class. SES officers may travel business class on any sector and all staff may travel Business class when travelling internationally.



All staff are paid a travelling allowance to cover expenses such as meals and incidentals when they are required to travel overnight. The allowances paid are based on rates set by the Department of Education, Employment and Workplace Relations (DEEWR). Expenditure on food, beverages and other travel expenses is at the discretion of the staff member. Only the amount of the allowance is recorded.

Accommodation is generally booked through DVA's accommodation broker who invoices DVA directly. Amounts paid for accommodation are also based on rates set by DEEWR.

In the 2010-11 financial year, the number of official trips undertaken by DVA employees was over 4,000. To attempt to provide meaningful detail on what each trip was for would involve an unreasonable diversion of departmental resources.

#### **Financial Year 2010-11**

<b>Travel type</b>	<b>Spend</b>
Fares	\$3,593,578
Travel Allowances/Accommodation/Parking/Tolls	\$3,194,367
Car hire	\$ 448,560
<b>Total</b>	<b>\$7,236,505</b>

For the 2011-12 financial year to 30 September 2011, the Department spent \$2,563,049 on employee travel. This figure includes domestic and overseas travel. The expenditure breakup is shown in the table below. The comments made at part 4 above also apply to travel undertaken in the 2011-12 financial year.

#### **Financial Year 2011-12**

<b>Travel type</b>	<b>Spend</b>
Fares	\$1,544,479
Travel Allowances/Accommodation/Parking/Tolls	\$ 922,595
Car hire	\$ 95,975
<b>Total</b>	<b>\$2,563,049</b>

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**Question 30**

**Outcome: All Program: All**

**Topic: Legal Costs**

(Written Question on Notice)

**Senator EGGLESTON asked:**

1. What sum did each portfolio department and agency spend on legal services for the year 2010-11 within the department and agency? Please provide a list of each service and costs.
2. What sum did each portfolio department and agency spend on legal services for the year 2010-11 from the Australian Government Solicitor? Please provide a list of each service and costs.
3. What sum did each portfolio department and agency spend on legal services for the year 2010-11 from private firms? Please provide a list of each service and costs.
4. What sum did each portfolio department and agency spend on legal services for the year 2010-11 from other sources? Please provide a list of each service and costs.
5. What sum did each portfolio department and agency spend on legal services FYTD within the department and agency? Please provide a list of each service and costs.
6. What sum did each portfolio department and agency spend on legal services FYTD from the Australian Government Solicitor? Please provide a list of each service and costs.
7. What sum did each portfolio department and agency spend on legal services FYTD from private firms? Please provide a list of each service and costs.
8. What sum did each portfolio department and agency spend on legal services FYTD from other sources? Please provide a list of each service and costs.

**Answer**

It would be an unreasonable diversion of resources to provide a list of each service and cost of that service for each question listed below.

1, 3 and 4.

In compliance with the Legal Services Directions, the Department provides full details of its annual external and internal expenditure on legal services. Full details are provided in the DVA Annual Report 2010-11 (p63) and the DVA website [www.dva/aboutdva/statrep/Pages/legal\\_expenditure.aspx](http://www.dva/aboutdva/statrep/Pages/legal_expenditure.aspx)

2. In 2010-11, DVA spent \$1.99 million on legal services from the Australian Government Solicitor.
5. In the FYTD (as at 30 September 2011), DVA has spent \$1.16 million on legal services within the Department.

6. In the FYTD (as at 30 September 2011), DVA has spent \$0.43 million on legal services from the Australian Government Solicitor.
7. In the FYTD (as at 30 September 2011), DVA has spent \$1.02 million on legal services from private firms.
8. In the FYTD (as at 30 September 2011), DVA has spent \$0.07 million on legal services from other sources.

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**Question 31**

**Outcome All: Program All**

**Topic: Education expenses**

(Written Question on Notice)

**Senator EGGLESTON asked:**

1. For the year 2010-11, detail all education expenses (i.e. in house courses and tertiary studies) for each portfolio department and agency. Include what type of course, the total cost, cost per participant, how many participants and the amount of study leave granted to each participant.
2. For the FYTD, detail all education expenses (i.e in house courses and tertiary studies) for each Portfolio department and agency. Include what type of course, the total cost, cost per participant, how many participants and the amount of study leave granted to each participant.

**Answer**

1 and 2.

The Department's human resource management information system does not record full details of staff in receipt of education benefits (i.e. study assistance) nor a breakdown of the type of study assistance received. The time and resource effort to collate this information would place an unreasonable burden on the Department's resources. For further details, refer to Question on Notice 9.

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**Question 32**

**Outcome All: Program All**

**Topic: Executive coaching and leadership training 2010-11**

(Written Question on Notice)

**Senator EGGLESTON asked:**

1. In relation to the purchase of executive coaching and/or other leadership training services purchased by each portfolio department and agency, please provide the following information for the year 2010-11:
  1. Total spending on these services
  2. The number of employees offered these services and their employment classification
  3. The number of employees who have utilised these services, their employment classification and how much study leave each employee was granted
  4. The names of all service providers engaged
2. For each service purchased from a provider listed under (4), please provide:
  - a) The name and nature of the service purchased
  - b) Whether the service is one-on-one or group based
  - c) The number of employees who received the service and their employment classification
  - d) The total number of hours involved for all employees
  - e) The total amount spent on the service
  - f) A description of the fees charged (i.e. per hour, complete package)
3. Where a service was provided at any location other than the department or agency's own premises, please provide:
  - i. The location used
  - ii. The number of employees who took part on each occasion
  - iii. The total number of hours involved for all employees who took part
  - iv. Any costs the department or agency's incurred to use the location

**Answer**

1, 2 and 3.

The Department's human resource management information system does not record full detail breakdown of executive coaching and leadership training. The time and resource effort to collate this information would place an unreasonable burden on the Department's resources. For further details, refer to Question on Notice 9.

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**Question 33**

**Outcome All: Program All**

**Topic: Executive coaching and leadership training financial year to date**

(Written Question on Notice)

**Senator EGGLESTON asked:**

1. In relation to the purchase of executive coaching and/or other leadership training services purchased by each portfolio department and agency, please provide the following information FYTD:
  1. Total spending on these services
  2. The number of employees offered these services and their employment classification
  3. The number of employees who have utilised these services, their employment classification and how much study leave each employee was granted
  4. The names of all service providers engaged
2. For each service purchased from a provider listed under (4), please provide:
  - a) The name and nature of the service purchased
  - b) Whether the service is one-on-one or group based
  - c) The number of employees who received the service and their employment classification
  - d) The total number of hours involved for all employees
  - e) The total amount spent on the service
  - f) A description of the fees charged (i.e. per hour, complete package)
3. Where a service was provided at any location other than the department or agency's own premises, please provide:
  - i. The location used
  - ii. The number of employees who took part on each occasion
  - iii. The total number of hours involved for all employees who took part
  - iv. Any costs the department or agency's incurred to use the location

**Answer**

Refer to the answer for QoN 34.

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**Question 34**

**Outcome All: Program All**  
**Topic: Paid Parental Leave**  
(Written Question on Notice)

**Senator EGGLESTON asked:**

1. Please list how many staff in each portfolio department and agency are eligible to receive payments under the Government's Paid Parental Leave scheme?
2. For the year 2010-11 list which portfolio department and agencies are providing its employees with payments under the Government's Paid Parental Leave scheme? Please list how many staff are in receipt of these payments.
3. For the FYTD list which portfolio department and agencies are providing its employees with payments under the Government's Paid Parental Leave scheme? Please list how many staff are in receipt of these payments.

**Answer**

1. All employees with more than 12 months service who earn less than \$150,000 per annum and are the primary care giver of the child are eligible to receive payment under the government's Paid Parental Leave Scheme. As eligibility is based on primary caring responsibility, the number of eligible staff cannot be identified.
2. For the year 2010–11, three staff were in receipt of this payment.
3. For the FYTD, four staff have been or are currently in receipt of this payment.

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**Question 35**

**Outcome All: Program All**

**Topic: Training for Portfolio Minister and Parliamentary Secretaries**

(Written Question on Notice)

**Senator EGGLESTON asked:**

How much is spent on training for Ministers and Parliamentary Secretaries in your portfolio?  
Itemise each training, cost and for which Minister and/or Parliamentary Secretary the training was for.

**Answer**

Nil.



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**Question 36**

**Outcome All: Program All**

**Topic: Corporate Cars**

(Written Question on Notice)

**Senator EGGLESTON asked:**

1. How many cars are owned by each department and agency in your portfolio?
2. Where is the car/s located?
3. What is the car/s used for?
4. What is the cost of each car for 2010-11?
5. How far did each car travel in 2010-11?

**Answer**

1. The Department of Veterans' Affairs (DVA) owns four cars which includes two commercial vehicles.

2. Two cars are located in Ankara, Turkey.

One commercial vehicle is located at Port Moresby (Bomana) War Cemetery, Papua New Guinea.

One commercial vehicle is located at Rabaul (Bitu Paka) War Cemetery, Papua New Guinea.

3. The two cars located in Ankara, Turkey are used for official purposes by the DVA Section at the Australian Embassy and limited private use by the DVA Counsellor.

The commercial vehicles located in Papua New Guinea are used for the care and maintenance of Port Moresby (Bomana) and Rabaul (Bitu Paka) War Cemeteries and memorials.

4. For 2010-11 the running cost of the two cars in Ankara, Turkey was approximately \$9,700.

The running cost of the commercial vehicle located at Port Moresby (Bomana) War Cemetery, Papua New Guinea was approximately \$3,155.

The running cost of the commercial vehicle located at Rabaul (Bitu Paka) War Cemetery, Papua New Guinea was approximately \$2,555.

5. For 2010-11 the two cars located in Ankara, Turkey travelled approximately 39,000km (purchased in May 2006) and 3,000km (purchased April 2011) respectively.

The commercial vehicle located at Port Moresby (Bomana) War Cemetery, Papua New Guinea travelled approximately 15,000km (purchased in February 2010).

The commercial vehicle located at Rabaul (Bitu Paka) War Cemetery, Papua New Guinea travelled approximately 10,000km (purchased in December 2010).

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**Question 37**

**Outcome All: Program All**

**Topic: Taxi Costs**

(Written Question on Notice)

**Senator Eggleston asked:**

How much did each department/agency spend on taxis in 2010-11? Provide a breakdown of each business group in each department/agency.

**Answer**

In financial year 2010-11, DVA spent \$717,758 on taxis. This does not include expenditure on taxis for veterans under the repatriation transport program or for health services to veterans.

The breakdown by business group was:

<b>Business Group</b>	<b>Amount</b>
Secretary, Deputy President and Commissioner	\$6,691
Deputy Commissioners	\$72,086
Veterans and Veterans Families Counselling Service	\$65,075
Corporate Division	\$134,889
Executive Division	\$86,825
Support Division	\$158,864
Services Division	\$164,272
Repatriation Medical Authority	\$7,672
Veterans' Review Board	\$21,384

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**Question 38**

**Outcome All: Program All**

**Topic: Credit Cards**

(Written Question on Notice)

**Senator Eggleston asked:**

1. How many staff in each department and agency have a corporate credit card? What is their classification?
2. What action is taken if the corporate credit card is misused?
3. How is corporate credit card use monitored?
4. What happens if misuse of a corporate credit card is discovered?
5. Have any instances of corporate credit card misuse been discovered? List staff classification and what the misuse was, and the action taken.
6. What action is taken to prevent corporate credit card misuse?

**Answer**

1. The total number of cards issued to Department of Veterans' Affairs Staff as at 11 November 2011 is 302. 29 cardholders are members of the Senior Executive Service (SES). The remainder are Australian Public Service (APS) and Executive Level staff.
- 2 and 4.  
If misuse of a card is accidental then the card holder repays the funds and the incident is reported on the Certificate of Compliance. If fraud was suspected then the matter is referred to the Department's Business Integrity and Legal Services Group to undertake a compliance investigation. If there is sufficient material to disclose suspected fraudulent activity, the matter is then referred to the Commonwealth Director of Public Prosecutions for its consideration and possible charging of the individual.
3. Chief Executive Instruction (CEI) 5.7 outlines the process for issue and usage of credit cards and the responsibilities of the cardholder and manager. The corporate card is monitored in a number of ways.
  - i. Cardholders are required to reconcile monthly card statements which are signed off by their manager. This process ensures the manager has direct responsibility to monitor appropriate use of the cards.
  - ii. The acquitted monthly statements and supporting documentation are forwarded to the Financial Operations area which is responsible for issuing and monitoring credit cards. This area undertakes random quality assurance checks of the acquittals to ensure compliance with the CEI. Internal audit also undertakes periodic reviews of any potential risks in credit card usage and monitoring, and compliance with the CEI.
  - iii. Like all card providers, DVA's provider has a process for monitoring transactions and alerts the Department to any unusual spending patterns.

5. Unfortunately, accidental use of cards for personal purchases occurs occasionally. In these cases, cardholders reimburse the Department. During the 2010-11 financial year, three such incidences were reported in the Certificate of Compliance. The details of the breaches are:
- a) An SES Level 1 staff member accidentally used a corporate card to pay for a private use taxi fare. The staff member realised the mistake and repaid the funds.
  - b) An Executive Level staff member accidentally purchased some books using a corporate card. The staff member realised the error and repaid the funds.
  - c) An Executive Level staff member accidentally used a corporate card to pay for a private use taxi. The staff member realised the error and repaid the funds.

In the current financial year to date, there has been one incidence reported. An APS level 5 staff member accidentally used a corporate card to pay for private parking. The staff member realised the error and repaid the funds.

In all cases no further action was taken.

6. Cards are only issued based on an identified business need and approval has to be given at SES or equivalent level. On receipt of a card, cardholders are required to sign an agreement which outlines their responsibilities and which specifies that the card is to be used only for official purposes. Cardholders are also subject to the Australian Public Service Code of Conduct. In addition, usage restrictions are placed on cards by the provider based on cardholder needs (i.e. spending and individual transaction limits).

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**Question 39**

**Outcome 1: Program 1.6**

**Topic: Carbon Price Legislation**

(Written Question on Notice)

**Senator EGGLESTON asked:**

1. How was your department/agency consulted in the development of the carbon price package?
2. Is the carbon price package consistent with all of the policies in your department/agency?

**Answer**

1. DVA was consulted as a part of the Cabinet Submission process and worked with FaHCSIA, DEEWR, DCCEE and other agencies on the costing, design and implementation of the Household Assistance Package as it relates to DVA clients. DVA has been and continues to be involved in a range of inter-departmental working groups and committees dealing with the development and implementation of the Household Assistance Package.
2. Yes.

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**Question 40**

**Outcome All: Program All**

**Topic: Communications**

(Written Question on Notice)

**Senator EGGLESTON asked:**

How many communications people are there in each of your departments and agencies. List their classification, position description, services they provide to Ministers and/or Parliamentary Secretaries and any guidelines they must adhere to.

**Answer**

As at 30 September 2011, the number of communication staff (ongoing and non-ongoing) and their Public Affairs Officer (PAO) classification is as follows:

<b>Classification</b>	<b>As at 30 September 2011</b>
PAO1	5
PAO2	4
PAO3	9
SPAO	2
<b>TOTAL</b>	<b>20</b>

Services provided by the Department's Public Affairs Officers are outlined in the 2010-11 Annual Report – see page 64.

Public Affairs Officers within the Department must adhere to the Australian Public Service Values and Code of Conduct. These officers also follow cross-government guidelines in fulfilling their roles including:

- Guidelines on Information and Advertising Campaigns by Australian Government Departments and Agencies;
- Australian Government Branding Design Guidelines;
- Australian Government Publication Guidelines; and
- Australian Government Web Guide.

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**Question 41**

**Outcome 1: Program 1.6**

**Topic: Client's File – Process for Cleansing Pop-Ups**

(FADT Hansard Proof 19 October 2011, p 91)

**Senator RONALDSON asked:**

**Senator RONALDSON**—Ms Bell. Can you tell me please what the process is to cleanse the pop-ups to make sure that (a) they need cleansing or (b) there has not been a change in the client's circumstances which would indicate that it is no longer relevant to have that information on their file, particularly for someone who indeed did not have an issue, which Mr Farrelly acknowledged could occur? What is the process to cleanse those pop-ups?

**Ms Bell**—I would have to say that there is no standardised process, given the newness of the program. It has been operating for only 18 months and we have not got that review in. The bulk of clients that have been referred have been accepted and either are in an active wellness phase or have been moved into a follow-up. I think you probably raise a good point in that we need to pay attention to that.

**Senator RONALDSON**—I would have assumed you would agree with me, Ms Bell, that there has to be only one effective abuse of this process for it to be a bad process?

**Ms Bell**—Yes.

**Senator RONALDSON**—I do not want to put you on the spot tonight so would you undertake to go away and revisit this, review it and take it on notice to see what an appropriate course of action would be to address, Secretary, what I still think is a serious potential concern? I accept that you want to do something.

**Ms Bell**—Yes.

**Mr Campbell**—We are happy to do that. ....We will take it away and review it.

**Answer**

- (a) A quality assurance review of notifications for both closed cases and declined referrals was conducted in November 2011. Twenty declined cases older than six months were identified where no further activity had occurred and the notification removed. A further nine cases were identified where the case plan had been closed and the notification also removed.
- (b) The Department has recently revised processes to ensure regular review of clients being managed through the Case Coordination Program. Case Coordinators now conduct monthly contact meetings with the client to review the status of the Wellness or Follow Up plan to gauge whether the client is still benefitting from Case Co-ordination.

These ongoing and regular reviews form part of the support process. They allow identification of new developments in the original plan and ensure that action remains on track to support the client. It provides assistance, follow-up and assessment of the agreed approach.

After the regular review of the appropriateness of the Plan, a decision can be made to either keep the Plan open or close it. When a plan is closed, action is taken to ensure all electronic and paper records note the closure and are archived, relevant stakeholders are advised of program closure and all important information notes on systems (such as pop-ups) are removed.

In the circumstance where a client is referred to the Case coordination team but it is determined that the client does not require Case Coordination assistance, the current procedure has also been revised to ensure that any information notes on the system such as pop-up boxes are reviewed after six months and removed if no further Case coordination activity has occurred.



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**Supplementary Budget Estimates 2011–12; 19 October 2011**  
**Answers to questions on notice from Department of Veterans' Affairs**

**Question 42**

**Outcome All: Program All**

**Topic: Staff Training - Security**

(FADT Hansard Proof 19 October 2011, p 91)

**Senator RONALDSON asked:**

**Senator RONALDSON**—I will move on to question on notice 11, which is about staff training. How many staff in this area hold qualifications at diploma level and what are those qualifications? If you want to take that on notice I understand. How many staff are currently taking part in a training course to attain those qualifications?

**Ms Bell**—I would like to take that on notice, yes.

**Answer**

There are nine staff in the Security Team. Two senior staff hold diploma level qualifications - Diploma of Security (Risk Management). Four staff hold qualifications at the Certificate IV level in Government (Security), with one of these currently working towards their diploma level qualification. Three staff are working towards their Certificate IV in Government (Security).

**Senate Standing Committee on Foreign Affairs, Defence and Trade  
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Answers to questions on notice from Department of Veterans' Affairs**

**Question 43**

**Outcome 1: Program 1.4**

**Topic: BEST Grant Funding**

(Written Question on Notice)

**Senator RONALDSON asked:**

Has the Department engaged consultants to progress Recommendation 20 of the Review of Veterans' Advocacy Funding, namely to consider establishing a means and assets test for BEST grant funding?

If yes, who is the consultant, on what terms have they been engaged and when does the Department expect to have their report?

**Answer**

The Department has not yet engaged a consultant to progress Recommendation 20.

**Senate Standing Committee on Foreign Affairs, Defence and Trade  
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Answers to questions on notice from Department of Veterans' Affairs**

**Question 44**

**Outcome 2: Program 2.6**

**Topic: BEST Grant Funding**

(FADT Hansard Proof 19 October 2011, p109)

**Senator Ronaldson asked:**

**Senator RONALDSON**—The other answer may well be that the department was faced with a funding cut that was not flagged in the review and in fact was contrary to the outcome of the review, there needed to be an excuse for these funding cuts and these workload statistics were trotted out as one of those reasons, despite everything in the review. Is that the other potential scenario for these letters being written the way they were?

**Mr Campbell**—I—

**Senator RONALDSON**—That is not a question for you, Mr Campbell. That is a question for the parliamentary secretary because you do not know the answer to that. You are a public servant. The shadow minister at the table does know the answer to that question.

**Senator Feeney**—The shadow minister?

**Senator RONALDSON**—Parliamentary secretary, I think I called you, didn't I? Do you want to be the shadow minister?

**ACTING CHAIR**—It was actually both in the same sentence.

**Senator Feeney**—Senator Ronaldson, I do not have any response to your proposition.

**Senator RONALDSON**—So it could be correct then?

**Senator Feeney**—I am confident that it is not—

**Senator RONALDSON**—Will you take it on notice?

**Senator Feeney**—but I am equally aware of the fact that it is not a matter for which I have responsibility in the government.

**Senator RONALDSON**—So she will take it on notice for me?

**Senator Feeney**—I am happy to do that.

**Answer**

It was a decision made by the Government in the formulation of the 2011-12 Budget.

**Senate Standing Committee on Foreign Affairs, Defence and Trade  
Supplementary Budget Estimates 2011–12; 19 October 2011  
Answers to questions on notice from Department of Veterans' Affairs**

**Question 45**

**Outcome 1: Program 1.6**

**Topic: Eligibility for Gold Card**

(FADT Hansard Proof 19 October 2011, p 99 & 100)

**Senator LUDLAM asked:**

**Senator LUDLAM**—I want to raise one particular issue. We have been contacted, and let me know whether this is someone you have heard from, by a gentleman called Albert Martin, who served at Maralinga and at Emu Fields. He has leukaemia and it is recognised as being service related.....

**Mr Campbell**—Perhaps I should go a little bit generally. I do not know the individual's case.

**Senator LUDLAM**—I will provide you with his details.

**Mr Campbell**—There are complexities in this arrangement because the people who served at Maralinga served in other places as well, both peace time and warlike. So they have a variety of service and, therefore, a variety of coverage, and they will have potentially received compensation under more than one act, particularly under the Safety, Rehabilitation and Compensation Act and under the Veterans' Entitlements Act. So each case is unique and should be treated with great dignity and great care. The point I want to make is that there are two main ways of granting a Gold Card..... There are other levels of eligibility but I am not going to go through them here tonight because the chair would tell me that we have to finish before I could finish all of that, but we can provide that if you like on notice. Probably it would be a good idea if we do....

**Senator LUDLAM**—If that were the case, we would not be here today wasting your time. I will provide contact details for Mr Martin to the Secretary and perhaps he can pass them to you, because I will be following up.

**Answer**

For privacy reasons, the Department cannot disclose details of individual cases unless authorised to do so. Mr Martin contacted the Secretary, Mr Ian Campbell, by email. Mr Campbell has responded to Mr Martin.

General information on eligibility for the Repatriation Health Card – for all conditions (also known as the Gold Card) is provided below.

The following groups have eligibility for the Gold Card:

**1. Australian Veterans**

A Gold Card is issued to veterans of the Australian Defence Force (ADF) who:

- are ex-prisoners of war;
- were World War 1 veterans, nurses or mariners;
- are returned ex-servicewomen of World War 2 who served in the ADF between 3 September 1939 and 29 October 1945 and who have qualifying service from that conflict;
- are World War 2 veterans who served in the ADF and mariners who served in Australia's merchant navy between 3 September 1939 and 29 October 1945 who are aged 70 years or over and have qualifying service from that conflict;

- are mariners who served in Australia's merchant navy between 3 September 1939 and 29 October 1945 and are ex-prisoners of war; or
- are veterans who served in the ADF after World War 2 and are aged 70 years or over and have qualifying service under section 7A of the *Veterans' Entitlements Act 1986*.

Members of the ADF may have qualifying service if they:

- rendered service during World War 1 or World War 2 and incurred danger from a hostile force (this criterion also applies to Australian mariners);
- served in an operational area after World War 2 and were allotted for duty, or were a member of a unit that was allotted for duty in that operational area;
- were on an operation and were injured outside of the operational area;
- have warlike service;
- served on certain submarine special operations between 1978 and 1992 and were awarded, or were eligible to be awarded, the Australian Service Medal with the Special Operations Clasp; or
- have been awarded, or were eligible to be awarded, a medal/clasp listed immediately below.

Certain veterans can have qualifying service if they were members of the ADF and were awarded, or who were eligible to be awarded, the Naval General Service Medal or the General Service Medal (Army and Royal Air Force) with:

- the Minesweeping 1945-51 Clasp;
- the Bomb-Mine Clearance 1945-53 Clasp;
- the Bomb and Mine Clearance 1945-49 Clasp; or
- the Bomb and Mine Clearance 1945-56 Clasp

However they must be a 'veteran', as defined in the VEA, and not simply possess the clasp

Note: British Nuclear Test defence service is not qualifying service. Those former defence members with accepted disabilities under the VEA due to British Nuclear Test defence service can qualify for the Gold Card if they reach 100% of the General Rate of disability pension. They can also claim for non-liability health care treatment for the screening and treatment of any cancer if they meet the definition of nuclear test participant under the *Australian Participants in British Nuclear Tests (Treatment) Act 2006*.

## **2. Commonwealth and Allied Veterans**

Veterans of Commonwealth or allied forces with qualifying service are eligible for a Gold Card if they are:

- a veteran who served with a Commonwealth or allied force and who was domiciled in Australia immediately prior to enlistment in the Commonwealth or allied force; or
- a mariner who served on a Commonwealth or allied ship during World War 2, if they or their dependants were residing in Australia for at least 12 months immediately prior to the commencement of their service on that ship.

Commonwealth or allied veterans may have qualifying service if they served prior to 12 January 1973 and incurred danger from hostile forces of the enemy. If a Commonwealth veteran was awarded, or was eligible to be awarded, a campaign medal, they may also have qualifying service.

### **3. Civilians and mariners**

Under certain conditions, some civilians who served during World War I or World War 2 may have qualifying service. Allied mariners may have qualifying service if they were detained by the enemy, or were awarded, or were eligible to be awarded, a campaign medal and incurred danger from hostile forces.

### **4. Veterans Receiving Disability Pension under the VEA**

Veterans who do not fit into the above categories but who receive the disability pension are also eligible to receive the Gold Card, if:

- the rate of their disability pension is 100% of the general rate or higher;
- the rate of their disability pensions is 50% of the general rate or higher and they also receive any amount of service pension;
- their disability pension includes an additional amount under section 27 of the VEA for specific service-related amputations or blindness in one eye; or
- they were granted the disability pension for pulmonary tuberculosis before 2 November 1978.

### **5. Veterans Receiving a Service Pension or Invalidity Service Pension**

Some veterans who receive a service pension or invalidity service pension are eligible to receive the Gold Card, if they also:

- satisfy the treatment benefits eligibility income and assets test;
- are permanently blind in both eyes; or
- have an impairment from one or more service injuries or diseases that constitutes at least 30 impairment points under the MRCA.

### **6. Members with Conditions Accepted under MRCA**

Former members of the ADF, cadets and reservists who have conditions for which liability has been accepted under the MRCA are eligible for a Gold Card if they:

- have permanent impairment from accepted conditions assessed at or above 60 points; or
- meet the criteria for the Special Rate Disability Pension (SRDP) safety net payment even if they have not chosen that pension.

### **7. Dependants of Veterans**

Certain dependants of veterans are also eligible for a Gold Card if they are:

#### *War widows/widowers*

- a war widow or widower in receipt of the war widow's or widower's pension;
- as at 1 July 2008 a war widow whose partner was in receipt of Temporary Special Rate and Intermediate Rate Pensions at the time of their death;

#### *Children*

- a dependent child of a deceased veteran whose death has been accepted as war caused, who is under 16 or between the ages of 16 and 25 and undergoing full-time education;
- a child of a deceased veteran whose death was not war-caused and who had operational service, if the child is not being cared for by the remaining parent;
- an invalid son or daughter of a deceased veteran whose death has been accepted as war-caused, who had treatment entitlement before 6 June 1985;<sup>(Note 1)</sup>

### *Other dependants*

- a widowed mother or widowed step-mother who was dependent on an unmarried deceased veteran whose death has been accepted as war-caused, who had treatment entitlement before 6 June 1985;<sup>(Note 1)</sup> or
- a wholly dependent partner or dependent child of a member who is eligible for compensation for the member's death under the MRCA.

### **Gold Card is not transferable**

When a veteran, former member, cadet or reservist passes away, that person's Gold Card is not transferred to the surviving partner or any other dependant. Partners and other dependants in Category 7 above receive their own Gold Card.

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*Note 1* - Since that date, treatment entitlements have been restricted to the widow(er) or child of a veteran whose death is service related.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
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**Answers to questions on notice from Department of Veterans' Affairs**

**Questions 46, 47 and 48**

**Outcome 1: Program 1.6**

**Topic: BCOF Report**

(Written Question on Notice)

**Senator RONALDSON asked:**

Will the Department provide a copy of the report written by Brigadier David Webster (Ret'd) into the service of British Commonwealth Occupation Forces soldiers following World War Two? Further, will the Department also provide a copy of Dr Peter Sutherland's papers into this matter? Will the Department also provide a full breakdown of the date that Brigadier Webster's report was commissioned, completed, handed to the Minister, sent to other stakeholders for comment and where the findings of Brigadier Webster's report now are. Will they similarly provide the same information in relation to Dr Sutherland's paper?

**Answer**

**Brigadier Webster's Report**

The Department of Defence has advised that reviews into the nature of service performed by Australian Defence Force members on past operations are conducted as an internal administrative procedure within Defence and do not result in the publication of formal reports. Brigadier Webster, as the former Director-General of the Nature of Service Branch, summarised the findings of his research of the nature of service performed by members of BCOF in two separate documents.

The first document was completed by Brigadier Webster in May 2009 and a revised version was produced by him in January 2010. Both documents are attached.

The Department of Defence has also advised that:

- Brigadier Webster was tasked in mid-2007 to respond to representations made by former members of BCOF either to a Minister in the Defence Portfolio or to assist the Department of Veterans' Affairs in responding to representations.
- It continued to receive representations on BCOF matters after the 2007 election. Brigadier Webster advised the then Parliamentary Secretary for Defence Support (Dr Kelly) on the nature of service of BCOF members in May 2009. The May 2009 report was completed by Brigadier Webster at that time.
- In the lead up to submitting that document to Dr Kelly, Brigadier Webster consulted within Defence, including staff responsible for service conditions, finance and honours and awards.

A final draft of Brigadier Webster's report was provided to the Minister for Veterans' Affairs on 25 January 2010. The Department of Veterans' Affairs received the final copy of the report on 4 February 2010 (no changes had been made to the final draft document previously received by the Department). The report has also been provided to other Ministers in the Defence Portfolio, and was considered by Mr Peter Sutherland in conducting his 2011 independent review.



### **Mr Sutherland's Report**

On 11 May 2011, the Minister for Veterans' Affairs requested that an independent review of the historical evidence relating to possible service pension eligibility attributable to BCOF service be conducted.

On 7 June 2011, Mr Sutherland was engaged to conduct the independent review.

Mr Sutherland's report was provided to the Minister on 26 August 2011.

Copies were also provided to the Secretary, Department of Defence and Chief of the Defence Force on 4 October 2011.

The Minister is considering the report.

The Report has not been provided to any other stakeholders at this stage and will be made available once the Minister has fully considered it.

Attachment B to  
B1025467

**DEFENCE SUBMISSION TO THE  
REVIEW OF SERVICE IN JAPAN WITH THE  
BRITISH COMMONWEALTH OCCUPATION FORCE  
PRIOR TO 1 JULY 1947  
FOR PURPOSES OF REPATRIATION BENEFITS.**

**General**

1. For some time BCOF veterans have lobbied the Minister for Defence, the Minister for Veterans' Affairs, their local members, Defence reviews, ex-service associations and the media seeking their service in Japan be recognised in a way that would enable them to be admitted to eligibility for qualifying service.

**Purpose of Nature of Service Review**

2. The purpose of the review of BCOF service by Defence is to establish whether or not the Governments of the Day (both Labor and Liberal) intended that BCOF veterans who served in Japan prior to 1 July 1947 would be admitted to full eligibility for all Repatriation benefits (including the service pension) by virtue of their service with BCOF; and those who served with BCOF after the 30 June 1947 would be eligible for all the benefits except for the service pension.

**Review Methodology**

3. The Chiefs of Service Committee chaired by the CDF has directed that nature of service anomalies be reviewed by the Nature of Service Review Team in the context of the legislation and policy extant at the time of the service being reviewed; in this case in the period 1946 - 1950. The military, political and social context in which decisions were taken is also important in determining the intention of the policy makers where such intention is in dispute.

**Legislation Applicable at the Time**

4. The legislation in force for the period in question was the *Repatriation Act 1920*. The Government's approach to the provision of benefits to members of the Forces involved in WWII was in general terms to extend the provisions which applied in WWI to those involved in WWII.

5. In 1940, Part III of the *Repatriation Act*, which deals specifically with the subject of pensions including the service pension, was extended to members of the Forces serving in the 'current war' defined as the war which commenced on 3 September 1939. At the time of the extension no end date was proposed; the concept was that the extension would apply for the duration of the current war.

6. It should be noted that the concept of operational and qualifying service is not applicable to WWII as it was first introduced in 1986 with the enacting of the *Veterans' Entitlement Act (VEA 1986)*. For example, in 1940 Senator Collet (Minister in charge of War Service Homes) in introducing the Australian Soldiers Repatriation Bill (extending WWI benefits to WWII service) into the Senate said '...shortly put, it is proposed to pension all troops who embark for overseas on one basis and all those who serve entirely in Australia on another basis...'

## **Historical Context**

7. The Australian Government at the time considered Australia's participation in the military occupation of Japan as vital. When the first Australian contingent to BCOF -- arrived in Japan in February 1946 on an eighteen month tour of duty, there was a pressing need to consider and resolve the benefits that would be extended for BCOF service. The issue of benefits was given careful consideration -- especially as the force was to be drawn voluntarily from the people of a war-weary nation where recruitment challenges were not insignificant. It was in the context of these circumstances that the Government of the day considered the Repatriation benefits for members of the Occupation and Interim Forces.

## **BCOF Role**

8. BCOF was not sent to Japan at the invitation of the Japanese authorities; they were ordered into Japan to enforce the terms of the Potsdam Declaration and the subsequent Surrender document signed less than 40 days later on the 2<sup>nd</sup> of September following the destruction of two major Japanese cities by the dropping of atomic bombs. The surrender documents signed by Japanese authorities provide further insight into the approach of the Allies to the enforced occupation of Japan to disarm its armed forces and destroy its weapons and war materiel.

9. During the Government to Government negotiations preceding the deployment of BCOF the Australian Minister for External Affairs, Dr H.V. Evatt, had accepted that the Force would be under command the Supreme Commander for Allied Powers (SCAP) (General Douglas MacArthur) upon arrival in Japan. The Government, having handed over command of BCOF to SCAP concurred with both SCAP's operational deployment of the Force and with SCAP's insistence that BCOF was purely a 'combat' force and would be used only in that role by him. Moreover the purpose of the Force was to ensure Japanese compliance, if necessary by the use of force, within the terms of the Surrender. To this end the principal Australian component, the 34th Infantry Brigade, was organised at War Establishment and equipped as a combat force.

## **Threat and Hardship**

10. At the time and during the initial period of the occupation when some 6.5 million Japanese military personnel were being demobilised, under the military control of some 135,000 US occupation troops and the 35,000 personnel comprising BCOF, there was considerable uncertainty as to whether the Japanese would actually adhere to the Emperor's directive. This point was made by the Minister for Defence in a letter to the Prime Minister in early 1947 which stated:

'... it is important to bear in mind that, when the Occupation Forces went to Japan, there was no guarantee that they might not be involved in military operations arising from civil disturbance and insurrection'.

11. In addition to the possible threat from Japanese nationals, the area of operations allotted to Australian Forces was the Hiroshima Prefecture and BCOF personnel were therefore continually at risk as a consequence of earlier military action i.e. the dropping of the atomic bomb on Hiroshima. The implications of occupying an area affected by nuclear radiation were imperfectly understood at the time and, as a consequence, were generally ignored.

12. An indication of the nature of service rendered by BCOF is contained in a letter from the Minister for the Army, Mr Chambers, who wrote to both the Prime Minister and the Ministry for Defence concerning a number of matters arising from a visit to Japan. The letter included the following statement:

‘BCOF, as a military force, is doing a splendid job and has to date, surmounted the tremendous difficulties which confronted it on first taking up duty in Japan.’

13. The Minister for Defence, in a *Review of the Organisation and Accomplishment of the British Commonwealth Occupation Force in Japan* dated 14 July 1948 noted:

‘When the first elements reached Japan early in 1946 they found they had to establish themselves in a devastated area at the end of a long line of communications, and in the depths of winter. The initial difficulties were great but they were overcome with such initiative and enthusiasm that the general equipment and facilities of the BCOF installations are regarded as being now (July 1948) of a standard higher than any previously achieved by Australian forces overseas ...this Force has played a meritorious part in a successful occupation...’

#### **Time of War**

14. Japan and Australia (and the other Allied Powers) were technically *enemies* and in a *State of War* until the ratification of the Treaty of Peace with Japan. The Treaty was signed by all the participants (including the US, Great Britain and the USSR) in San Francisco on 8 September 1951 and came into effect on 28 April 1952.

#### **Served in a Theatre of War**

15. The term 'served in a theatre of war' is defined in Section 23 of the *Repatriation Act 1920-1950* as 'served at sea, in the field or in the air, in naval, military or aerial operations against the enemy in an area, or on an aircraft or ship of war, at a time when danger from hostile forces of the enemy was incurred in that area or on that aircraft or ship of war by the person so serving'.

16. When the definition was inserted, it applied only to service in the 1914-18 War and, as the majority of those in the Armed Forces who served outside Australia were directly engaged in operations against the enemy, few difficulties were encountered in applying the definition to service in that war. However, interpretation of the definition for 1939-45 War purposes posed many problems because of enemy activity and attacks in and around Australia. The stated intention of the Government '...to pension all troops who embark for overseas on one basis and all those who serve entirely in Australia on another...' meant that a clear distinction was required.

17. Although much is now made of the detail in the definition of 'served in a theatre of war' especially that relating to the incurring of danger and the so called 'incurred danger test' this was not the case in 1946/47.

18. In 1975, Justice Toose in the first major independent review of Repatriation Legislation after WWII in examining 'service in a theatre of war' concluded that:

‘...I am of the view that service pension should be available only to those who have had hazardous or arduous service. For this purpose, hazardous or arduous service should be defined so as to include:

- members who have served in a theatre of war for a continuous period of not less than three months;

- members who have had service in a theatre of war for periods of less than three months but who were involved in action against the enemy; and
- members who did not serve in a theatre of war but who for a period of not less than three months were subjected to continued exposure to physical or mental stress as a member of a unit or as an individual engaged in other hazardous or arduous wartime activities'.

19. Again there is no mention of 'incurred danger test' but rather prolonged engagement in hazardous or arduous duty such as that performed by BCOF members up to 30 June 1947.

20. Close scrutiny of the extent to which individuals (on a case by case basis) incurred danger from hostile forces of the enemy appears to have originated when the issues were examined by the Courts and Tribunals in the mid 1980s. The following judgements summarise the decisions in key areas of the debate:

- a. The Federal Court determined that the amount of danger need only be more than a mere fanciful danger (which is generally interpreted to mean above and beyond normal peacetime service).
- b. The AAT accepted that there need not be a probability of harm or injury, however the risk of harm or injury must more than a small risk and the exposure must give rise to a reasonable expectation of harm or injury.
- c. It is clear from the decisions of the courts that deployed forces need only be exposed to the risk or possibility of mental and/or physical harm to meet the provisions of the legislation.
- d. The length of time that danger need be incurred is a little as a single shot or as long as a campaign.
- e. Danger need not be imminent.

21. It is clear from the decisions of the courts that deployed forces need only be exposed to the risk or possibility of mental and physical harm to meet the provisions of the legislation.

22. The attitude prevailing at the time is reflected in the advice issued by the Chairman of the Repatriation Commission in December 1946 (while the series of Cabinet Decisions leading to 1241C were still being developed). Circular Memorandum 386 dated 18 December 1946 states that, for the purpose of administration, a member shall be deemed to have 'served in a theatre of war' if he served outside the territorial waters or outside a limit of three miles from the coast of the Commonwealth of Australia or the Dominion of Enlistment between 2/3 September 1939 and 1/2 September 1945.

23. There is no mention of a test to ensure that members individually incurred danger from hostile forces of the enemy; simply serving overseas was sufficient.

24. Although the notion of BCOF personnel serving in a theatre of war has been canvassed briefly, it is not the intent of the submission to establish that BCOF veterans met the 'incurred danger test' criteria. Rather, it attempts to show that BCOF veterans were led to believe by the Government at the time that they would receive the full benefits under the *Act* (including the service pension) by virtue of their service in Japan in the 20 month period following the cessation of hostilities.

### **Applicable Policy - Cabinet Decisions**

25. A number of Cabinet documents were located during the review of BCOF service and it appears that these documents were not considered by previous reviews. One such document, Cabinet Agendum No. 1241C which had been developed over a period of more than 15 months (between February 1946 and May 1947) was titled 'Re-establishment - Members of the Occupation and Interim Forces'. That document contained the detail of a press statement released by the Prime Minister (Chifley) on 13 February 1946. The statement is repeated below:

'Members of the Interim Forces who enlisted before the legally determined date of the end of the war would be entitled to full benefits under the Repatriation Act and the Re-establishment and Employment Act. Personnel involved would include members of the Occupation Force in Japan'.

26. Following this statement by Prime Minister Chifley, an Inter-Departmental Committee was set up to examine the Re-establishment and Employment Act, the War Service Homes Act and the Repatriation Act.

27. On 16 June 1946, the Central Re-employment and Re-establishment Committee endorsed the findings of the Inter-Departmental Committee. The findings of the both the Inter-Department Committee and the Central Re-employment and Re-establishment Committee are reflected in the form of conclusions and recommendations contained within a series of Cabinet Submissions; namely 1241, 1241A (October 1946), 1241B and 1241C which was considered by Cabinet on 26 May 1947.

28. A confidential Memorandum dated 27 May 1947, states that Cabinet considered the matter and approved the recommendations contained in the memorandum. In Part 1 Para 10 of the Agendum 1241C, it was recommended that:

"Benefits under the Re-establishment and Employment Act, the War Service Homes Act and the Repatriation Act shall be confined to members who enlist in the Armed Forces on or before 30 June 1947: hereinafter referred to as the cut-of date"

29. There is no recommendation in respect of the *Repatriation Act* in Part 1 of Agendum 1241C as in considering earlier versions of the Cabinet Submission, the Repatriation Commission advised that

'...the terms of enlistment in the Interim and Occupation forces are such that all members are within the scope of the Repatriation Act...'

30. As a result, the following statement (rather than a recommendation) was submitted by the Repatriation Commission and inserted into Cabinet Submission 1241C and agreed:

'The Commission is of the opinion that all benefits under the Repatriation Act and regulations should be available to members within sub-paragraphs (i) and (ii) of paragraph 9 of this submission. This would involve amendment of the Act to limit eligibility to members enlisting not later than the legally determined date of the end of the war or 30 June 1947 which ever is earlier'.

The relevant section of Paragraph 9 referred to above reads as follows:

- (i) Full benefits should be restricted to:
  - (a) Those already eligible (by virtue of service between 3 Sep 39 - 3 Sep 47).
  - (b) Those who enlist since the cessation of hostilities, viz. 2<sup>nd</sup> September 1945 and on or before 30<sup>th</sup> June 1947
- (ii) Limited Benefits should apply for all the Interim and Occupation Forces who enlist after 30<sup>th</sup> June 1947. Recommendations in respect of those members who enlist after this date are contained in Part II of this Agendum.

31. The relevant section of the Cabinet Submission (Part II of the Agendum – Recommendation Q) states that all the benefits under the Australian Soldiers Repatriation Act should be available to members enlisting after 30 June 1947 except for the Service Pension Division 5 of Part III. This clearly shows that the Government of the day gave careful consideration to service pension eligibility and came down in favour of a cut-off date of 30 June 1947 for this benefit. The Government consciously excluded those enlisting after 30 June 1947 from the service pension.

32. These recommendations and decision by Cabinet was enacted via Amendment No.34 of 1950 s. 41 amending the definition of ‘member or the Forces’ in the Repatriation Act 1920 – 1950 to include the following:

“‘member of the Forces’ means a male person ... whose war service commenced prior to 1<sup>st</sup> July 1947...’.

#### **Public Statements**

33. The Prime Minister on 13 February 1946 issued the following press statement:

‘Members of the Interim Forces who enlisted before the legally determined date of the end of the war would be entitled to full benefits under the Repatriation Act and the Re-establishment and Employment Act. Personnel involved would include members of the Occupation Force in Japan’.

34. The Melbourne Herald on Thursday 21 February 1946, reported the Prime Ministers statement of 13 February 1946 in the following terms:

‘Full benefits under the Australian Soldiers’ Repatriation Act ... will be enjoyed by those who enlist in the interim forces before the legally determined date for the end of the war. In making this announcement this afternoon, the Prime Minister (Mr Chifley) said it would include members of the Occupation Force in Japan’.

35. Hansard on 28 June 1946 quotes the Acting Minister for Defence as follows:

‘Members of the Australian Defence Forces now serving with the British Commonwealth Occupation Force in Japan are entitled to all existing benefits prescribed by the Repatriation Act and the Re-establishment and Employment Act’.

36. Recruiting literature also contained statements that led potential recruits to believe that full Repatriation benefits would be available to those who enlisted to serve with BCOF and can now be seen as a logical extension of the statements made by the PM. Taken together, this literature implies that BCOF members would be eligible for Repatriation benefits in the same way as other members of the Forces who, earlier during WWII, served overseas in a theatre of war between 1939 and 1945.

## **Legislative and Policy Intent**

37. As stated earlier, in 1940 when WWI pension benefits were extended to members of the Forces serving during WWII the extension was for the duration of the 'current war' and no end date was specified. Following detailed consideration of the benefits that were intended for the Occupation and Interim Forces over a period of almost eighteen months (from February 1946 when the Force arrived in Japan until the approval of Cabinet Agenda 1241C), a cut-off date for 'full benefits' of 1 July 1947 was agreed. It is difficult to envisage that the Government was unaware of the threat levels faced by BCOF personnel in Japan at the time of deciding the cut-off date for full benefits.

38. In setting the 30 June 1947 cut-off date for WWII benefits Cabinet, in May 1947, considered the following statement:

'The indefinite continuation of benefits primarily designed to assist those whose normal civilian life was interrupted by war service was not envisaged when Re-establishment legislation was introduced. Generally, eligibility for benefits under the Re-establishment and Employment Act, the War Service Homes Act and the Repatriation Act continues until such time as the legally determined date of the termination of the war has been fixed. Failing such determination, a cut-off date is necessary. Economic factors also suggest that a time limit to these benefits is desirable'.

39. Following discussion, Cabinet agreed that '...benefits under the Re-establishment and Employment Act, War Service Homes Act and Repatriation Act shall be confined to those who enlist in the Armed Forces on or before 30 June 1947...'

40. There were many options open to Government to restrict Repatriation benefits had they intended to do so. For example:

- a. the extension of WWI benefits to WWII could have had a cut off date of either 3 September or 29 October 1945; or
- b. the extended benefits could have excluded Division 5 (service pension) benefits for service after the 2 September 1945 or 29 October 1945 rather than the chosen date of 30 June 1947.

41. None of these options were chosen suggesting that the Government's intention was to admit to full eligibility those personnel who served with BCOF in Japan prior to 1 July 1947.

42. It is clear that the Government did have other options as it exercised those options in respect of other aspects of legislation. For example, in considering benefits under the War Service Homes Act, the Government acted upon the recommendation that '...members enlisting after the cessation of hostilities (2 September 1945) but on or before the cut-off date (30 June 1947) should not be entitled to benefits under the War Service Homes Act until after their discharge'.

43. In 1950 the Menzies' Liberal Government amended the definition of 'member of the Forces' in such a way that the provisions of Division 1 - 5 of Part III (which included the service pension) were available to members who enlisted and served in BCOF prior to 1 July 1947. This amendment was enacted at the request of the Repatriation Commission (see Labor Government Cabinet Submission 1241C Page 7) and obviously had bi-partisan political support.



44. If, as pointed out by DVA staff, the Government's intention was to require each member of BCOF to meet the conditions of the incurred danger test on a case by case basis, then it might reasonably be deduced that the Government, having made their intentions clear in statements which emphasised 'full benefits', 'all existing benefits' and 'enjoy the full benefits' under the *Act*, promised a benefit for which BCOF members could never qualify. The DVA view, if accepted, carries the following implications:

- a. any service undertaken by BCOF or any other force after the cessation of hostilities could never satisfy the incurred danger test; and
- b. noting that the eligibility criteria for the service pension for female members requires only that they 'embark for service abroad' or 'serve overseas', the Government intended that the female members of BCOF (about 140 nurses) would be eligible for the service pension while the male members would not.

45. No evidence could be found indicating that the statements by Government ministers were qualified in any way. They did not, for example stipulate that the benefits would only be available to those members of the Forces who satisfied the incurred danger test contained in a piece of legislation that veterans were never likely to read; and of which they could not be expected to have any knowledge or understanding.

46. Had it been intended that the incurred danger test be applied on a case by case basis to BCOF members serving prior to 1 July 1947, there was some onus on the Government to make the requirement clear to those affected by the legislation - otherwise the Government would be open to claims of hiding or concealing the fine detail of what might be considered a publicly announced employment contract.

47. BCOF veterans continue to argue that they were told that they would get the same benefits as other members who served in a theatre of war prior to the cessation of hostilities.

### **Psychological Contract**

48. The relationship between members of the Forces and their senior most leaders and political masters has long been underpinned by a psychological contract - which in turn is based on mutual trust.

49. A psychological contract represents the mutual beliefs, perceptions, and informal obligations between an employer and an employee. The psychological contract in the military context can be defined as:

'...the stated and implied set of expectations, obligations, and understandings which defines the essence of the employment relationship between service men and women and those empowered by legislation to send them into harm's way in defence of the nation and its security interests...'

50. The Forces have long believed that aligned and healthy psychological contracts contribute to enhanced commitment including emotional commitment which is positively related to higher performance, job satisfaction which in turn is related to higher motivation and lower levels of stress and the intention to continue to serve with the organisation.

51. The psychological contract is not a legal document, but it is nevertheless real in the minds of the affected members. It is a broader concept than an employment

agreement or contract, and includes both what has been written, said and observed. It comprises both tangibles (e.g., pay) and intangibles (e.g., support, training, advancement) and is a powerful determinant of employee behaviour.

52. Thus, if the Prime Minister makes a statement such as '...members of the Occupation Force in Japan who enlisted before the legally determined date of the end of the war would be entitled to full benefits under the *Repatriation Act* and the *Re-establishment and Employment Act...*' the trust which forms the core of the psychological contract leads members of the Forces to believe that the promise will be kept. The perceived breach of the trust underpinning the contract in this case, has resulted in lingering and undiminished resentment over a period of more than sixty years.

### **Origin of BCOF Classification as 'Operational Service'**

53. In 'Wilkins and the Repatriation Commission 1999 AATA 79' reference is made to a review conducted by the Department of Defence which resulted in a Government announcement in the 1997 - 98 budget that all BCOF service up until 30 June 1951 is to be classified as operational service (for treatment and disability pension). The Review in mention was conducted jointly by Defence and DVA in 1996. The authors of the document are not known however their reasoning was that as the first Australian members of the BCOF arrived in Japan some six months after the surrender of the Japanese forces, they were not required to take offensive action and therefore could not have incurred danger from hostile forces of the enemy. The Review concluded that BCOF members did not have qualifying service for service pension purposes. No reference is made in the Review to the series of Cabinet submissions on which this paper is founded.

### **Precedents - post-Armistice Korea**

54. Parallels have been drawn between service in Korea post-Armistice Korea and service in Japan following the cessation of hostilities. It should be noted that Korean veterans who served after the Armistice was signed were given eligibility for the service pension (qualifying service) for their service in the three years following the signing of the Armistice.

55. In comparing the situation of a soldier in Seoul in 1956 with one in Kure ten years earlier, it is difficult to see why one is entitled to the service pension and the other is not. It has been argued that the answer does not lie in the comparative nature of their service, but in the regime established by the legislation to give them eligibility.

56. For post-WWII conflicts, instead of determining whether a person had 'served in a theatre of war', Parliament chose to create a new test of 'service in an operational area' based on being 'allotted for duty' in that area. This allowed a person to be deemed to have 'served in a theatre of war' with consequent eligibility for the service pension.

57. Parliament relied on the military to advise the Repatriation Commission to advise the Minister for Repatriation to in turn advise the Governor-General to make regulations for the start and end dates and the areas of operations for such conflicts. The fact that there was considerable uncertainty about the threat situation in Korea for some years meant that a recommended end date was not proposed until three years after the signing of the Armistice.

58. On the same issue, the Clarke Committee (in paragraph 14.32 of its Report) expresses the view that the retention of repatriation benefits after the armistice was based on political, not operational considerations. Clarke noted that the Cabinet delayed the withdrawal of special benefits for service in Korea because there was concern that withdrawal of these benefits would amount to a breach of contract. A large number of Army personnel had been enlisted specifically for service in Korea and the conditions under which they enlisted included benefits (such as repatriation benefits, income tax exemptions and operational deferred pay) that were not available for other service in the regular Army. He also noted that Canada had experienced difficulties in finding replacements in Korea following its decision to withdraw special benefits for service after the Armistice.

59. Clarke concluded that the end date for operational and qualifying service in Korea appears to have been based largely on concerns about the effect that a withdrawal of entitlements would have on the ability to maintain a presence in Korea, rather than on the nature of the service rendered. There are clear parallels between the rationale used to provide full benefits to Australian forces deployed in Korea in mid 1953 and the circumstances surrounding the award of benefits to BCOF members as shown in Cabinet Submission 1241C in May 1947.

The issue of recruiting remained a concern and this is illustrated in Cabinet Submission 1241D (12 May 1949) which addressed the closing date for benefits under the Re-Establishment and Employment Act 1945. The Minister for the Army at the time suggested that in the case of all members of the Forces who were serving on 30 June 1947 and who served continuously since that date the closing date for all benefits be extended to 31 October 1951. The reason for this suggestion was '...if 30 June 1949 were retained as a closing date for the three benefits already determined under Agendum No 1241C, and is fixed for the remainder as now proposed, many members of the Forces would seek discharge by that date to avoid loss of eligibility for benefits. This would cause embarrassment to the military authorities as great difficulty would be experienced in replacement, particularly of those members who were specialists...'

#### **Impacts of later Legislation (VEA 1986)**

60. Under the *Repatriation Act 1920*, women who served overseas during WWI and WWII were eligible for the service pension even if they did not serve in a theatre of war. There was no 'period of hostilities' concept in the *Repatriation Act* and so there was no end date for WWII service until the treaty of peace with Japan on 28 April 1952. This meant that until the *Repatriation Act* was repealed on 22 May 1986 and replaced with the *VEA*, the female nurses in BCOF who enlisted before 1 July 1947 were eligible for the service pension.

61. The *VEA* when introduced in 1986, made no distinction between men and women for eligibility for service pension (other than the difference in the minimum age) and the 'service overseas' alternative to theatre of war for women was abolished. The *VEA 1986* also limited the availability of service pension for WWII service by introducing the concept of 'period of hostilities', which for WWII was from 3 September 1939 to 29 October 1945.

62. Sections 8 and 13 of the *Veterans' Entitlements (Transitional Provisions and Consequential Amendments) Act 1986* preserved the entitlement for those women who were in receipt of service pension when the *Repatriation Act* was repealed. But,

anyone (male and female) who made a claim on or after 22 May 1986 and who did not meet the *VEA 1986* criteria (especially concerning the definition of WWII and the periods of hostilities) would not be eligible for the service pension. This is interpreted to mean that female members of BCOF, who were not in receipt of a service pension by 21 May 1986, are now not eligible to apply.

63. Retrospectively amending (reducing) in 1986 the eligibility period for war time benefits by adjusting the cut-off date from 30 June 1947 to 29 Oct 1945 has a detrimental effect on both male and female members of BCOF. The apparent withdrawal of entitlements from the female members by retrospectively changing the law flies in the face of a long standing principle that entitlements to benefits should not be taken away by legislation with retrospective effect.

64. The Senate Standing Committee on Regulations and Ordinances in its 25<sup>th</sup> Report (November 1968) urged Ministers and officials to do their utmost to ensure that retrospectivity in delegated legislation is kept to a minimum and that it is justified only by unavoidable or unexpected exigencies of public administration. In its 80<sup>th</sup> Report in November 1986 the same Committee stated that retrospectivity in delegated legislation is an intrinsically objectionable and dangerous device. It creates a legal circumstance where sometimes neither the Committee nor the Minister can be absolutely certain that no unexpected and prejudicial consequence can arise. It deprives the Parliament of the opportunity to consider the appropriateness of a particular provision at the time and in the circumstances to which it applies.

#### **Clarke Recommendations**

65. The Clarke Committee recommended that service with BCOF be declared:

- a. warlike from 21 February 1946 to 30 June 1947; and
- b. non-warlike from 1 July 1947 to 30 June 1951, inclusive.

66. The Committee did not support the view that hostilities continued until the date of the Japanese Peace Treaty on 28 April 1952 and that service with BCOF was therefore during a state of declared war. Rather, BCOF was a unique operational deployment in the country of a surrendered enemy.

67. Clarke did not agree that 'misleading' recruiting advertisements and the declaration under s.4 of the *Defence Act*, that the occupation of Japan was 'active service', provided any grounds to extend qualifying service eligibility. However, Clarke did form the view that the nature of BCOF service, as determined under the assessment provisions detailed in Chapter 14 of his Report, does justify reclassifying BCOF service up to and including 30 June 1947 as warlike service. He concluded that service with BCOF would have been declared warlike service in 1946, had such a definition then existed and the full circumstances of that particular time been known.

68. Clarke was of the view that BCOF was raised for an occupation task and cannot be seen as carrying out a mop-up operation after cessation of hostilities. While BCOF service occurred during a technical state of declared war, it was not a continuation of World War II but a separate operation to occupy and pacify Japan. The role of BCOF, in the early stages, was to enforce the peace and that the use of force to do so was authorised. At the time of deployment, there was some uncertainty about possible Japanese actions. It was in this context that planners structured BCOF to enable it to engage in conventional combat operations against an armed adversary.

69. Justice Clarke believed that if Defence were to undertake a prospective assessment of the nature of service for a similar operation today, such service would be declared warlike on the basis that:

- a. the role of BCOF was to enforce the terms of the surrender of the enemy and to 'play [its] part in winning the peace ... in an area stiff with armaments, coastal defences, ammunition works, naval workshops' (Bates 1993, p. 66);
- b. there was a reasonable expectation before deployment that BCOF would encounter military insurrection and/or civil disturbance; and
- c. the application of force was authorised to enforce the peace and, as a consequence, there was an expectation of casualties.

70. Clarke also believed that, in accordance with current Defence processes, the nature of service would have been reviewed and downgraded in June 1947, when most of the force left Japan. In August 1947, most of the families of remaining servicemen arrived and a township was established; this indicates a clear-cut downgrading of the threat by the appropriate authorities. Therefore, the Committee believes that from this time the nature of service was non-warlike peacekeeping service: the threat of an uprising or revolt by Japanese military forces had passed, but work was still being undertaken that would equate to the extant definition of peacekeeping.

#### **Defence Recommendation**

71. The key to resolving this issue centres on the Government intention encapsulated in the Prime Ministerial press statement of January 1946 promising full Repatriation benefits for BCOF service. The military and policy context in which such decisions were taken is also a key factor in determining Government intent – especially where such intent appears open to debate. The issue should not be considered only within the context of the detail in the definition of 'served in a theatre of war' and what is now referred to as the 'incurred danger test'.

72. It is Defence's view that the Prime Minister made a promise to BCOF veterans to make available 'full' Repatriation benefits including the service pension; and it was within his remit to do so. In that context, the issue of whether or not each member incurred danger from hostile forces of the enemy is irrelevant. Further, this is not seen as a legal issue but policy issue requiring a decision by the Minister for Veterans' Affairs.

73. There is evidence that the Government's intention at the time was to admit to eligibility for full repatriation benefits (including the service pension) all personnel serving with BCOF in Japan prior to 1 Jul 47. It is therefore recommended that the Minister for Veterans' Affairs, following consultation with the Prime Minister, be invited to amend the VEA 1986 so that BCOF service in Japan up to and including 30 Jun 47 is deemed qualifying service under s.7A of the *Veterans Entitlement Act 1986*.

74. It is further recommended that service with BCOF after 30 Jun 47 should retain its current operational service classification.

Prepared by Brigadier D.A.W. Webster  
DGNOSR

18 May 2009

ATTACHED TO  
LETTER TO  
1 CAMPBELL  
27/1.

**DEFENCE SUBMISSION  
TO THE REVIEW OF SERVICE IN JAPAN  
WITH THE  
BRITISH COMMONWEALTH OCCUPATION FORCE  
PRIOR TO 1 JULY 1947  
FOR PURPOSES OF REPATRIATION BENEFITS**

**Basis of Claim by BCOF Members**

1. Members of BCOF have consistently argued that the Australian government promised full Repatriation benefits (including the service pension) for service in Japan. The basis of their submission rests on this public pledge, believing that it should be honoured and that they be admitted to qualifying service eligibility for service in Japan with BCOF up to and including 30 June 1947.

2. BCOF personnel were encouraged to renew their request for redress following the Government's pre-election promise to review all those Clarke Review recommendations that were rejected by the previous Government. As a consequence, it is the expectation of this group of veterans that the Government will uphold the recommendation by Justice Clarke to designate service with BCOF in Japan up to and including 30 June 1947 as warlike or qualifying service.

**Defence Approach**

3. It is Defence policy to examine nature of service anomalies in the context of the legislation and policy extant at the time of the service being reviewed; in this case in the period 1946 - 47. It is also vital that the military, political and social context in which BCOF service was performed be examined in order to more accurately determine the intention of the political decision makers at the time. Therefore, this submission examines and makes recommendations on all those issues that Government might consider in making a decision in respect of the BCOF claims.

**BCOF Service – Historical Context**

4. The Australian Government at the time considered Australia's participation in the military occupation of Japan as vital to its national security interests and actively sought to contribute a strong contingent of its forces to BCOF. When the first Australian contingent arrived in Japan in February 1946 on an eighteen month tour of duty, there was a pressing need to consider and resolve the benefits that would be extended for BCOF service. The issue of benefits was given careful consideration – especially as Australia's BCOF contribution was to be drawn voluntarily from a war-weary nation where recruitment challenges were not insignificant. It was in the context of these circumstances that the Government of the day considered the Repatriation benefits for members of the Occupation and Interim Forces.

**Government Policy at the Time**

5. The key to the policy applied to BCOF Repatriation benefits is encapsulated in a decisive press release by the Prime Minister of the day (the Hon. J.B. Chifley) on 13 February 1946; in effect a public pledge which sits at the core of the BCOF submission. The statement reads:

'Members of the Interim Forces who enlisted before the legally determined date of the end of the war would be entitled to full benefits under the Repatriation Act and the Re-establishment and Employment Act. Personnel involved would include members of the Occupation Force in Japan'.

Arguably, these public pronouncements were aimed at efficiently and expeditiously raising a sufficient armed force so that Australia could fulfil its responsibilities as an allied power in the demilitarization and democratization of post-war Japan.

6. This intent was confirmed by the Acting Minister for Defence on 28 June 1946. The Hansard quote is as follows:

'Members of the Australian Defence Forces now serving with the British Commonwealth Occupation Force in Japan are entitled to all existing benefits prescribed by the Repatriation Act and the Re-establishment and Employment Act'.

7. The period of full benefits (which included the service pension) was set by Government in May 1947 as the period 3 September 1939 to 30 June 1947. The decision, to extend full benefits for service up to and including 30 June 1947, was taken at a time when BCOF was the only significant deployment of Australian Forces outside Australia.

8. There were many options open to Government to restrict Repatriation benefits had they intended to do so. For example:

- a. the extension of WWI benefits to WWII could have had a cut-off date of either 3 September 1945 (date of Japanese surrender) or 29 October 1945 (cessation of hostilities); or
- b. the extended benefits could have excluded Division 5 (service pension) benefits for service after 2 September 1945 or 29 October 1945 rather than the chosen date of 30 June 1947.

9. None of these options were chosen suggesting that the Government's intention was to admit to full eligibility those personnel who served overseas with BCOF in Japan prior to 1 July 1947.

10. There is clear evidence of the Government's intention to provide entitlement to full benefits for BCOF however, no evidence has been located either by Defence or DVA that states the Government's intention was that BCOF not be eligible for the service pension. Had the Government intended that BCOF not be eligible for the service pension Defence believes this would have been made clear at that time. It should be noted that in *The Repatriation (Far East Strategic Reserve) Act 1956*, and also initially in *the Repatriation (Special Overseas Service) Act 1962*, the service pension under Division 5 in Part III was not included because the levels of danger in operations after WWII were not deemed to be sufficiently high to attract the service pension. In contrast to the BCOF example, therefore questions of eligibility were forthrightly and explicitly addressed.

### **Opposing Views**

11. Opposition to the BCOF veterans' case rests on narrowly framed legalistic arguments. It is argued that references to 'full repatriation benefits' merely indicated 'full benefits under the Act for which eligibility criteria are met'. It is further argued that being entitled to benefits under an Act does not automatically translate into eligibility if there are specific criteria that apply. This means that members of BCOF, while entitled to "full benefits" under the Act including the service pension, still had to meet the criteria of having served in a theatre of war. According to this prescriptive interpretation therefore, all individuals have to prove that they incurred danger from enemy forces on a case-by-case basis. In short, eligibility for entitlements must derive from verifiable incurred danger.

12. A further argument asserts that Japan was not deemed to be a theatre of war by the Repatriation Commission. Therefore BCOF personnel did not serve in a theatre of war, disqualifying them from any service pension eligibility.

13. Defence refutes both these claims. The language used by the Prime Minister in his press release could be construed reasonably, as argued by the BCOF claimants, as 'full benefits' meaning the same benefits as those extended to personnel serving outside Australia or overseas between 1939 and 1945. If it was not intended that BCOF personnel be admitted to eligibility for the service pension, Defence is of the view that the Government would have made this clear to the BCOF contingent.

14. Australia's contingent served under General Douglas MacArthur and, for the United States at the time of the BCOF deployment, the Pacific Theatre was still active and clearly included Japan. At the earliest, cessation of hostilities with Japan were not officially declared by President Truman until 31 December 1946, while there is a valid argument that the United States of America and Australia were still at war with Japan until the signing of the Peace Treaty on 8 September 1951. It is reasonable to assume therefore, that Japan was still a American Theatre of War until the December 1946 presidential proclamation. In any event, theatres of war are normally declared by Governments on the advice of the Service Chiefs and not Departments tasked with the administration of benefits.

15. It should also be noted that the term 'theatre of war' is not defined in the Repatriation Act. Defence believes that a theatre of war was intended to describe, in a general sense, an area(s) in which military operations were taking place. In 1950, the notion of an area of operations (AO) was formalised in legislation and AOs were declared on the basis of advice from Defence.

### **Repatriation Legislation**

16. Defence understands that the legislation in force for the period in question was the *Repatriation Act 1920 - 1950*. The Government's approach to the provision of benefits for members of the Forces involved in WWII was in general terms to extend the provisions which applied in WWI to those involved in WWII.

17. In 1940, Part III of the *Repatriation Act*, which deals specifically with the subject of pensions including the service pension, was extended to members of the Forces serving in the 'current war' defined as the war which commenced on 3 September 1939. At the time of the extension no end date was proposed; the concept was that the extension would apply for the duration of the current war.



18. There was no concept of a 'period of hostilities' in the *Repatriation Act*. This concept appears to have been introduced with the enactment of the *Veterans' Entitlement Act* in 1986. As a result, there was no end date for WWII service until the treaty of peace with Japan on 20 March 1952. However, in considering CABSUB 1241C, Cabinet, in May 1947, established a cut-off date of 30 June 1947 for full benefits for those who enlisted prior to that date.

19. The *Repatriation Act* was amended in 1950 by the Menzies Government to reflect this decision. In making this decision in May 1947, in full knowledge of what BCOF had endured during its 15 months as an occupation force, Defence believes the Government was acknowledging the hazards and hardships associated with the disbanding and disarming of the 6.5 million strong Japanese military organisation.

### **Incurred Danger**

20. Close scrutiny of the extent to which individuals (on a case by case basis) incurred danger from hostile forces of the enemy appears to have originated when the issues were examined by the Courts and Tribunals in the mid 1980s. Moreover, most of the contested cases appear to be in the context of service in the Australasian Theatre where the criteria were applied more stringently than for service overseas. The following judgements summarise the decisions in key areas of the debate:

- a. The Federal Court determined that, in the context of the so called 'incurred danger test', the amount of danger need only be more than a mere fanciful danger.
- b. It is clear from the decisions of the courts that deployed forces need only be exposed to the chance or possibility of mental and/or physical harm to meet the provisions of the legislation.
- c. Justice Toose, in his Report in 1975, stated that '...for the purposes of administering service pension, the expression "when danger from hostile forces of the enemy was incurred" in the definition has been interpreted by the Commission to mean that a member must have incurred the possibility of danger. This is a more liberal interpretation than one which requires actual exposure to danger...' (see General Orders Pensions, Volume 1, Appendix 7 and Volume 2, Part 27/3 as published by the Repatriation Commission)
- d. The length of time that danger need be incurred is as little as a single shot or as long as a campaign.
- e. According to Justice Clarke the danger need not be imminent.
- f. The AAT found (re Rapp and the Commission 1995) that the occurrence of some hostile incident was not an essential ingredient of the expression 'incurred danger'.

21. It is clear that deployed forces need only be exposed to the possibility of danger and that the amount of danger need only be more than a mere fanciful danger. Defence is of the view that at the time of their deployment to Japan in February 1946, the general situation facing the Australian contingent of BCOF clearly satisfies the criteria.

22. The opposing view, with the benefit of hindsight, argues that '...while it is true that BCOF troops were warned that they may face the possibility of armed resistance or insurgency before they arrived in Japan, it is also the case that intelligence analysis conducted soon after

their arrival indicated that it was highly unlikely based on the conditions then current in Japan. One such report produced by the British-Indian contingent as early as May 1946 (three months after BCOF arrived in Japan) concluded that 'there is no reason to expect vigorous co-ordinated Japanese action against the occupational forces for some time...' It should be noted of course that "vigorous coordinated Japanese action" is well and truly above that needed to meet the test of a *possibility* of incurring something more than a *mere fanciful danger*.

23. Justice Clarke's conclusions on the matter of threat to BCOF are instructive. He states that the role of BCOF, in the early stages, was to enforce the peace and that the use of force to do so was authorised. At the time of deployment, there was some uncertainty about possible Japanese actions in the face of being occupied by foreign forces for the first time in their history. It was in this context that planners structured BCOF to enable it to engage in conventional combat operations against an armed adversary. Therefore, if Defence were to undertake a prospective assessment of the nature of service for a similar operation today, such service would be declared warlike on the basis that:

- a. the role of BCOF was to enforce the terms of the surrender of the enemy and to 'play [its] part in winning the peace ... in an area stiff with armaments, coastal defences, ammunition works, naval workshops' (Bates 1993, p. 66);
- b. there was a reasonable expectation before deployment that BCOF would encounter military insurrection and/or civil disturbance; and
- c. the application of force was authorised to enforce the peace and, as a consequence, there was an expectation of casualties.

24. Although Defence does not support the application of the contemporary test for warlike service to events of the past, Justice Clarke's observations nonetheless make an important contribution to this debate.

#### **Differentiation between Service within Australia and Overseas Service**

25. Those serving on overseas service during time of war have always been treated differently to those who served entirely within Australia. This is illustrated in the statement by Senator Collett in his statement in 1940 when (as Minister in charge of War Service Homes) in introducing the Australian Soldiers Repatriation Bill which extended WWI benefits to service in the 1939 War. The statement reads:

'...shortly put, it is proposed to pension all troops who embark for overseas on one basis and all those who serve entirely in Australia on another basis...'

Although the comment was made in respect of disability pensions, it is never-the-less indicative of the way Government sought to differentiate between service overseas and service within Australia.

26. It is also evidenced in the Repatriation Commission's Circular Letter 386 of 17 Dec 46 which deemed all members of the forces who served outside Australia (by a distance of three miles) between 3 September 1939 and 2 September 1945 – regardless of what they were doing or where they were located – as having met the criteria set out in the definition of served in a theatre of war. Those who served within Australia were subject to stringent testing to determine the extent to which they incurred danger from hostile forces of the enemy on a case-by-case basis.

27. Defence does not believe that it was the intention of the Government (as distinct from the Repatriation Commission) that members of the forces who serve in occupation of a foreign country with whom Australia was at war during the period of 'full benefits' were to be individually tested against the criteria within the definition of served in a theatre of war. The claim that the Government of the day intended that all 17,000 personnel who served with BCOF prior to 1 July 1947 were to be tested individually to determine who did, or did not, incur the possibility of something more than a mere fanciful danger whilst serving as an occupying force in an enemy nation is considered by Defence to be highly unlikely. Individually testing 17,000 personnel is also largely impractical. Consider the case in which Australian members of BCOF whilst travelling on a troop transport train through the city of Fukushima in Hiroshima prefecture (110km NE of central Hiroshima City) on June 6, 1946 were reportedly fired on by unknown attackers. If individual testing on a case-by-case basis was implemented, it would be necessary to determine if the occupants of the train compartment struck by the rounds were to be the only personnel found to have incurred the possibility of something more than a mere fanciful danger; or should that be extended to the carriage or all the carriages attached to the train; or even all trains using that line between certain dates? It is again highly unlikely that such measures were contemplated by Government in deciding on the most appropriate benefits for BCOF service.

#### **Repatriation Commission Policy at the Time**

28. It has also been argued that Repatriation Commission Circular Letter 386 of 7 December 1946 included an end date for automatic eligibility of 2 September 1945 and all cases falling outside the guidelines of the circular were to be dealt with on a case-by-case basis. It has been argued further that BCOF personnel would have been either expressly mentioned if the BCOF personnel were to be considered to be 'serving in a theatre of war'.

29. Defence views this document in a different light. To put this document into perspective it should be noted that:

- a. It was issued ten months after BCOF deployed.
- b. It included, on a presumptive basis, an end date of 2 September 1945 for automatic eligibility for all members of the forces serving outside Australia regardless of where they were or what they were doing.
- c. It repealed Appendix 24 to General Orders Pensions dated 1 July 45 which included the list of places (mainly outside Australia) deemed by the Repatriation Commission to be theatres of war for purposes of the Repatriation Act.
- d. In its place, it deemed all personnel serving outside Australia a distance of 3 miles or more from the coast between 3 September 1939 and September 1945 to have served in a theatre of war; it then defined Australia in some detail in a series of notes.
- e. It stated that all cases falling outside the guidelines (for service within Australia) were to be dealt with on a case-by-case basis. It does not state or infer that personnel serving outside Australia were to be dealt with on a case-by-case basis.
- f. BCOF personnel were not expressly mentioned in the letter as it was clear that CABSUB 1241C dealing with their benefits was under active development at the time and to make reference to BCOF before their conditions of service had been approved formally by Government would have been inappropriate.

30. Based on legal opinion and consultation with the Government, Circular Letter 386 of 17 Dec 1946 noted that "A member shall be deemed to have served in theatre of war if he served outside the territorial waters, or outside a limit of 3 miles from the coast" during a defined period of hostilities. It can be viewed as a major adjustment to established policy in that this letter clearly delineated and geographically defined overseas 'theatres of war' within which Australian veterans would become automatically eligible for qualifying service. It also suggests the approach at the time was not to consider and apply the so called 'incurred danger test' to those serving overseas on operations involving an enemy on a case-by-case basis. The incurred danger test was therefore, reserved for those personnel serving in the Australasian Theatre.

31. Apart from the Repatriation Commission's input to CABSUB 1241C in the period leading up to its consideration in May 1947, the Commission appears silent on BCOF eligibility issues – and this silence goes to the heart of the anomaly. It could be argued that the Prime Minister's intent in his statement of 13 February 1946 was not facilitated by those responsible for the administration of the Government directive.

#### **Precedents**

32. Parallels have been drawn between service in Korea post-Armistice Korea and service in Japan following the cessation of hostilities. It should be noted that Korean veterans who served after the Armistice was signed were given eligibility for the service pension (qualifying service) for their service in the three years following the signing of the Armistice.

33. On this issue, the Clarke Committee (in paragraph 14.32 of its Report) expresses the view that the retention of repatriation benefits after the Armistice was based on political, not operational considerations. Clarke noted that the Cabinet delayed the withdrawal of special benefits for service in Korea because there was concern that withdrawal of these benefits would amount to a breach of contract. A large number of Army personnel had been enlisted specifically for service in Korea and the conditions under which they enlisted included benefits (such as repatriation benefits, income tax exemptions and operational deferred pay) that were not available for other service in the regular Army. He also noted that Canada had experienced difficulties in finding replacements for Korea following its decision to withdraw special benefits for service after the Armistice.

34. Clarke concluded that the end date for operational and qualifying service in Korea appears to have been based largely on concerns about the effect that a withdrawal of entitlements would have on the ability to maintain a presence in Korea, rather than on the nature of the service rendered. There are clear parallels between the rationale used to provide full benefits to Australian forces deployed in Korea in mid 1953 and the circumstances surrounding the award of benefits to BCOF members as shown in Cabinet Submission 1241C in May 1947.

35. It is also worth noting that a person who was awarded the Navy General Service Medal with Clasp 'Mine Sweeping' for the period 1945 – 51 has qualifying service. This is given in recognition of the dangers involved in cleaning up Japanese munitions in the Pacific Theatre for six years after the war. It seems inequitable that those BCOF veterans responsible for cleaning up thousands of tonnes of Japanese munitions (including mines, depth charges and explosives) and disposing of chemical weapons within Japan for a period of 18 months are not recognised in the same way.

#### **Psychological Contract**

36. The relationship between members of the Forces and their senior uniformed leaders and political masters has long been underpinned by a psychological contract - which must be based on mutual trust.

37. A psychological contract represents the mutual beliefs, perceptions, and informal obligations between an employer and an employee. The psychological contract in the military context can be defined as '...the stated and implied set of expectations, obligations, and understandings which defines the essence of the employment relationship between service men and women and those empowered by legislation to send them into harm's way in defence of the nation and its security interests...'.

38. The psychological contract is not a legal document, but it is, none the less, real in the minds of the affected members. It is a broader concept than an employment agreement or contract, and includes both what has been written, said and observed. It comprises both tangibles (e.g., pay) and intangibles (e.g., support, training, advancement) and is a powerful determinant of employee behaviour. Thus, if the Prime Minister makes a statement that '...members of the Occupation Force in Japan who enlisted before the legally determined date of the end of the war would be entitled to full benefits under the *Repatriation Act* and the *Re-establishment and Employment Act...*' the target audience of that statement are entitled to believe that they would be eligible for all the benefits for overseas service including the service pension. The trust which forms the core of the psychological contract leads members of the Forces to believe that the promise will be kept. The perceived breach of the trust underpinning the contract in this case, has resulted in lingering and undiminished resentment over a period of more than sixty years.

### Summary

39. Defence believes that there is a clear and substantial body of evidence that strongly suggests that it was the Government's intention that BCOF veterans be both entitled to and eligible for all the benefits under the Repatriation Act including the service pension. In contrast, research by Defence and DVA has failed to discover any evidence to the contrary or any suggestion that the Government's intention was that BCOF veterans not be eligible for the service pension. Had the Government intended that BCOF veterans not be eligible for the service pension Defence believes this would have been made clear to those affected at the time.

40. To meet the criteria within the term 'served in a theatre of war', it is clear that deployed forces need only be exposed to the *possibility* of danger and that the amount of danger need *only be more than a mere fanciful danger*. Defence is of the view that at the time of their deployment to Japan in February 1946, the general situation facing the Australian contingent of BCOF clearly satisfies the criteria and this is supported by the findings of the Clarke Review. The Prime Minister's statement on 31 January 1946 that "BCOF may be called upon to conduct military operations outside its normally allocated area" (i.e. operations in support of allied occupying forces if needed) lends credibility to the argument that armed force and consequent danger was considered at least to be a possibility.

41. Defence rejects the notion that the Government intended that to meet the criteria of having served in a theatre of war, all BCOF veterans (approximately 17,000) would have to prove, on a case-by-case basis, that they incurred the possibility of only more than a mere fanciful danger from Japanese forces.

42. Justice Clarke in his 2003 Report concluded that the role of BCOF, in the early stages, was to enforce the peace and that the use of force to do so was authorised and, at the time of deployment, there was some uncertainty about possible Japanese actions. Therefore, if Defence

were to undertake a prospective assessment of the nature of service for a similar operation today, such service would be declared warlike.

43. There are two precedents for the granting of service pension eligibility to BCOF veterans. Korean veterans were given eligibility for the service pension (qualifying service) for their service for the three years from 1953 to 1956 following the signing of the Armistice. In addition, a person who was awarded the Navy GSM with Clasp 'Mine Sweeping' for the period 1945 – 51 has qualifying service in recognition of the dangers involved in cleaning up Japanese munitions in the Pacific Theatre. Defence believes that in light of BCOF being primary responsible for disposing of Japanese munitions and war materiel across five prefectures while occupying Japan, BCOF veterans should be entitled to similar recognition.

44. Defence believes that a 'psychological contract' (based on trust) exists between members of the forces and their political leaders and this entitles veterans to believe that promises made by Government – and especially the Prime Minister – in respect of their benefits will be honoured. The perceived breach of trust in this case, has resulted in lingering and undiminished resentment within the BCOF community of veterans for more than sixty years.

### **Conclusion**

45. Arguments against the BCOF requests are narrowly focused on the fine print in Repatriation law, in particular the notion "served in a theatre of war". Defence believes that the final decision should be a Ministerial decision that takes into account the broader military, social and political context, as well as the overarching spirit of the legislation, and therefore, should not be determined on a strictly legal basis. This is particularly relevant in respect of the term "served in a theatre of war" being described even at its inception in 1935 as 'not easy of definition' (Senator A. J. McLachlan).

46. In reviewing BCOF service in Japan to 30 June 1947, Defence took into account the legislation and policy extant at the time together with the military, political and social context in which BCOF service was performed. Although Defence does not support the application of the contemporary test for warlike service to this particular period, the threat faced by BCOF at the time of their deployment is reasonably described in Justice Clarke's Report and is considered by Defence to be sufficient to satisfy the criteria within the definition of 'served in a theatre of war'.

### **Recommendation**

47. It is recommended that the recommendation made by Justice Clarke be upheld and that BCOF personnel who served in Japan up to and including 30 June 1947 be admitted to qualifying service eligibility without any further delay.

**Senate Standing Committee on Foreign Affairs, Defence and Trade**  
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**Answers to questions on notice from Department of Veterans' Affairs**

**Question 49 and 50**

**Outcome 1: Program 1.6**

**Topic: BCOF Services**

(Written Question on Notice)

**Senator RONALDSON asked:**

1. How many remaining BCOF veterans and ex-service people are alive and how many would be eligible for repatriation benefits to be paid as per Justice Clarke's 2003 recommendations to Government on this matter?
2. What is the cost of accepting Justice Clarke's recommendations to extend Qualifying and Operational service coverage to BCOF veterans?

**Answer**

1. Based on estimated numbers who served with BCOF and using standard mortality assumptions, around 2,900 former BCOF members may be alive today.

Of this number, around 1,450 are estimated not to have rendered qualifying service under the *Veterans' Entitlements Act 1986*, this being the type of service that provides Gold Card at age 70 and service pension at age 60. Qualifying service for the remaining members would have been rendered in other conflicts, such as the Second World War, the Korean War or the Malayan Emergency.

It is estimated that around 800 of these individuals who have not rendered qualifying service already have a Gold Card due to their level of disability, leaving approximately 650 former members of BCOF who do have a Gold Card. These estimates are as at 1 July 2011.

2. Service with BCOF until 30 June 1951 is already classified as operational service under the *Veterans' Entitlements Act 1986* (VEA). Justice Clarke recommended that service with BCOF be declared warlike from 21 February 1946 to 30 June 1947.

Warlike service is a form of qualifying service under the VEA and provides Gold Card at age 70 and service pension at age 60.

The existing classification of BCOF as operational service already allows individuals to receive disability pension in relation to accepted conditions and, where their level of accepted disability is assessed at 100% or more, a Gold Card is provided.

The cost of classifying BCOF as warlike (qualifying) service is estimated at \$36.3m over four years from 1 July 2012.

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**Answers to questions on notice from Department of Veterans' Affairs**

**Question 51**

**Outcome 2: Program 2.4**

**Topic: Relationships Australia Queensland – Families Helpline – Trained staff**  
(FADT Hansard Proof 19 October 2011, p 102)

**Senator RONALDSON asked:**

**Senator RONALDSON**—How many staff have been trained to provide the assistance, do you know?

**Ms Yapp**—No, I do not. I would need to take that on notice.

**Answer**

As at 31 October 2011 five helpline operators have completed training and been assessed by Relationships Australia senior clinical trainers as competent and confident to answer helpline calls, make accurate assessments and provide callers with relevant information and referrals.

A further 17 staff have commenced training and at least some of these will be formally assessed as to their capability and readiness to answer "live" helpline calls by the end of November 2011.



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**Answers to questions on notice from Department of Veterans' Affairs**

**Question 52**

**Outcome 2: Program 2.4**

**Topic: Relationships Australia Queensland – Families Helpline – Notification of Service**  
(FADT Hansard Proof 19 October 2011, p 103)

**Senator RONALDSON asked:**

**Senator RONALDSON**—Have veterans and ex-service people in the Brisbane-Ipswich area been notified of the service?

**Ms Yapp**—Relationships Australia Queensland have developed information, so they have released press releases and there have been notices appearing in the press. They have also done emails in order to alert people to it. They will continue to monitor that and the rate of calls, and do further promotions if that is required.

**Senator RONALDSON**—Will you take on notice the endeavours that have been made to interact with the community?

**Ms Yapp**—Certainly.

**Answer**

Relationships Australia Queensland (RAQ) has developed a media kit that contains background information about the helpline and a media release. The kit was distributed to local print and radio media with articles appearing in the following newspapers:

- 31/08/11 - Ipswich News (Brisbane circulation 41,727)
- 07/09/11 - Northside Chronicle (Brisbane circulation 63,294)
- 07/09/11 - Pine Rivers Express (Brisbane circulation 36,012)
- 20/09/11, 28/09/11 - Queensland Times (Ipswich circulation 10,529)
- 28/09/11 - North West News (Brisbane circulation 43,085)
- 28/09/11 - Logan West Leader - (Brisbane circulation 30,887)

RAQ has also developed an extensive local database of organisations that can promote and refer family and friends of veterans to the helpline. These include ex-service organisations, clubs, nursing homes, doctors surgeries and local businesses. Organisations in this database have received marketing material, including posters and brochures, to help notify veterans and ex-service people and their family members of the helpline.

Promotional material on the Veterans' Families Helpline was displayed at two 'Veterans Health Week' events held in the Brisbane-Ipswich area in October 2011.

An ongoing marketing strategy is underway to continue to increase the awareness of the helpline amongst the local community.

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Answers to questions on notice from Department of Veterans' Affairs**

**Question 53**

**Outcome 2: Program 2**

**Topic: Number of Gold Card Holders on CVC Program**

(FADT Hansard Proof 19 October 2011, p 113)

**Senator RONALDSON asked:**

**Senator RONALDSON**—Doctor, can you supply on notice please the number of veterans who were on this program as at 14 September this year?

**Answer**

1,569 veterans and war widows were on Coordinated Veterans' Care as at 14 September 2011.

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**Question 54**

**Outcome 3: Program 3.1**

**Topic: Grants**

(Written Question on Notice)

**Senator RONALDSON asked:**

On 7 October the Minister tabled a list of discretionary grants in the Senate. There are six projects listed under 'Major Commemorative Grants', of which three have been identified.

What did Arcimedia Pty Ltd, the Australian War Memorial and Historic Houses Trust of NSW receive funding of \$15,000, \$20,000 and \$65,000 (respectively) for under this programme?

**Answer**

Arcimedia Pty Ltd received \$15,000 to assist with the preliminary filming and research towards production of a one-hour documentary and iPad application about the 1941 Battle of Crete.

Australian War Memorial received \$20,000 to assist with costs associated with the development, organisation and administration of a two day history conference on 6 and 7 October 2011 titled *Korea: in from the cold* to mark the 60th anniversary of the Korean War.

Historic House Trust received \$65,000 to assist with costs towards the Historic Houses Trust of NSW exhibition titled *Home front: wartime Sydney 1939-1945* to be held at the Museum of Sydney from 31 March 2012 to 9 September 2012.

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**Answers to questions on notice from Department of Veterans' Affairs**

**Question 55**

**Outcome 3: Program 3.1**

**Topic: Commemorations – Grave Maintenance**

(Written Question on Notice)

**Senator RONALDSON asked:**

On 29 August 2011 Minister Snowden announced a new programme to maintain the graves of VC recipients and other recipients of bravery honours.

- a) How does this programme differ from any old maintenance programmes which may or may not have existed?
- b) Since the announcement, how many graves have been identified as requiring repair?
- c) How much money has been committed to this initiative and where is the funding coming from?

**Answers**

- a) This new program covers the private graves of Victoria Cross (VC) recipients where families have opted for official commemoration in a Garden of Remembrance, or where burial predated the 1960 decision to provide official commemoration to VC recipients. The program also covers the private graves of Australian VC recipients which are located overseas, the graves of Australian George Cross recipients as well as the graves of 18 British and one New Zealand VC recipient who are buried in Australia. None of these latter recipients are entitled via the program of official commemoration.
- b) The program of assessment is currently underway.
- c) The Department has allocated \$347,000 over two years to this project. The cost has been absorbed within the Department's existing budget.

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**Answers to questions on notice from Department of Veterans' Affairs**

**Question 56**

**Outcome 3: Program 3.1**

**Topic: Kokoda Memorial Wall and Walk**

(Written Question on Notice)

**Senator RONALDSON asked:**

In preparing a brief to the Minister about the listing of the Kokoda Memorial Wall and Walk as a Military Memorial of National Significance, did the Department consult third parties in the preparation of the brief? Further, did a member of the Department's commemorative unit visit the Memorial?

**Answer**

No, the Department did not consult any third party in the preparation of the brief.

No member of the Department's staff visited the memorial.

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**Answers to questions on notice from Department of Veterans' Affairs**

**Question 57**

**Outcome 3: Program 3.1**

**Topic:- Commemorative Memorials**

(Written Question on Notice)

**Senator RONALDSON asked:**

What benchmark is used to determine a Memorial's "scale, design and standard appropriate for a memorial of nationally significant status" when considering listing as a Military Memorial of National Significance?

**Answer**

The *Military Memorials of National Significance Act 2008* (the Act) which can be found at [www.comlaw.gov.au](http://www.comlaw.gov.au) provides for memorials that are not located in the Australian Capital Territory and meet the ten criteria to be declared a military memorial of national significance.

To date, the only memorials to be declared memorials of national significance under the Act are the Shrine of Remembrance in Melbourne, the Australian Ex-Prisoners of War Memorial in Ballarat, and the HMAS *Sydney II* Memorial in Geraldton.

These three memorials are of an exceptionally high standard with unique features and have set the benchmark against which other applications have been judged in relation to the criterion: *the memorial is of a scale, design and standard appropriate for a memorial of nationally significant status, and is appropriately dignified and symbolic.*

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**Answers to questions on notice from Australian War Memorial**

**Question 58**

**Outcome 1: Program 1**

**Topic: AWM – Staffing**

(Written Question on Notice)

**Senator EGGLESTON asked:**

1. How many permanent staff recruited this FYTD?
2. What classification are these staff?
3. How many temporary positions exist or have been created this FYTD?
4. This FYTD, how many employees have been employed on contract and what is the average length of their employment period?

**Answer**

1. 4.
2. See table below.

Level	Number Employed
APS 1	0
APS2	1
APS3	0
APS4	0
APS5	0
APS6	1
AWM BB3	1
EL1	1
EL2	0

3. 65 exist and no new ones have been created.
4. 16 new non-ongoing staff, with an average length of 34.01 weeks.

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**Answers to questions on notice from Australian War Memorial**

**Question 59**

**Outcome 1: Program 1**

**Topic: AWM – Staffing**

(Written Question on Notice)

**Senator EGGLESTON asked:**

1. How many permanent staff recruited for the year 2010-11?
2. What classification are these staff?
3. How many temporary positions exist or have been created for the year 2010-11?
4. For the year 2010-11, how many employees have been employed on contract and what is the average length of their employment period?

**Answer**

1. 6.
2. See table below.

Level	Number Employed
APS 1	0
APS2	0
APS3	3
APS4	0
APS5	0
APS6	2
AWM BB3	0
EL1	1
EL2	0

3. 70 exist and 1 new one created.
4. 57 new non-ongoing staff, with an average length of 21.75 weeks.



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Answers to questions on notice from Australian War Memorial**

**Question 60**

**Outcome 1: Program 1**

**Topic: AWM – Staffing**

(Written Question on Notice)

**Senator EGGLESTON asked:**

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.

If there are plans for staff reductions, please give the reason why these are happening.

**Answer**

No.

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**Answers to questions on notice from Australian War Memorial**

**Question 61**

**Outcome 1: Program 1**

**Topic: AWM – Efficiency Dividend**

(Written Question on Notice)

**Senator EGGLESTON asked:**

1. How has the efficiency dividend been implemented?
2. Please list where and what spending has been reduced to meet the efficiency dividend.

**Answer**

1. The Efficiency Dividend has been implemented across the Memorial's operating and capital budgets, in accordance with the Budget Operational Rules issued by Department of Finance and Deregulation.
2. No programs have been reduced in 2011-12 as base funding was increased in the budget.

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Answers to questions on notice from Australian War Memorial**

**Question 62**

**Outcome 1: Program 1**

**Topic: AWM – Government advertising**  
(Written Question on Notice)

**Senator EGGLESTON asked:**

1. What advertising – Campaign and Non-Campaign – did the Department/Agency undertaken in 2011-12? Provide details of each advertising, including the program the advertising was for, the total spend and the business that provided the advertising services
2. Did the Department of Finance and Deregulation provide any advice about the advertising? Provide details of each advertising item.
3. Did the Advertising comply with the Guidelines on Information and Advertising Campaigns by Australian Government Departments and Agencies (March 2010)? Provide the details for each advertising item.
4. Provide details for any other communications program, including details of the program, the total spend and the business that provided the communication services.
5. What advertising – Campaign and Non-Campaign – and other communications programs is the Department/Agency undertaking, or are planning to undertake?

**Answer**

1. The Australian War Memorial has undertaken the following advertising (non-campaign) for the financial year 2011-12 as at 30 September 2011.

Vendor Name	Description/Program	Doc. date	Amount
Canongate Partners	June 2011 – Advert in Highlife Magazine for Tobruk exhibition	05/07/2011	1,777.50
Lear Marketing Pty Ltd	June 2011 - Advert in tourist map of Canberra and district	21/07/2011	1,400.00
Royal College of Nurses	July 2011 - Advert in Royal College of Nurses publication for Nurses exhibition	21/07/2011	1,818.18
Touring Australia	Mar 2011 - Advert in Touring Australia Magazine for Tobruk exhibition (winter/spring edition)	21/07/2011	904.55
Independent Media Group	June 2011 - Adverts in Royal Military College Commemorative Centennial Magazine (special edition)	25/07/2011	1,454.55
OutinCanberra	June 2011 - Advert in OutinCanberra - online outlet promoting Canberra events	25/07/2011	270.00
Australian Traveller	July 2011 - Advert in Australian Traveller magazine	23/08/2011	2,578.00
Capital Magazine	August 2011 - Advert in Capital Magazine for Tobruk exhibition	23/08/2011	1,890.00
Inklab	August 2011 - Flier for Wagga Wagga Shopping Centre Promotion	29/08/2011	785.00
Your Times	August 2011 - Advert in Your Times (Bowral) for Big Things In Store	29/08/2011	748.00
ACT Economic Develop	August 2011 - Advert in ACT Tourism's Spring 2011 Supplement	06/09/2011	1,818.18
Big Impact Advertising	August 2011 - Mobile and digital screen advertising for <i>Big Things In Store</i>	06/09/2011	1,683.00
Canongate Partners	August 2011 - Advert in Highlife Magazine for Tobruk exhibition	06/09/2011	1,800.00

GREY Advertising Canberra	August 2011 - Advert in Baby Boomer Magazine for Tobruk exhibition (preparation and dispatch costs)	06/09/2011	250.00
GREY Advertising Canberra	August 2011 - Advert in Youth Hostels of Australia Magazine (preparation and dispatch costs)	06/09/2011	250.00
GREY Advertising Canberra	August 2011 - Advert in 2012 ACT HOLIDAY PLANNER (preparation and dispatch costs)	06/09/2011	250.00
GREY Advertising Canberra	August 2011 - Australian Traveller Magazine for Tobruk exhibition (preparation and dispatch costs)	06/09/2011	250.00
GREY Advertising Canberra	August 2011 - Advert in Kanga Cup COO-EE Magazine (preparation and dispatch costs)	06/09/2011	250.00
Venom Signs	August 2011 - Roadside signage for <i>Big Things In Store</i>	06/09/2011	1,900.00
ACT Economic Development	August 2011 - Internal signage in Canberra Visitor and Information Centre	27/09/2011	7,454.55
Aussie Kids Publication	August 2011 - Advert in Aussie Kids Magazine (September edition)	27/09/2011	389.09
GTR Publishing	June 2011 - Advert in the Inaugural Edition of Last Post Magazine	27/09/2011	1,000.00
Statewide Publishing	August 2011 - Advert in Ambulance Magazine (December edition) for Nurses exhibition	27/09/2011	576.37
Your Times	September 2011 - Advert in Your Times for <i>Big Things In Store</i>	27/09/2011	748.00
Canberra Times	September 2011 - Advert in See Canberra (Spring edition)	28/09/2011	2,822.73
City News	September 2011 - Advert in City News for <i>Big Things In Store</i> (September 8 edition)	28/09/2011	454.55
City News	September 2011 - Advertorial in City News for <i>Big Things In Store</i> (15 September edition, front page )	28/09/2011	784.10
City News	September 2011 - Advertorial in City News for <i>Big Things In Store</i> (8 September edition, p.2)	28/09/2011	1,363.64
City News	September 2011 - Advertorial in City News for <i>Big Things In Store</i> (8 September edition, p.3)	28/09/2011	1,363.64
Endless Summer	August 2011 - Advert in (QANTAS) Spirit of Regional Australia for Tobruk exhibition	28/09/2011	1,600.00
Holidays Happenings	September 2011 - Advert in Holiday Happenings School Holiday magazine (Spring edition)	28/09/2011	972.72
		<b>Total</b>	<b>41,606.35</b>

2. No.
3. The Memorial is a statutory body under the Commonwealth Authorities and Companies legislation and is not required to comply with the Guidelines on Information and Advertising Campaigns by Australian Government Departments and Agencies, even though the Memorial is aware of their existence.
4. Information relating to the costs of other communications programs is publically available in the Australian War Memorial's 2010-2011 Annual Report (Part 6 – 3B pg 68).
5. The Australian War Memorial is currently not undertaking any advertising (campaign or non-campaign). The Memorial is planning to undertake (non-campaign) advertising and communication programs for our latest exhibition *Nurses: from Zululand to Afghanistan*, ANZAC Day 2012 and general tourism advertising.

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**Question 63**

**Outcome 1: Program 1**

**Topic: AWM – Hospitality and entertainment**

(Written Question on Notice)

**Senator EGGLESTON asked:**

1. What is the Department/Agency's hospitality spend for the year 2010-11? Detail date, location, purpose and cost of all events.
2. For each Minister and Parliamentary Secretary office, please detail total hospitality spend for the year 2010-11. Detail date, location, purpose and cost of each event.
3. What is the Department's entertainment spend for the year 2010-11? Detail date, location, purpose and cost of all events.
4. For each Minister and Parliamentary Secretary office, please detail total entertainment spend for the year 2010-11. Detail date, location, purpose and cost of each event.
5. What hospitality spend is the Department/Agency's planning on spending? Detail date, location, purpose and cost of all events.
6. For each Minister and Parliamentary Secretary office, what hospitality spend is currently being planned for? Detail date, location, purpose and cost of each event.
7. What entertainment spend is the Department/Agency's planning on spending? Detail date, location, purpose and cost of all events.
8. For each Minister and Parliamentary Secretary office, what entertainment spend is currently being planned for? Detail date, location, purpose and cost of each event.

**Answer**

1. The Australian War Memorial (AWM) records hospitality and entertainment costs in a single 'Hospitality' account in the financial management information system, including minor costs of tea and coffee. For the purpose of this query, hospitality expenses are assumed to relate to internal staff, lunches of events and working lunches / light refreshments. More discretionary expenditure to entertain official visitors or similar expenses that are not directly related to day to day AWM operations have been categorised as entertainment expenses.

AWM's hospitality spend for the year 2010-11 is \$42,149.59, as follows:

Date	Location	Purpose	Amount
11.11.10	AWM	Catering for 2010 anniversary oration	\$3,921.45
05.07.10	Terrace Café (AWM)	Afternoon tea for staff from Canberra Visitors Centre	\$425.45
05.07.10	Terrace Café (AWM)	Working lunch for National Collections group	\$131.09
09.08.10-10.08.10	AWM	Catering for Gallipoli conference (recovered through delegates fees)	\$13,090.91
02.09.10	AWM	Catering for the <i>Perspectives</i> Exhibitions Launch	\$2,493.10

Date	Location	Purpose	Amount
10.08.10	AWM	Council lunch 10.08.2010	\$483.64
11.08.10	AWM	Council lunch 11.08.2010	\$308.87
10.11.10	AWM	2010 Roll of Honour Ceremony	\$888.18
11-12.11.10	AWM	Council lunch 11-12.11.2010	\$744.77
30.11.10	Terrace Café (AWM)	Catering for the 2010 <i>Stories of Love and War</i> book launch	\$2,088.18
21.12.11	AWM	Catering for Hall of Valour Launch	\$8,235.91
17.03.11	AWM	Catering for the <i>Rats of Tobruk</i> Exhibition Launch	\$5,061.82
17.04.11	AWM	Catering for <i>Australia and the New World Order</i> book launch event	\$1,022.73
25.04.11	AWM	ANZAC Day volunteers breakfast	\$1,030.23
08.10.10	AWM	Catering for Military Museum Curators Course	\$446.91
15.10.10	AWM	Catering for Military Museum Curators Course	\$402.27
10.11.10	AWM	Finance, Audit and Compliance Committee preparation working lunch	\$29.23
13.12.10	AWM	Working lunch for interview panel - Assistant Director Public Program recruitment process	\$45.14
31.05.11	AWM	Enterprise Content Management project working lunch	\$160.32
Sep-10	AWM	Catering for meeting with Art Section stakeholders/clients	\$91.54
Sep-10	AWM	Catering for meeting with Communication and Marketing Section stakeholders/clients	\$76.78
Sep-10	AWM	Catering for meeting with Collection Services Section stakeholders/clients	\$16.09
Sep-10	AWM	Catering for meeting with Education and Visitor Services Section stakeholders/clients	\$188.90
Nov-10	AWM	Catering for meeting with Building and Services Section stakeholders/clients	\$23.23
Nov-10	AWM	Catering for meeting with Communication and Marketing Section stakeholders/clients	\$102.00
Nov-10	AWM	Catering for meeting with the Director	\$64.54
Nov-10	AWM	Catering for meeting with Education and Visitor Services Section stakeholders/clients	\$13.27
Dec-10	AWM	Catering for meeting with Building and Services Section stakeholders/clients	\$8.36
Dec-10	AWM	Catering for meeting with Communication and Marketing Section stakeholders/clients	\$69.50
Dec-10	AWM	Catering for meeting with Education and Visitor Services Section stakeholders/clients	\$24.18
Jan-11	AWM	Catering for meeting with Building and Services Section stakeholders/clients	\$5.82
Jan-11	AWM	Catering for meeting with Communication and Marketing Section stakeholders/clients	\$30.45
Jan-11	AWM	Catering for meeting with The Director	\$6.23
Feb-11	AWM	Catering for meeting with Art Section stakeholders/clients	\$5.23
Feb-11	AWM	Catering for meeting with Building and Services	\$19.09

Date	Location	Purpose	Amount
		Section stakeholders/clients	
Feb-11	AWM	Catering for meeting with Communication and Marketing Section stakeholders/clients	\$154.28
Feb-11	AWM	Catering for meeting with Education and Visitor Services Section stakeholders/clients	\$27.59
Feb-11	AWM	Catering for meeting with Information and Technology Section stakeholders/clients	\$6.36
Mar-11	AWM	Catering for meeting with Building and Services Section stakeholders/clients	\$21.91
Mar-11	AWM	Catering for meeting with Communication and Marketing Section stakeholders/clients	\$73.64
Mar-11	AWM	Catering for meeting with Executive Section stakeholders/clients	\$11.04
Apr-11	AWM	Catering for meeting with Communication and Marketing Section stakeholders/clients	\$76.36
Apr-11	AWM	Catering for meeting with Collection Services Section stakeholders/clients	\$5.23
Apr-11	AWM	Catering for meeting with Education and Visitor Services Section stakeholders/clients	\$5.82
Apr-11	AWM	Catering for meeting with Exhibitions Section stakeholders/clients	\$11.95
<b>Total</b>			<b>\$42,149.59</b>

2. Nil.

3. Noting the distinction between hospitality and entertainment outlined in question 1 above, the AWM's entertainment spend for the year 2010-11 was \$14,755.77, detailed as follows:

Date	Location	Purpose	Amount
05.08.10	Ottoman Cuisine Restaurant	Gallipoli conference speakers' dinner	\$900.00
01.09.10	AWM	Corporate dinner following the Perspectives Exhibitions Launch	\$1,333.64
24.11.10	Ainslie Football & Social Club	Annual volunteer guides function	\$1,590.91
07.12.10	Terrace Café (AWM)	Annual volunteer guides Christmas function	\$4,898.18
07.10.10	South Australia Museum	Dinner hosted by the Director at the South Australia Museum	\$122.72
10.05.11	AWM	Catering for 2011 AWM Volunteer Awards function	\$1,737.09
09.09.10	Terrace Café (AWM)	Meal hosted by the Director for the Director of the Canadian War Museum	\$20.27
27.04.11	Terrace Café (AWM)	Catering for Florance Foundation visit by Junior Legatees	\$435.27
12.04.11	AWM	Corporate Management Group lunch for Malaysian delegation	\$144.55
10.08.10	The Commonwealth Club	Council dinner 10.08.2010	\$1,132.73

Date	Location	Purpose	Amount
11.11.10	AWM	Council dinner 11.11.2010	\$2,211.14
21.03.11	AWM	Corporate Management Group hosting lunch for Director of Royal Australian Air Force Museum Hendon	\$229.27
<b>Total</b>			<b>\$14,755.77</b>

4. Nil.

5. The Memorial budgets for hospitality and entertainment costs as a single item (including minor costs such as tea/coffee), and at this time it is unpractical to estimate the split between hospitality and entertainment costs according to the definition stated in the response to question 63.

The planned hospitality and entertainment costs for 2011-12 includes minor ad hoc expenditure in response to business requirements at the time, and as such specific dates cannot be provided.

The total budgeted hospitality and entertainment cost for 2011-12 is as follows, and reflects planned expenditure at the beginning of the financial year and is subject to change:

Location	Purpose	Amount
AWM	Catering for the annual history conference (October)	\$12,400
AWM	Catering for functions Collection Services (including Military Museum Curators Course)	\$2,355
AWM	Catering for functions Executive Section	\$3,500
AWM	Catering for functions Management Support National Collection branch *	\$1,000
AWM	Catering for functions Management Support Public Program branch *	\$1,000
AWM	Catering for Roll of Honour Ceremony (November 11)	\$1,000
AWM	Catering for promotional events	\$3,000
AWM	Catering for Volunteer Services functions	\$11,900
AWM	In house conference/ training course catering	\$1,000
AWM	Council lunches/dinners	\$6,000
AWM	Launches and Openings	\$12,000
AWM	Catering for meeting with Art Section stakeholders/clients *	\$400
AWM	Catering for meeting with Building Services Section stakeholders/clients *	\$200
AWM	Catering for meeting with Communication and Marketing Section stakeholders/clients *	\$400
AWM	Catering for meeting with Discovery Zone *	\$300
AWM	Catering for meeting with Exhibitions Section stakeholders/clients *	\$400
AWM	Catering for meeting with Financial Services *	\$200
AWM	Catering for meetings/functions Management Service Corporate Services *	\$750
<b>Total</b>		<b>\$57,805</b>

*\*these represent minor hospitality costs like tea and coffee.*



6. Nil.

7. Nil.

8. N/A.

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**Question 64**

**Outcome 1: Program 1**

**Topic: AWM – Board Appointments**

(Written Question on Notice)

**Senator EGGLESTON asked:**

1. What is the gender ratio on each board and across the portfolio?
2. Detail any board appointments for the year 2010-11.
3. Please detail any board appointments for the FYTD.

**Answer**

1. There are six male and three female members on the Council of the Australian War Memorial. Additionally, there are three male Service chiefs who are *ex officio* members of Council.
2. Appointments to the Council of the Australian War Memorial for 2010-11 included:  
Air Vice-Marshal Julie Hammer AM CSC (Ret'd) – appointed 7 April 2011  
Ms Jane McAloon – appointed 7 April 2011  
Mr Kerry Stokes AC – re-appointed 7 April 2011  
Ms Wendy Sharpe – re-appointed 30 June 2011  
Mr Kevin Woods CSC OAM – appointed 30 June 2011  
  
*Ex Officio* appointments:  
Vice Admiral Ray Griggs AM CSC RAN – appointed 7 June 2011 on assuming role as Chief of Navy  
Lieutenant General David Morrison AO – appointed 27 June 2011 on assuming role as Chief of Army
3. The appointment to the Council of the Australian War Memorial for the FYTD is:  
*Ex Officio* appointment  
Air Marshal Geoff Brown AM – appointed 4 July 2011 on assuming role as Chief of Air Force

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**Question 65**

**Outcome 1: Program 1**

**Topic: AWM – Freedom of Information**

(Written Question on Notice)

**Senator EGGLESTON asked:**

1. Has the Department/agency received any advice on how to respond to FOI requests?
2. How many FOI requests has the Department received for the year 2010-11? How many have been granted or denied?
3. How many conclusive certificates have been issued in relation to FOI requests for the year 2010-11?
4. How many FOI requests has the Department received for this FYTD? How many have been granted or denied?

**Answer**

1. Yes. The Australian War Memorial has received advice from the Australian Government Solicitor, the Department of the Prime Minister and Cabinet, the Department of Veterans' Affairs and the Department of Finance and Deregulation.
2. The Australian War Memorial received 2 FOI requests during 2010-11, of which 1 was granted in full and 1 was transferred to the Department of Finance and Deregulation.
3. Nil.
4. The Australian War Memorial has received 1 FOI request during 2011-12. It was transferred to the Department of Veterans' Affairs.

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**Question 66**

**Outcome 1: Program 1**

**Topic: AWM – Community Cabinets**

(Written Question on Notice)

**Senator EGGLESTON asked:**

1. What was the cost of Ministers travel and expenses for the Community Cabinet meetings held for the year 2010-11?
2. How many Ministerial Staff travelled with the Minister for the Community Cabinet meetings for the year 2010-11? What was the total cost of this travel?
3. How many Departmental officers travelled with the Minister for the Community Cabinet meetings for the year 2010-11? What was the total cost of this travel?
4. What was the total cost to the Department and the Ministers office for the Community Cabinet meetings for the year 2010-11?
5. What was the cost of Ministers travel and expenses for the Community Cabinet meetings held this FYTD?
6. How many Ministerial Staff travelled with the Minister for the Community Cabinet meetings held this FYTD? What was the total cost of this travel?
7. How many Departmental officers travelled with the Minister for the Community Cabinet meetings held this FYTD? What was the total cost of this travel?
8. What was the total cost to the Department and the Ministers office for the Community Cabinet meetings held this FYTD?

**Answer**

1 to 8.

Please refer to DVA's answer to Question on Notice 18.

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**Question 67**

**Outcome 1: Program 1**

**Topic: AWM – Reviews 2010-11**

(Written Question on Notice)

**Senator EGGLESTON asked:**

For the year 2010-11:

1. How many Reviews were being undertaken by all departments and agencies in each portfolio?
2. When will each of these reviews be concluded?
3. What reviews have been concluded?
4. Which of these reviews has been provided to Government?
5. When will the Government be responding to the respective reviews that have been completed?
6. What is the estimated cost of each of these Reviews?

For this financial year:

1. What Reviews are planned?
2. When will each of these Reviews be concluded?
3. What Reviews have been concluded this FYTD?
4. Which of these Reviews has been provided to Government?
5. When will the Government be responding to the respective Reviews that have been completed?
6. What is the estimated cost of each of these Reviews?

**Answer**

Nil.

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**Question 68**

**Outcome 1: Program 1**

**Topic: AWM –Consultancies**

(Written Question on Notice)

**Senator EGGLESTON asked:**

1. How many consultancies were undertaken in 2010-11? Identify the name of the consultant, the subject matter of the consultancy, the duration and cost of the arrangement, and the method of procurement (ie. open tender, direct source, etc). Also include total value for all consultancies.
2. Were there any changes to any of the portfolio's tenders in 2010-11? Detail any changes.
3. How many consultancies have been undertaken or are underway this FYTD? Identify the name of the consultant, the subject matter of the consultancy, the duration and cost of the arrangement, and the method of procurement (ie. open tender, direct source, etc). Also include total value for all consultancies
4. Does each department and agency stand by its current tenders on the Austenders website? Have any changes or corrections been made for any tenders advertised on to Government Tenders website ([www.tenders.gov.au](http://www.tenders.gov.au)) for tenders advertised this financial year? Explain. Are up to date with reporting requirements?
5. 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, cost and method of procurement as above, and the name of the consultant if known.

**Answer**

1. See table below.

The threshold for the application of the Commonwealth Procurement Guidelines (CPGs) mandatory provisions to the Memorial is \$400,000.

No.	Vendor	Consultancy subject	Duration of consultancy	Amount	Procurement method
1	BCA Certifiers Australia	Building certification	One off, Sep 2010	\$3,300.00	E
2	Hornet Infograph Pty Ltd	Building documentation	One off, Sep 2010	\$660.00	B
3	Ramon Montero	Cleaning services advice	As required (Jun 2010 - Jun 2011)	\$2,090.00	D
4	DLA Piper	Contract review services	As required (Jun 2010 - May 2011)	\$22,623.70	D
5	Alphawest Services	Data migration advice	One off, Nov 2010	\$36,300.00	D
6	Robson Environmental	Environmental advice	As required (Jul 2010, May 2011)	\$7,370.00	B
7	Echelon Consultancy	Facilities maintenance advice	As required (Aug, Nov 2010, May 2011)	\$5,233.25	D
8	Godden Mackay Logan	Heritage assessment and advice	Jun - Jul 2010	\$9,515.00	A
9	Coffey Projects	Project management services	Jun 2010 – Jul 2011	\$145,200.00	D
10	WT Partnership	Quantity surveyor	Apr 2010 – Jul 2011	\$65,450.00	B
11	Steensen Varming Australia	Site lighting advice	One off, Mar 2011	\$742.50	B
12	Taylor Thomson Whitting Pty Ltd	Structural engineering advice	Jan - Feb 2011	\$19,522.14	G
13	Adrian R Guilfoyle	Structural engineering advice	May 2011	\$4,620.00	A
			<b>Grand Total</b>	<b>322,626.59</b>	

Index of procurement methods undertaken for above consultancies:

Procurement Method	Description
A	Procurement value below mandatory provisions of CPGs, vendor selected on basis of compatibility.
B	Procurement value below mandatory provisions of CPGs, vendor selected on basis of industry specific knowledge on an efficient and effective basis.
C	Procurement value below mandatory provisions of CPGs, vendor selected on knowledge of market and low value
D	Procurement value within mandatory provisions of CPGs, open approach to market conducted.
E	Sole supplier in the market for this service within the meaning of section 8.33 (d) iii of CPGs
F	Urgent, unforeseen expenditure within the meaning of section 8.33 (b) of CPGs
G	Extension of existing services by original supplier within the meaning of section 8.33 (e) of the CPGs

2. Details of published tenders and addenda:

ATM ID	ATM Title	Publish Date	Category	ATM Type	No. of Addenda	Addenda details
AWM RFT 2011/0002	AWM Grounds Maintenance	10-Aug-10	Grounds maintenance services	Request for Tender	3	
AWM EOI 2011/0001	WarTime Publishing Magazine	24-Aug-10	Publishing	Expression of Interest	3	
AWM RFT 2011/0001	Maintenance of Building Services	7-Sep-10	Building support services	Request for Tender	2	
AWM RFT 2011/0008	Wartime Publication	18-Nov-10	Publishing	Request for Tender	1	Available On Austender
AWM RFT 2011/0005	Leasing Service IT Equipment	22-Dec-10	Computer Equipment and Accessories	Request for Tender	1	
AWM RFT 2011/0006	First World War galleries redevelopment project	19-Apr-11	Exhibitions	Request for Tender	3	
AWM RFQ 2011-0012	Provision of professional advice	28-Apr-11	Building support services	Request for Tender	3	



3. Consultancies undertaken or are underway this FYTD are as follows. Note: the threshold for the application of the Commonwealth Procurement Guidelines (CPGs) mandatory provisions to the Memorial is \$400,000.

	Consultancy subject	Vendor	Duration	Amount	Procurement method
1	Architectural design services	Bennett and Trimble	Jul-Sep 11	\$11,286.00	F
2	Architectural design services	Johnson Pilton Walker	Jul-11	\$28,437.27	D
3	Cleaning services advice	Ramon Montero		\$440.00	D
4	Contract management services	Savills Project Management	Aug-11	\$5,390.00	G
5	Facilities management advice	Echelon Consultancy	Aug-11	\$1,144.00	G
6	Heritage assessment and advice	Godden Mackay Logan	Aug-11	\$10,098.00	A
7	OH&S advice	Arup Australia Pty Ltd	One off Sep 11	\$5,610.00	B
8	OH&S advice	Independent Slip Testing Services	One off, Sep 11	\$874.50	D
9	Project management services	Root Projects Australia	Jul-Aug 11	\$135,421.11	D
10	Quantity surveyor	WT Partnership	Aug-11	\$8,800.00	B
			<b>Grand Total</b>	<b>207,500.88</b>	

Index of procurement methods undertaken for above consultancies:

Procurement Method	Description
A	Procurement value below mandatory provisions of CPGs, vendor selected on basis of compatibility.
B	Procurement value below mandatory provisions of CPGs, vendor selected on basis of industry specific knowledge on an efficient and effective basis).
C	Procurement value below mandatory provisions of CPGs, vendor selected on knowledge of market and low value
D	Procurement value within mandatory provisions of CPGs, open approach to market conducted.
E	Sole supplier in the market for this service within the meaning of section 8.33 (d) iii of CPGs
F	Urgent, unforeseen expenditure within the meaning of section 8.33 (b) of CPGs
G	Extension of existing services by original supplier within the meaning of section 8.33 (e) of the CPGs

4. The Memorial stands by its current tenders on the AusTender website. Published addenda relate to responses to questions from prospective tenderers which are published on AusTender for the benefit of all prospective tenderers. All AusTender reporting requirements are up to date at time of writing.
5. No further general consultancies in addition to the project related engagements (published on AusTender) are currently planned, although minor consultancies may be engaged during the course of the financial year in response to business requirements.

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**Question 69**

**Outcome 1: Program 1**

**Topic: AWM – Media Monitoring**

(Written Question on Notice)

**Senator EGGLESTON asked:**

1. What was the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the Minister's office for the year 2010-11?
  - a) Which agency or agencies provided these services?
  - b) What is the estimated budget to provide this same services for the year 2011-12?
  - c) What has been spent providing these services FYTD?
  
2. What was the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the Department and its agencies for the year 2010-11?
  - a) Which agency or agencies provided these services?
  - b) What is the estimated budget to provide this same services for the year 2011-12?
  - c) What has been spent providing these services FYTD?

**Answer**

1. Nil.
  
2. The total cost of media monitoring services for 2010-11 financial year was \$28,503.93.
  - a) Media Monitors and Australian Associated Press.
  - b) The forecast budget for 2011-12 is \$30,000.
  - c) The cost of Media Monitoring services for financial year 2011-12 as at 30 September 2011 was \$5,279.19.

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**Question 70**

**Outcome 1: Program 1**

**Topic: AWM – Social Media**

(Written Question on Notice)

**Senator EGGLESTON asked:**

Has there been any changes to department and agency social media or protocols about staff access and useage of Youtube; online social media, such as Facebook, MySpace and Twitter; and access to online discussions forums and blogs since May 2011? Please explain.

**Answer**

No.

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**Question 71**

**Outcome 1: Program 1**

**Topic: AWM – Contractors (since May 2011)**

(Written Question on Notice)

**Senator EGGLESTON asked:**

1. Has the department/agency ever employed Hawker Britton in any capacity or is it considering employing Hawker Britton? If yes, provide details.
2. Has the department/agency ever employed Shannon's Way in any capacity or is it considering employing Shannon's Way? If yes, provide details.
3. Has the department/agency ever employed John Utting & UMR Research Group in any capacity or is it considering employing John Utting & UMR Research Group? If yes, provide details.
4. Has the department/agency ever employed McCann-Erickson in any capacity or is it considering employing McCann-Erickson? If yes, provide details.
5. Has the department/agency ever employed Cutting Edge in any capacity or is it considering employing Cutting Edge? If yes, provide details.
6. Has the department/agency ever employed Ikon Communications in any capacity or is it considering employing Ikon Communications? If yes, provide details.
7. Has the department/agency ever employed CMAX Communications in any capacity or is it considering employing CMAX Communications? If yes, provide details.
8. Has the department/agency ever employed Boston Consulting Group in any capacity or is it considering employing Boston Consulting Group? If yes, provide details.
9. Has the department/agency ever employed McKinsey & Company in any capacity or is it considering employing McKinsey & Company? If yes, provide details.

**Answer**

1 and 2, 4 to 9.

No.

3. The Memorial engaged John Utting (based in WA, ABN 48 251 349 704) to provide Memorial Shop items for resale (\$63.00) on 3 July 2003. There is no indication at this time that the Memorial intends to employ John Utting & UMR Research Group in future.

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**Question 72**

**Outcome 1: Program 1**

**Topic: AWM – Discretionary Grants**

(Written Question on Notice)

**Senator EGGLESTON asked:**

1. Could the Department provide a list of all discretionary grants, including ad hoc and one-off grants for the year 2010-11? Please provide details of the recipients, the intended use of the grants and what locations have benefited from the grants.
2. Could the Department provide a list of all discretionary grants, including ad hoc and one-off grants FYTD? Please provide details of the recipients, the intended use of the grants and what locations have benefited from the grants.
3. Has the Department complied with interim requirements relating to the publication of discretionary grants?

**Answer**

1. For the 2010-11 financial year:

Recipient	Grant Amount	Accommodation and travel	Use of grant	Location
Ashleigh Peters	\$2,520.00	\$2,389.00	Undertake research project	Canberra
Lisa Casey	\$2,520.00	\$2,576.66	Undertake research project	Canberra
Aimee Fox	\$2,520.00	\$2,493.90	Undertake research project	Canberra
<b>Total</b>	<b>\$7,560.00</b>	<b>\$6,677.10</b>		

2. There were no discretionary grants as at 30 September 2011.
3. The Memorial notes that the *Commonwealth Grants Guidelines* FMG 23 July 2009 and Finance Circular No. 2009/04, *Grants—Reporting Requirements*, 29 June 2009 relate to agencies operating under the *Financial Management Act 1997*. The Memorial operates under the *Commonwealth Companies and Authorities Act 1997*.

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**Question 73**

**Outcome 1: Program 1**

**Topic: AWM –Commissioned Reports**

(Written Question on Notice)

**Senator EGGLESTON asked:**

1. How many Reports have been commissioned by the Government in your portfolio for the year 2010-11? Please provide details of each report including date commissioned, date report handed to Government, date of public release, Terms of Reference and Committee members.
  - a) How much did each report cost? How many departmental staff were involved in each report and at what level?
  - b) What is the current status of each report? When is the Government intending to respond to these reports?
  
2. How many Reports have been commissioned by the Government in your portfolio FYTD? Please provide details of each report including date commissioned, date report handed to Government, date of public release, Terms of Reference and Committee members.
  - a) How much did each report cost/or is estimated to cost? How many departmental staff were involved in each report and at what level?
  - b) What is the current status of each report? When is the Government intending to respond to these reports?

**Answer**

Nil.

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**Question 74**

**Outcome 1: Program 1**

**Topic: AWM – Government Payment of Accounts**

(Written Question on Notice)

**Senator EGGLESTON asked:**

1. For the year 2010-11, did the department/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.
  - a) For accounts not paid within 30 days, was 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?
  - b) Where interest is being paid, what rate of interest is being paid and how is this rate determined?
  
2. For the FYTD, has the department/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.
  - a) For accounts not paid within 30 days, was 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?
  - b) Where interest is being paid, what rate of interest is being paid and how is this rate determined?

**Answer**

1. In 2010-11, the Memorial paid 76% of its invoices in accordance with Government policy. A summary of the payment timeframe is below.

Total Payments	Paid within 30 days	Payment made after due date			
		0-7 days	8-14 days	15-21 days	>21 days
1,202	916	103	64	30	89
Percentage	76%	9%	5%	2%	7%

Vendor payments are processed twice weekly, and payments made up to 7 days after the due date generally represent invoices which had not been received and processed to enable payment within the standard timeframe.



Due to Financial Management Information System limitations, the exact breakdown as to reasons for delays in meeting 30 day payment terms cannot be provided, however, they can be attributed to:

- Delayed receipt of invoice;
- Internal review and approval processes;
- Clarification with the vendor; or
- Invoice dispute.

To expedite payments, vendors are encouraged to supply invoices directly to the processing section, which records and monitors the level of unprocessed invoices weekly.

a) For financial year 2010-11, no interest payments were made on the overdue amounts as per Finance Circular 2008/10, as it only applies to FMA agencies.

b) Not applicable.

2. In 2011-12 as at 30 September, the Memorial paid 66% of its invoices in accordance with Government policy. A summary of the payment timeframe is below.

Total Payments	Paid within 30 days	Payment made after due date			
		0-7 days	8-14 days	15-21 days	>21 days
256	170	27	27	14	18
Percentage	66%	11%	11%	5%	7%

Vendor payments are processed twice weekly, and payments made up to 7 days after the due date generally represent invoices which had not been received and processed to enable payment within the standard timeframe.

Due to Financial Management Information System limitations, the exact breakdown as to reasons for delays in meeting 30 day payment terms cannot be provided, however, they can be attributed to:

- Delayed receipt of invoice;
- Internal review and approval processes;
- Clarification with the vendor; or
- Invoice dispute.

To expedite payments, vendors are encouraged to supply invoices directly to the processing section, which records and monitors the level of unprocessed invoices weekly.

a) For financial year 2011-12 to 30 September 2011, no interest payments were made on the overdue amounts as per Financial Circular 2008/10, as it only applies to FMA agencies.

b) Not applicable.

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**Question 75**

**Outcome 1: Program 1**

**Topic: AWM – Government Stationery Requirements**

(Written Question on Notice)

**Senator EGGLESTON asked:**

How much was spent by each department and agency on the government (Ministers/Parliamentary Secretaries) stationery requirements in your portfolio (i.e. paper, envelopes, with compliments slips) in 2010-11? What is the estimated cost for 2011-12?

**Answer**

Nil.

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**Question 76**

**Outcome 1: Program 1**

**Topic: AWM – Media subscriptions**

(Written Question on Notice)

**Senator EGGLESTON asked:**

1. Does your department or agencies within your portfolio subscribe to pay TV (for example Foxtel)?
  - a) If yes, please provide the reason why, the cost and what channels.
  - b) What was the cost for 2010-11?
  - c) What is the estimated cost for 2011-12?
2. Does your department or agencies within your portfolio subscribe to newspapers?
  - a) If yes, please provide the reason why, the cost and what newspapers.
  - b) What was the cost for 2010-11?
  - c) What is the estimated cost for 2011-12?
3. Does your department or agencies within your portfolio subscribe to magazines?
  - a) If yes, please provide the reason why, the cost and what magazines.
  - b) What was the cost for 2010-11?
  - c) What is the estimated cost for 2011-12?

**Answer**

1. The Australian War Memorial (AWM) subscribes to Foxtel for the History Channel and Sky News.
  - a) AWM requires access to documentaries which are often featured on the History Channel, and AWM also places advertisements on the History Channel.

The purpose of subscription to Sky News is to keep AWM up to date on breaking news for any events that involve military history and international events.
  - b) \$910.00.
  - c) \$972.00.
2. Yes.
  - a) For financial year 2010-11, the AWM had newspaper subscription expenses for Executive, Research Centre and Communication and Marketing. The purpose of the subscription is to keep relevant sections and senior managers up to date on recent news, political and social issues and market movements. Subscription included: *The Australian*; *Financial Review*; *Canberra Times*; *Sydney Morning Herald*; and *The Daily Telegraph*.
  - b) \$4,365.01.

c) \$3,800.

3. The Memorial does not subscribe to any magazines, however, staff have access to professional journals that directly relate to individual business units.

a), b) and c) N/A.

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**Question 77**

**Outcome 1: Program 1**

**Topic: AWM – Travel Costs**

(Written Question on Notice)

**Senator EGGLESTON asked:**

1. For the year 2010-11, please detail all travel (itemised separately,) undertaken by your portfolio Minister and Parliamentary Secretaries. Include details of what the travel was for, what cost was spent on travel (including travel type – i.e. business airfare), accommodation, security, food, beverages (alcohol listed separately), gifts, entertainment, and all other expenses.
2. For the year 2010-11, please provide the same information (itemised separately) for any Minister and Parliamentary staff that accompanied the Minister and Parliamentary Secretary on their travel and include a similar breakdown of the costs incurred by or on behalf of those staff.
3. For the year 2010-11, please provide the same information (itemised separately) for Departmental officers that accompanied the Minister and Parliamentary Secretary on their travel and include a similar breakdown of the costs incurred by or on behalf of those staff.
4. For the year 2010-11, please detail all travel (itemised separately) undertaken by employees of each department and agency within each portfolio. Include details of what the travel was for, what cost was spent on travel (including travel type – i.e. business airfare), accommodation, security, food, beverages (alcohol listed separately), gifts, entertainment, and all other expenses.
5. For the FYTD, please detail all travel (itemised separately) undertaken by your portfolio Minister and Parliamentary Secretaries. Include details of what the travel was for, what cost was spent on travel (including travel type – i.e. business airfare), accommodation, security, food, beverages (alcohol listed separately), gifts, entertainment, and all other expenses.
6. For the FYTD, please provide the same information (itemised separately) for any Minister and Parliamentary staff that accompanied the Minister and Parliamentary Secretary on their travel and include a similar breakdown of the costs incurred by or on behalf of those staff.
7. For the FYTD, please provide the same information (itemised separately) for Departmental officers that accompanied the Minister and Parliamentary Secretary on their travel and include a similar breakdown of the costs incurred by or on behalf of those staff.
8. For the year FYTD, please detail all travel (itemised separately) undertaken by employees of each department and agency within each portfolio. Include details of what the travel was for, what cost was spent on travel (including travel type – i.e. business airfare), accommodation, security, food, beverages (alcohol listed separately), gifts, entertainment, and all other expenses.

**Answer**

1. to 3. Please refer to DVA's answer to Question on Notice 29.

5. to 7. Please refer to DVA's answer to Question on Notice 29.

4. and 8.

For the 2010-11 financial year, the Memorial spent \$237,032 on employee travel. This figure includes domestic and overseas travel. The expenditure breakup is shown in the table below.

Staff travel in accordance with their entitlements. Non Senior Executive Service (SES) employees are required to travel economy class domestically. SES officers may travel business class on any sector and all staff may travel Business class when travelling internationally.

All staff are paid a travelling allowance to cover expenses such as meals and incidentals when they are required to travel overnight. The allowances paid are based on rates specified in the Australian Taxation Office (ATO) Tax Determination TD 2011/17. Expenditure on food, beverages and other travel expenses is at the discretion of the staff member. Only the amount of the allowance is recorded.

Accommodation is booked with individual accommodation providers who invoice the Memorial directly. Amounts paid for accommodation are also based on rates set by the ATO's TD 2011/17.

In the 2010-11 financial year, the number of official trips undertaken by Memorial employees was over 260. To attempt to provide meaningful detail on what each trip was for would involve an unreasonable diversion of departmental resources.

#### **Financial Year 2010-11**

<b>Travel type</b>	<b>Spend</b>
Fares	98,457.07
Travel Allowances/Accommodation/Parking/Tolls	130,939.86
Car hire	7,635.03
<b>Total</b>	<b>237,031.96</b>

For the 2011-12 financial year, to 30 September 2011 the Memorial spent \$50,850.62 on employee travel. This figure includes domestic and overseas travel. The expenditure breakup is shown in the table below. The comments made at part 4 above also apply to travel undertaken in the 2011-12 financial year.

#### **Financial Year 2011-12**

<b>Travel type</b>	<b>Spend</b>
Fares	19,102.79
Travel Allowances/Accommodation/Parking/Tolls	29,069.27
Car hire	2,678.56
<b>Total</b>	<b>50,850.62</b>

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**Question 78**

**Outcome 1: Program 1**

**Topic: AWM – Legal Costs**

(Written Question on Notice)

**Senator EGGLESTON asked:**

1. What sum did each portfolio department and agency spend on legal services for the year 2010-11 within the department and agency? Please provide a list of each service and costs.
2. What sum did each portfolio department and agency spend on legal services for the year 2010-11 from the Australian Government Solicitor? Please provide a list of each service and costs.
3. What sum did each portfolio department and agency spend on legal services for the year 2010-11 from private firms? Please provide a list of each service and costs.
4. What sum did each portfolio department and agency spend on legal services for the year 2010-11 from other sources? Please provide a list of each service and costs.
5. What sum did each portfolio department and agency spend on legal services FYTD within the department and agency? Please provide a list of each service and costs.
6. What sum did each portfolio department and agency spend on legal services FYTD from the Australian Government Solicitor? Please provide a list of each service and costs.
7. What sum did each portfolio department and agency spend on legal services FYTD from private firms? Please provide a list of each service and costs.
8. What sum did each portfolio department and agency spend on legal services FYTD from other sources? Please provide a list of each service and costs.

**Answer**

1. The Australian War Memorial has spent \$66,889.15 on legal services for the financial year 2010-11 as follows:

Services	Amount in local cur.
Purchase of ware house from Australia Post	\$1,350.00
Legal advice on Mitchell land lease contract	\$3,920.00
Legal advice for the Murdoch Book publishing contract for the collection book	\$1,950.00
Legal advice for amendments to publishing contract	\$1,340.00
Professional fees relating to the ICT lease request for tender and contract	\$11,865.00
Legal fees for Wartime publishing agreement	\$15,410.50
Legal advice on cleaning contract	\$16,883.50
Legal advice on Hyatt catering contract renewal	\$578.00
Legal advice for Enterprise agreement	\$1,029.30

Services	Amount in local cur.
Legal advice for Peace Keeping Official History	\$1,500.00
Legal service for Enterprise Content Management contract	\$2,971.00
Legal advice for the Chairman	\$2,080.00
Legal advice on Eastern Precinct defects	\$1,746.00
Legal advice in relation to ANZAC Hall building works	\$3,683.50
Legal advice on the agreement between AWM and Copyright Agency Limited	\$582.35
<b>Total</b>	<b>\$66,889.15</b>

2. The Australian War Memorial has spent \$35,835.50 on legal services for the financial year 2010-11 from the Australian Government Solicitor, as follows:

Services	Amount
Purchase of warehouse from Australia Post	\$1,350.00
Legal advice on Mitchell land lease contract	\$3,920.00
Legal advice for the Murdoch Book publishing contract for the collection book	\$1,950.00
Legal advice for amendments to publishing contract	\$1,340.00
Professional fees relating to the ICT lease request for tender and contract	\$11,865.00
Legal fees for Wartime publishing agreement	\$15,410.50
<b>Total</b>	<b>\$35,835.50</b>

3. The Australian War Memorial has spent \$30,471.30 on legal services for the financial year 2010-11 from private firms, as follows:

Services	Amount
Legal advice on cleaning contract	\$16,883.50
Legal advice on Hyatt catering contract renewal	\$578.00
Legal advice for Enterprise agreement	\$1,029.30
Legal advice for Peace Keeping Official History	\$1,500.00
Legal service for Enterprise Content Management contract	\$2,971.00
Legal advice for the Chairman	\$2,080.00
Legal advice on Eastern Precinct defects	\$1,746.00
Legal advice in relation to ANZAC Hall building works	\$3,683.50
<b>Total</b>	<b>\$30,471.30</b>

4. The Australian War Memorial has spent \$582.35 on legal services for the financial year 2010-11 from the Attorney-General's Department for legal advice on the agreement between AWM and Copyright Agency Limited.

Services	Amount
Legal advice on the agreement between AWM and Copyright Agency Limited	\$582.35
<b>Total</b>	<b>\$582.35</b>



5. The Australian War Memorial has spent \$31,652.64 on legal services for the financial year 2011-12 as at 30 September 2011 as follows:

<b>Services</b>	<b>Amount</b>
Legal advice on publishing contract with Murdoch Books	\$3,708.50
Legal advice on storage vault in Mitchell	\$3,224.84
Legal advice on Mitchell land lease contract	\$9,284.00
Specialist legal services required regarding AWM workplace protection order	\$4,124.00
Legal consultation regarding Wartime publishing agreement	\$1,323.00
Legal advice for the Chairman	\$320.00
Legal services in relation to SAP upgrade contract	\$4,090.00
Legal advice in relation to ANZAC Hall building works	\$2,517.50
Legal advice on Eastern Precinct defects	\$50.00
Legal advice on recruitment matter	\$3,010.80
<b>Total</b>	<b>\$31,652.64</b>

6. The Australian War Memorial has spent \$21,664.34 on Australian Government Solicitor legal services for the financial year 2011-12 as at 30 September 2011 as follows:

<b>Services</b>	<b>Amount</b>
Legal advice on publishing contract with Murdoch Books	\$3,708.50
Legal advice on storage vault in Mitchell	\$3,224.84
Legal advice on Mitchell lease contract	\$9,284.00
Specialist legal services required regarding AWM workplace protection order	\$4,124.00
Legal consultation regarding Wartime publishing agreement	\$1,323.00
<b>Total</b>	<b>\$21,664.34</b>

7. The Australian War Memorial has spent \$9,988.30 on private firm legal services for the financial year 2011-12 as at 30 September 2011 as follows:

<b>Services</b>	<b>Amount</b>
Legal advice for the Chairman	\$320.00
Legal services in relation to SAP upgrade contract.	\$4,090.00
Legal advice in relation to ANZAC Hall building works	\$2,517.50
Legal advice on Eastern Precinct defects	\$50.00
Legal advice on recruitment matter	\$3,010.80
<b>Total</b>	<b>\$9,988.30</b>

8. Nil.

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**Question 79**

**Outcome 1: Program 1**

**Topic: AWM – Education Expenses**

(Written Question on Notice)

**Senator EGGLESTON asked:**

1. For the year 2010-11, detail all education expenses (i.e. in house courses and tertiary studies) for each portfolio department and agency. Include what type of course, the total cost, cost per participant, how many participants and the amount of study leave granted to each participant.
2. For the FYTD, detail all education expenses (i.e. in house courses and tertiary studies) for each portfolio department and agency. Include what type of course, the total cost, cost per participant, how many participants and the amount of study leave granted to each participant.

**Answer**

1. Financial Year 2010-11.

**2010-11 Training & Studybank Statistics**

<b>Name of Course</b>	<b>Total Cost</b>	<b>Cost Per Participant</b>	<b>No. Participants</b>	<b>Study Leave Granted</b>
AWM Recruitment	\$21.75	\$1.45	15	N/A
AWM Leadership Program	\$0.00	\$0.00	65	N/A
Dealing with Difficult Clients	\$3,950.00	\$158.00	25	N/A
Disturbed Persons Training	\$6,636.00	\$174.00	38	N/A
Effective Writing	\$2,500.00	\$147.00	17	N/A
Financial Management	\$0.00	\$0.00	10	N/A
Fire Warden Training	\$2,088.00	\$58.00	36	N/A
Nap Sack & Extinguisher Training	\$1,192.00	\$149.00	8	N/A
Red Cross First Aid Training	\$ 320.00	\$80.00	4	N/A
Induction 3 Sessions	\$0.00	\$0.00	45	N/A
Military History Session 1-5	\$0.00	\$0.00	100	N/A
Manual Handling Refresher	\$1,980.00	\$33.00	60	N/A
MIBIS Workshop	\$0.00	\$0.00	15	N/A
SharePoint Training	\$0.00	\$0.00	258	N/A
Workplace Protocols	\$0.00	\$0.00	16	N/A
Workplace Skills Program	\$7266.75	\$726.67	10	N/A
Writing Text for Exhibitions	\$0.00	\$0.00	20	N/A
Scorpion 3D Software Training	\$1,180.00	\$295.00	4	N/A
Business Acumen - What is Governance	\$0.00	\$0.00	20	N/A
Business Acumen - Corporate Governance at the Coal Face	\$0.00	\$0.00	20	N/A
Business Acumen - Corporate Planning	\$0.00	\$0.00	20	N/A
Cultural Management Development Program 2010	\$4,539.00	\$1,513.00	3	N/A

Name of Course	Total Cost	Cost Per Participant	No. Participants	Study Leave Granted
Cultural Management Development Program 2011	\$14,240.70	\$2,848.14	5	N/A
Advanced Workplace Skills Program 2010	\$8,685.00	\$2,895.00	5	N/A
Advanced Workplace Skills Program 2011	\$18,451.72	\$3,075.28	6	N/A
Disaster Recovery Training	\$0.00	\$0.00	30	N/A
Elevated Work Platform Training	\$270.00	\$90.00	3	N/A
Emotional Resilience	\$3,600.00	\$100.00	36	N/A
Health & Safety Rep Refresher	\$350.00	\$350.00	1	N/A
Media Training	2,700.00	\$300.00	9	N/A
OH&S Awareness	\$0.00	\$0.00	15	N/A
Presentation Skills Workshop	\$3,499.95	\$ 233.33	15	N/A
Recruitment Guidelines & Shortcuts	\$21.75	\$1.45	23	N/A
Risk Management	\$0.00	\$0.00	12	N/A
CPSU Bargaining & Negotiating Skills	\$0.00	\$0.00	4	N/A
FBT Seminar	\$1,190.00	\$ 595.00	2	N/A
University Studies	\$377.68	\$377.68	1	2 Hours per week
University Studies	n/a	n/a	1	3 Hours per week
University Studies	\$2,500.00	\$2,500.00	1	5 Hours per week
University Studies	2,218.34	\$2,218.34	1	1.5 Hours per week
University Studies	\$0.00	\$0.00	1	4 Hours per week
University Studies	\$1,065.72	\$1,065.72	1	5 Hours per week

2. Financial Year 2011-12 as at 31 October 2011.

**2011-12 Training & Studybank Statistics**

Name of Course	Total Cost	Cost Per Participant	No. Participants	Study Leave Granted
Business Acumen - Stakeholder Management	\$0.00	\$0.00	20	N/A
Business Acumen - ADF Presentations	\$0.00	\$0.00	20	N/A
Induction Session 1-3	\$0.00	\$0.00	45	N/A
Recruitment Guidelines & Shortcuts	\$21.75	\$1.45	10	N/A
Coaching Session One	\$2,500.00	\$250.00	10	N/A
Coaching Session Two	\$2,500.00	\$250.00	10	N/A
Writing Workshop - Les Carlyon	\$0.00	\$0.00	25	N/A
Business Acumen - Branding	\$0.00	\$0.00	20	N/A
Cultural Management Development Program	\$4,068.75	\$813.75	5	N/A
Media Training	\$1,800.00	\$180.00	10	N/A
APSC Harrassment Officer Trg	\$1,245.00	\$1,245.00	1	N/A
Red Cross First Aid Refresher	\$160.00	\$80.00	2	N/A
SharePoint Training	\$748.00	\$748.00	1	N/A
Elevated Work Place Training	\$640.00	\$80.00	8	N/A
Editing & Writing Course	\$0.00	\$0.00	24	N/A
Job Application & Interview Skills	\$8,212.96	\$146.66	56	N/A
Military History Course Session 1	\$0.00	\$0.00	20	N/A
Military History Course Session 2	\$0.00	\$0.00	20	N/A
Military History Course Session 3	\$0.00	\$0.00	20	N/A
Military History Course Session 4	\$0.00	\$0.00	20	N/A
Military History Course Session 5	\$0.00	\$0.00	20	N/A
SharePoint Training	\$3,960.00	\$3,960.00	1	N/A
Business Acumen - Decision Making & Influencing	\$7,480.00	\$374.00	20	N/A
Project Management	\$3,000.00	\$200.00	15	N/A
Business Acumen - Developing Sustainable Lateral Relationships	\$0.00	\$0.00	20	N/A
University Studies	\$0.00	\$0.00	1	5 Hours per week
University Studies	\$0.00	\$0.00	1	3 Hours per week
University Studies	\$0.00	\$0.00	1	3.5 Hours per week
University Studies	\$0.00	\$0.00	1	3 Hours per week

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**Question 80**

**Outcome 1: Program 1**

**Topic: AWM – Executive Coaching and Leadership Training 2010-11**

(Written Question on Notice)

**Senator EGGLESTON asked:**

1. In relation to the purchase of executive coaching and/or other leadership training services purchased by each portfolio department and agency, please provide the following information for the year 2010-11:
  - a. Total spending on these services
  - b. The number of employees offered these services and their employment classification
  - c. The number of employees who have utilised these services, their employment classification and how much study leave each employee was granted
  - d. The names of all service providers engaged
  
2. For each service purchased from a provider listed under (4), please provide:
  - a. The name and nature of the service purchased
  - b. Whether the service is one-on-one or group based
  - c. The number of employees who received the service and their employment classification
  - d. The total number of hours involved for all employees
  - e. The total amount spent on the service
  - f. A description of the fees charged (i.e. per hour, complete package)
  
3. Where a service was provided at any location other than the department or agency's own premises, please provide:
  - a. The location used
  - b. The number of employees who took part on each occasion
  - c. The total number of hours involved for all employees who took part
  - d. Any costs the department or agency's incurred to use the location

**Answer**

Refer to Question on Notice 79.

**2010-11 Training & Studybank Statistics**

<b>Name of Course</b>	<b>Total Cost</b>	<b>Cost Per Participant</b>	<b>No. Participants</b>	<b>Name of Service Providers</b>	<b>Description of Fee</b>	<b>Location</b>	<b>Costs</b>
AWM Leadership Program	\$0.00	\$0.00	65	In-House			
Business Acumen - What is Governance	\$0.00	\$0.00	20	In-House			
Business Acumen - Corporate Governance at the Coal Face	\$0.00	\$0.00	20	In-House			
Business Acumen - Corporate Planning	\$0.00	\$0.00	20	In-House			
Cultural Management Development Program	\$6,879.55	\$2,293.15	3	Upton Matrin	Package	McKillop House	Part of Package

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**Question 81**

**Outcome 1: Program 1**

**Topic: AWM – Executive Coaching and Leadership Training FYTD**

(Written Question on Notice)

**Senator EGGLESTON asked:**

1. In relation to the purchase of executive coaching and/or other leadership training services purchased by each portfolio department and agency, please provide the following information FYTD:
  - a. Total spending on these services
  - b. The number of employees offered these services and their employment classification
  - c. The number of employees who have utilised these services, their employment classification and how much study leave each employee was granted
  - d. The names of all service providers engaged
  
2. For each service purchased from a provider listed under (d), please provide:
  - a. The name and nature of the service purchased
  - b. Whether the service is one-on-one or group based
  - c. The number of employees who received the service and their employment classification
  - d. The total number of hours involved for all employees
  - e. The total amount spent on the service
  - f. A description of the fees charged (i.e. per hour, complete package)
  
3. Where a service was provided at any location other than the department or agency's own premises, please provide:
  - a. The location used
  - b. The number of employees who took part on each occasion
  - c. The total number of hours involved for all employees who took part
  - d. Any costs the department or agency's incurred to use the location

**Answer**

Refer to Question on Notice 79. Table below is for financial year 2011-12 as at 31 October 2011.

**2011-12 Training & Studybank Statistics**

<b>Name of Course</b>	<b>Total Cost</b>	<b>Cost Per Participant</b>	<b>No. Participants</b>	<b>Name of Service Providers</b>	<b>Description of Fee</b>	<b>Location</b>	<b>Costs</b>
AWM Leadership Program	\$ -	\$ -	65	In-House			
Business Acumen - What is Governance	\$ -	\$ -	20	In-House			
Business Acumen - Corporate Governance at the Coal Face	\$ -	\$ -	20	In-House			
Business Acumen - Corporate Planning	\$ -	\$ -	20	In-House			
Cultural Management Development Program 2010	\$ 4,539.00	\$ 1,513.00	3	Upton Martin	Package	McKillop House	Part of Package
Cultural Management Development Program 2011	\$14,240.70	\$ 2,848.14	5	Upton Martin	Package	McKillop House	Part of Package



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**Answers to questions on notice from Australian War Memorial**

**Question 82**

**Outcome 1: Program 1**

**Topic: AWM – Paid Parental Leave**

(Written Question on Notice)

**Senator EGGLESTON asked:**

1. Please list how many staff in each portfolio department and agency are eligible to receive payments under the Government's Paid Parental Leave scheme?
2. For the year 2010-11 list which portfolio department and agencies are providing its employees with payments under the Government's Paid Parental Leave scheme? Please list how many staff are in receipt of these payments.
3. For the FYTD list which portfolio department and agencies are providing its employees with payments under the Government's Paid Parental Leave scheme? Please list how many staff are in receipt of these payments.

**Answer**

1. All employees with more than 12 months service who earn less than \$150,000 per annum and are primary care giver of the child are eligible to receive payment under the government's Paid Parental Leave Scheme. As eligibility is based on primary caring responsibility the number of eligible staff cannot be identified.
2. Nil.
3. Nil.

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**Question 83**

**Outcome 1: Program 1**

**Topic: AWM – Training for Portfolio Minister and Parliamentary Secretaries**  
(Written Question on Notice)

**Senator EGGLESTON asked:**

1. How much is spent on training for Ministers and Parliamentary Secretaries in your portfolio?  
Itemise each training, cost and for which Minister and/or Parliamentary Secretary the training was for.

**Answer**

Nil.

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**Question 84**

**Outcome 1: Program 1**

**Topic: AWM – Corporate Cars**

(Written Question on Notice)

**Senator EGGLESTON asked:**

1. How many cars are owned by each department and agency in your portfolio?
2. Where is the car/s located?
3. What is the car/s used for?
4. What is the cost of each car for 2010-11?
5. How far did each car travel in 2010-11?

**Answer**

1. to 5. Nil.

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**Question 85**

**Outcome 1: Program 1**

**Topic: AWM – Taxi Costs**

(Written Question on Notice)

**Senator EGGLESTON asked:**

How much did each department/agency spend on taxis in 2010-11? Provide a breakdown of each business group in each department/agency.

**Answer**

In financial year 2010-11 the Australian War Memorial spent \$14,498.99 on taxis.

The breakdown by Section was:

<b>Section</b>	<b>Amount</b>
Art Section	\$311.26
Buildings & Services Section	\$291.63
Communications & Marketing Section	\$439.63
Collection Services Section	\$116.95
Education & Visitor Services Section	\$877.17
Executive Section	\$3,224.95
Exhibitions Section	\$4,369.36
Corporate Overheads	\$1,799.78
Friends of the Memorial	\$74.27
Information Technology Section	\$105.82
Military History Section	\$231.13
Military Heraldry & Technology Section	\$72.46
Corporate Services Management Support	\$113.45
National Collection Management Support	\$502.17
Public Programs Management Support	\$1,246.96
Photographs, Sound and Film Section	\$722.00
<b>Total</b>	<b>\$14,498.99</b>

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**Question 86**

**Outcome 1: Program 1**

**Topic: AWM – Credit Cards**

(Written Question on Notice)

**Senator EGGLESTON asked:**

1. How many staff in each department and agency have a corporate credit card? What is their classification?
2. What action is taken if the corporate credit card is misused?
3. How is corporate credit card use monitored?
4. What happens if misuse of a corporate credit card is discovered?
5. Have any instances of corporate credit card misuse have been discovered? List staff classification and what the misuse was, and the action taken.
6. What action is taken to prevent corporate credit card misuse?

**Answer**

1. Three staff in the Memorial are issued a corporate credit card:
  - Assistant Director, Branch Head, Corporate Services (SES 1)
  - Chief Finance Officer (EL2)
  - Travel Officer (APS4)
2. In accordance with the Memorial's Fraud Control Plan, the Fraud Control Officer (Assistant Director, Corporate Services) is responsible for the investigation of all alleged instances of fraud. They shall determine whether internal or external resources should be used in such investigations and that those resources are qualified to the standards identified in the Commonwealth Fraud Control Guidelines, 2002. Investigations undertaken will meet the requirements of the Australian Government Investigations Standards released by the Australian Federal Police and complex fraud incidents will be reported to them for investigation.
3. The Memorial has several monitoring procedures in place to ensure the appropriate use of corporate credit cards. They include:
  - Requirement for card holders to sign an acknowledgement of conditions of use of credit card prior to card issue;
  - Full reconciliation of monthly credit card statements by officers other than card holders;
  - Extensive verification of all credit card purchases;
  - Regular scrutiny of expenditure against budget by relevant delegate;
  - Monthly review of financial results to identify unusual expenditure;
  - A full review of Memorial credit card controls and use is conducted by internal audit every 2 – 3 years.

4. If an apparent misuse of a corporate credit card is identified it is reported immediately to the Chief Finance Officer (CFO). The CFO will subsequently investigate and determine if the matter is to be referred to the Assistant Director, Corporate Services in accordance with the Memorial's Fraud Control Plan and Director's Instruction (Financial) 8 *Fraud Control*.
5. No instances of corporate credit card misuse have been identified. The most recent internal audit review of card control and use was conducted in September 2011. No issues were identified.
6. The Memorial has several controls in place to ensure that the misuse of corporate credit cards is low. They include:
  - A low number of corporate credit cards are issued (three);
  - Proposed general credit card purchases must be approved by the CFO in addition to the expenditure delegate;
  - Corporate credit cards are not used for transactions where alternative payment methods are available;
  - There is no facility to withdraw cash on corporate credit cards;
  - Corporate credit card expenditure is monitored and managed within credit limits;
  - The Memorial's ongoing commitment to fraud prevention awareness-training programmes for all staff; and
  - Credit cards cannot be used for any non-official expenses.

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**Question 87**

**Outcome 1: Program 1**

**Topic: AWM – Carbon Tax legislation**

(Written Question on Notice)

**Senator EGGLESTON asked:**

1. How was your department/agency consulted in the development of the carbon price package?
2. Is the carbon price package consistent with all of the policies in your department/agency?

**Answer**

1. The Memorial was not consulted in the development of the carbon price package.
2. Yes.

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**Question 88**

**Outcome 1: Program 1**

**Topic: AWM – Communications**

(Written Question on Notice)

**Senator EGGLESTON asked:**

How many communications people are there in each of your departments and agencies? List their classification, position description, services they provide to Ministers and/or Parliamentary Secretaries and any guidelines they must adhere to.

**Answer**

There are three communications people in the Australian War Memorial.

<b>Classification</b>	<b>Position Description</b>	<b>Services provided</b>	<b>Guidelines</b>
Executive Level 2	Head, Communications and Marketing	As required, assist the Minister through the provision of information/advice relating to any Memorial media events e.g. Monthly Forward Schedule of Events and Briefings Notes.	APS Code of Conduct.  Director's Instructions as they relate to Communications and Media.
Executive Level 1	Marketing Officer	Manages the advertising under the guidance of the Head.	APS Code of Conduct.  Procurement guidelines as they relate to Director's Instructions (Financial) – Spending and Managing Memorial Money.
APS 6	Media Liaison	Manages the media for the Memorial under the guidance of the Head.	APS Code of Conduct.  Director's Instructions as they relate to Communications and Media.