

**Senate Standing Committee on Foreign Affairs, Defence and Trade  
Supplementary Budget Estimates 2013 - 14; 20 November 2013  
Answers to questions on notice from Department of Veterans' Affairs**

**Question 1**

**Outcome All: Program All**

**Topic: DVA resources – per Division**

(Written Question on Notice)

**Senator McEWEN asked:**

Do you have the actual staffing levels in each division?

**Answer**

Table 1.1 below shows the actual staffing levels of each Division as at 31 October 2013. This table shows the Full Time Equivalent (FTE) of both Ongoing and Non-ongoing staff.

**Table 1.1: Ongoing and Non-Ongoing FTE by Division as at 31 October 2013.**

<b>Division</b>	<b>Departmental Funds (FTE)</b>	<b>Administered Funds (FTE)</b>
Client & Commemorations	164.6	
Corporate	247.6	
Deputy Commissioner NSW	119.1	
Deputy Commissioner NT	10.0	
Deputy Commissioner QLD	146.1	
Deputy Commissioner SA	43.7	
Deputy Commissioner TAS	25.2	
Deputy Commissioner VIC	109.9	
Deputy Commissioner WA	67.7	
Health & Community Services	446.3	
ICT Solutions	112.2	
Principal Legal Advisor	24.2	
Rehabilitation & Support	331.3	
Repatriation Medical Authority	9.7	
Secretary & Repatriation Commission	9.0	
Veterans' Review Board	22.8	
Veterans & Veterans Families Counselling Services	57.7	62.7
<b>Total</b>	<b>1947.1</b>	<b>62.7</b>

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**Question 2**

**Outcome 3: Program 3.1**

**Topic: DVA Resources – Centenary of Anzac**  
(FADT Hansard Proof 20 November 2013, p 95)

**Senator MCEWEN asked:**

How many staff altogether will be working on the centenary planning?

**Answer**

As at 3 December 2013, there are 8.5 FTE working on the Anzac Centenary planning.

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**Question 3**

**Outcome 1: Program: 1.2 & 1.6**

**Topic: DVA Resources – Claims processing**

(FADT Hansard Proof 20 November 2013, p 95)

**Senator McEWEN asked:**

What about staff numbers for claims processing?

**Answer**

During the period 1 July 2013 to 31 October 2013, there was an average of 230 FTE in the Rehabilitation and Compensation claims processing group. This number includes claims delegates, supervisors and support (e.g. claims registration) staff.

The group processes compensation claims under the *Veterans' Entitlements Act 1986* (VEA), the *Safety, Rehabilitation and Compensation Act 1988* (SRCA) and the *Military Rehabilitation and Compensation Act 2004* (MRCA). They also undertake the following key activities and processing support functions: VEA, SRCA and MRCA Liability claims; SRCA and MRCA Permanent Impairment claims; SRCA and MRCA Incapacity Payments; Needs and Rehabilitation Assessments; and Payment of Accounts.

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**Question 4**

**Outcome All: Program All**

**Topic: DVA resources – contracts, temp, non-ongoing**

(Written Question on Notice)

**Senator McEWEN asked:**

**Senator McEWEN:** I am also interested in the number of staff who are employed on fixed-term contracts or are employed on a temporary basis. Do you have that breakdown?

**Ms Dotta:** As at 30 September we had 104 non-ongoing staff.

**Senator McEWEN:** Were they all on fixed-term contracts? Or are some of those casuals? Or don't you differentiate?

**Mr Winzenberg:** They are on varying contracts. It could be a couple of months or it could be six months.

**Senator McEWEN:** Shorter than six months?

**Ms Dotta:** Sometimes, yes.

**Mr Winzenberg:** It could be anywhere from a couple of months to six months.

**Mr Lewis:** But we would have details on that submitted as part of regular transparency reports, wouldn't we?

**Senator McEWEN:** Thank you, and maybe you could do a comparison of that number of fixed-term staff going back, say, three years—going back to the previous budget.

**Answer**

Table 4.1 below shows the Non-ongoing headcount split of each Division as at 31 October 2013.

**Table 4.1: Non-ongoing Headcount by Division as at 31 October 2013.**

<b>Division</b>	<b>Departmental Non-ongoing</b>	<b>Administered Non-ongoing</b>
Client & Commemorations	12	
Corporate	13	
Deputy Commissioner NSW	4	
Deputy Commissioner NT	1	
Deputy Commissioner QLD	12	
Deputy Commissioner SA	1	
Deputy Commissioner TAS	1	
Deputy Commissioner VIC	16	
Deputy Commissioner WA	7	
Health & Community Services	29	
ICT Solutions	6	
Principal Legal Advisor	2	
Rehabilitation & Support	4	
Repatriation Medical Authority	1	
Secretary & Repatriation Commission	0	
Veterans' Review Board	0	
Veterans & Veterans Families Counselling Services	3	9
<b>Total</b>	<b>112</b>	<b>9</b>

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The Department records and reports on the number of non-ongoing employees in the Annual Reports of the Repatriation Commission, Military Rehabilitation and Compensation Commission and Department of Veterans' Affairs against gender and location.

For the financial year 2009-10, refer to Table B3 on page 349 of the 2009-10 Annual Report.  
For the financial year 2010-11 refer to Table B3 on page 325 of the 2010-11 Annual Report.  
For the financial year 2011-12 refer to Table B3 on page 384 of the 2011-12 Annual Report.

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**Question 5**

**Outcome 1: Program: Rehabilitation and Support**

**Topic: DVA resources – Incremental resourcing**

(FADT Hansard Proof 20 November 2013, p 98-99)

**Senator FAWCETT asked:**

**Senator FAWCETT:** Mr Lewis, congratulations on your role. I do not think I have been in estimates with you since your appointment. I refer to the minister's opening statement, where he was talking about resources. You echoed it in your comments. You said that the \$1.6 million hardly touches the sides. I am paraphrasing there, but clearly you are resource constrained. What impact is that having on your ability to process claims? What, for example, is the current backlog of your claims processing?

**Mr Lewis:** ...If you want to get a bit of a sense of how many extra resources I have put into that we could take that on notice and come back to you. As I said to you, we are kind of scrimping wherever we can to make this a focus because we are really trying to crack this problem, once and for all. And once we get on top of it we want to stay on top of it.

As you may be aware, in some of our key processing streams we are taking, on average, between 160 and 170 days to process. Our target is 120 days. If we can get down to 120 days that will be really good; if we can go beyond that, that would be great. I am just giving you a bit of a sense of it. This will take some time; it is a very complex processing system. If you would like me to take on notice the incremental resourcing query I would be happy to take that on notice. I do not think we can answer that tonight—or could we?

**CHAIR:** That is okay. Take it on notice.

**Senator FAWCETT:** In terms of the question on notice I would be interested in the following things. With current operations there will be an increase in the level of claimants but the financial pressures will obviously affect your ability to resource that. So, I would like a longer-term snapshot of the level of claims and the percentage of backlog—

**Mr Lewis:** ...We are happy to give you the best we have, but it is a very rough approximation because the rate of claims increase is not an easy thing to assess.

**Senator FAWCETT:** I understand that, but my view is that if our government commits people to go to war and to go into harm's way then we have an obligation, when the demand rate goes up as they return, to increase resources so that we meet our targets in terms of processing time. If that resource has not gone up and we have a backlog I am keen to understand how big that is, because that also gives us—and the minister—an idea of what additional resources are required to meet that and how big a deficit we are overcoming because of the last three or four years of constraints.

**Answer**

There are an additional four FTE working on reducing the claims on hand. This team has been set up to address a caseload (backlog) of 700 compensation claims over a six month period.

The following table provides estimates of primary and liability compensation claims for the financial years 2013-14 and 2014-15.

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<b>LEGISLATION</b>	Estimate	
	<b>2013-14</b>	<b>2014-15</b>
<i>Veterans' Entitlements Act 1986 (VEA) Claims</i>	14,720	13,750
<i>Safety, Rehabilitation and Compensation Act 1988 (SRCA) Claims</i>	3,250	3,280
<i>Military Rehabilitation and Compensation Act 2004 (MRCA) Claims</i>	5,550	6,720
<b>TOTAL CLAIMS</b>	<b>23,520</b>	<b>23,750</b>

While there is a changing workload across the Acts i.e. reducing VEA claim numbers and increasing MRCA claim numbers, the Department is not anticipating a backlog in the coming years as overall there is not any great movement in the actual claim numbers.

Notwithstanding this, the Department has commenced work on short to medium term strategies to improve claims processing times. These strategies include: reducing the work on hand; improving client communication and engagement; improving case management practices; and reviewing and improving business processes.

The Department will continue to adjust resourcing to match intakes across the three Acts.

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**Question 6**

**Outcome 3: Program 3.1 and 3.2**

**Topic: Gallipoli ballot – delay in ballot**

(FADT Hansard Proof 20 November 2013, p 101)

**Senator FAWCETT asked:**

So when was that decision taken?

**Answer**

Monday 23 September 2013.



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**Question 7**

**Outcome General: Program Corporate**

**Topic: Use of Actuaries**

(FADT Hansard Proof 20 November 2013, p101-106)

**Senator GALLACHER asked:**

**Senator GALLACHER:** Just a question on a comment you made, Mr Lewis, about not having a crystal ball. I note in the minister's statement on page four there are a couple of paragraphs there about '90 per cent of clients are covered by the Veterans' Entitlements Act—average age 76.3 years. In 10 years the number is projected to climb by 40 per cent.' The following paragraph goes on to put the reverse case. My question is: in the absence of a crystal ball, do you use an actuary?

**Mr Lewis:** The numbers you see there are based on actuarial amortisation detail. On the VEA side—

**Senator GALLACHER:** That is all I wanted to know. So you do use an actuary?

**Mr Lewis:** Absolutely.

**Senator GALLACHER:** Can we see those actuarial assessments?

**Mr Lewis:** Chair, I spoke briefly to Senator Gallacher over the break. In relation to the question on actuaries, I would prefer to take on notice and give a fulsome response to the question of actuaries, because we do employ actuaries in some particular parts of our financial statements. Just to give a comprehensive answer in relation to where we do employ them, I will take that question on notice.

**Answer**

Yes. Actuaries are used in the following instances:

1. The Australian Government Actuary (AGA) is engaged to provide an estimate of the Military Compensation Provision, estimated to be \$4.750 billion as at 30 June 2013.
2. The adequacy of the provision for outstanding insurance claims in the operations of the Defence Service Home Insurance Scheme was prepared by independent actuaries (PricewaterhouseCoopers) as at 30 June 2013. The estimate of provision was \$13.7 million as at 30 June 2013.

In both cases, an expert independent actuary is engaged because DVA does not have the expertise to undertake this work internally.

The VEA population models were developed over a decade ago by our departmental demographer. The disability pension, treatment card and survivor population models were reviewed by the Australian Government Actuary (AGA) in August 2003 where they were "satisfied that the broad structure of the modelling approach is satisfactory". The projection models continue to be managed and maintained by the departmental demographer.

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**Question 8**

**Outcome All: Program All**

**Topic: DVA resources – resigned vs. redundancy**

(Written Question on Notice)

**Senator McEWEN asked:**

Can you differentiate between staff who have resigned and staff who have taken a redundancy package?

**Answer**

Yes, table 8.1 below shows all terminations for the period 1 July 2013 to 31 October 2013 split by type of cessation.

**Table 8.1: All terminations by cessation type for 1 July 2013 to 31 October 2013.**

<b>Non-ongoing End of Contract</b>	<b>Resignation / Retirement</b>	<b>Voluntary Redundancy</b>	<b>Transfer / Promotion within APS</b>	<b>Total</b>
<b>75*</b>	<b>48</b>	<b>4</b>	<b>5</b>	<b>132</b>

\* this figure includes 34 Non-ongoing staff who ceased in order to be engaged on an Ongoing basis.

The Department records and reports on employee terminations in the Annual Reports of the Repatriation Commission, Military Rehabilitation and Compensation Commission and Department of Veterans' Affairs.

For the financial year 2009-10, refer to Table 8 on page 77 of the 2009-10 Annual Report.

For the financial year 2010-11, refer to Table 9 on page 55 of the 2010-11 Annual Report.

For the financial year 2011-12, refer to Table 9 on page 73 of the 2011-12 Annual Report.

For the financial year 2012-13, refer to Table 44 on page 149 of the 2012-13 Annual Report.

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**Question 9**

**Outcome All: Program General DVA**

**Topic: Deregulation**

(FADT Hansard proof. 20 November 2013, p105)

**Senator MCEWEN asked:**

**Senator McEWEN:** The policy requires the department to establish a dedicated unit led by an officer of at least SES 1 level. Has that unit been established in DVA?

**Ms Spiers:** That is correct. I am responsible for deregulation. It is part of my—a

**Senator McEWEN:** You are the officer?

**Ms Spiers:** I am the SES officer, that is correct. One of the teams within my branch has restructured to take on the role of deregulation. We are working through the issues for the department and are in the process of how we will examine these issues as they relate to the department. As you could appreciate, deregulation is horses for courses for each agency because the issues are quite different, depending on the nature of the business of the agency.

**Senator McEWEN:** So these responsibilities are in addition to your substantive position?

**Ms Spiers:** Correct, it is aligned with my chief audit executive role. Given the nature of risk management in that role, it is a good alignment of function with deregulation.

**Senator McEWEN:** Do you have any additional staff to assist you in this process?

**Ms Spiers:** I have been allocated an additional staff member and, as I have said, we have done some slight restructuring within one of my sections to take account of the workload that we anticipate with this.

**Senator McEWEN:** So is that additional staff person from within the existing establishment of DVA, or is that a new position?

**Ms Spiers:** It was new funding for my branch. The staff member is from within the existing complement of DVA staff.

**Senator McEWEN:** Do you know how much that funding was?

**Ms Spiers:** It was the equivalent of an APS 6 salary, I do not have the actual figure.

**Mr Lewis:** We will take that on notice.

**Answer**

The salary for an APS6 is \$ 87,387 per annum.

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**Question 10**

**Outcome 1: Program 1.6**

**Topic: Tax status of ADF personnel**

(FADT Hansard Proof 20 November 2013, p 107)

**Senator WRIGHT asked:**

**Senator WRIGHT:** That is good to hear. Then maybe I need to put the question on notice to Defence to get some clarity about that, if they are taking the running on it. I wonder if you could help me with this particular aspect, but you may not be able to. I was interested in knowing the number of defence force personnel affected by this particular feature of the taxation system in each of the last four financial years. But I imagine that would perhaps be something Defence would have the statistics about and not DVA.

**Mr Carmody:** I think they would have the statistics. We would probably have them in a slightly different way in terms of those who had put in a claim with us. But it is possible someone did not put in a claim with us, so Defence I assume would know who has returned early from operations, and they would be able to give you a number. But unfortunately I cannot do that.

**Senator Ronaldson:** Why don't we give you what we have got—

**Senator WRIGHT:** Thank you. If you could take that on notice and give me what you can...

**Answer**

DVA has no information on the total number of Australian Defence Force (ADF) personnel who have had a change in their tax status in each of the last four financial years after returning from operations early due to injury sustained on deployment.

Based on claims data, DVA has records of 90 ADF personnel who have claimed for lost deployment allowances as a result of being medically evacuated back to Australia over the last four financial years as follows:

<b>Financial Year</b>	<b>Permanent Forces</b>	<b>Reservists</b>	<b>Total</b>
2009-10	15	2	17
2010-11	24	1	25
2011-12	30	1	31
2012-13	17	0	17
<b>Total</b>	<b>86</b>	<b>4</b>	<b>90</b>

This data is based on those serving members who were paid compensation for the loss of International Campaign Allowance, where the period of incapacity commenced in the period 1 July 2009 to 30 June 2013.

DVA pays compensation for lost deployment allowances under the *Military Rehabilitation and Compensation Act 2004* as tax exempt payments in accordance with section 51-32 of the *Income Tax Assessment Act 1997*.

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**Question 11**

**Outcome 2: Program 2.2**

**Topic: PTSD – beds, patients, costs**

(FADT Hansard Proof 20 November 2013, p108)

**Senator WRIGHT asked:**

**Senator WRIGHT:** It may be that it is relevant to hear from Dr Killer. First, I will explain my questioning about that particularly. I think you are right to identify that that is the particular issues in this case. I am interested in knowing the total number of beds in each of the facilities, the average occupation rate, the number of patients treated there each year and the cost of these services over the forward estimates, including the current financial year. Is it possible to give those statistics to me readily now, or is it better to have those taken on notice?

**Ms Daniel:** We would take that on notice. The PTSD programs are not necessarily an in-patient program, but we can provide you on notice a description of the eight programs and the number of clients who have gone through them in recent years.

**Answer**

The Department purchases Post Traumatic Stress Disorder (PTSD) programs from contracted hospitals in the public and private hospital sector. The following table provides the list of hospitals by state, the numbers of veterans who have attended the programs, and the total approximate expenditure on the program for 2010-11 to 2012-13. As the programs are funded from the overall public and private hospital allocation, it is not possible to provide the actual cost of the programs over the forward estimates.

Generally, mental health beds are not allocated for specific conditions such as PTSD, nor are beds reserved specifically for veterans.

State	Program	Participants 2010-2011	Participants 2011-2012	Participants 2012-2013
NSW	St John of God (SJOG) Richmond	4	7	0
QLD	Greenslopes	25	14	15
QLD	Mater health	37	23	12
QLD	Toowong	40	35	34
VIC	The Geelong Clinic	28	14	12
VIC	Heidelberg Repatriation Hospital	29	20	24
SA	Daw Park, Repatriation General Hospital	11	11	9
WA	The Hollywood Clinic	32	27	8
<b>Total</b>		<b>206</b>	<b>151</b>	<b>114</b>
	Expenditure	\$2,487,759	\$2,213,598	\$1,782,922

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**Question 12**

**Outcome 2: Program 2.5**

**Topic: Substance abuse - breakdown**

(FADT Hansard Proof 20 November 2013, p 109)

**Senator WRIGHT asked:**

**Senator WRIGHT:** And the other aspect of that that I am interested in inquiring about is that, while recent media coverage has indicated that these wards treat the symptoms of PTSD, they do not necessarily treat addictions specifically, and we are all aware that there is often a comorbidity between stress-related conditions and service-related conditions and reliance on alcohol and other substances. I am interested in whether you have records of the number of veterans suffering a substance abuse issue at present. Can you provide a breakdown of those figures?

**Ms Daniel:** I think we would take that on notice. We have information on accepted disabilities around alcohol disorders, but we would need to provide that on notice—and comorbidities.

**Answer**

Based on the September 2013 published data, there were 11,166 veterans who had an accepted substance abuse condition based on the Statements of Principles (SoP). Of those, 8,740 had an accepted condition for alcohol dependence/abuse.

Of those 11,166 veterans with an accepted substance abuse condition, the top 10 co-morbidities (based on other SoP coded accepted conditions of the above veterans) are:

**Top 10 other accepted conditions for veterans with accepted substance abuse**

SOP code	Medical Condition/Disease/Injury	Number of veterans	%
E003	Post-traumatic Stress Disorder	8,539	76.5%
F001	Sensori-Neural Hearing Loss	6,656	59.6%
F034	Tinnitus	3,301	29.6%
J002	Gastro-Oesophageal Reflux	2,320	20.8%
G009	Hypertension	2,185	19.6%
E001	Depressive Disorders	2,112	18.9%
N004	Lumbar Spondylosis	1,751	15.7%
M011	Solar Keratosis	1,689	15.1%
K010	Erectile Dysfunction	1,459	13.1%
N002	Osteoarthritis	1,370	12.3%

**Notes:**

1. This report does not include conditions that have not been SoP coded such as those that have been determined by the Veterans' Review Board and Administrative Appeals Tribunal.

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2. This report is a count of veterans with an accepted SoP condition not a count of claims. Therefore, a veteran with multiple accepted claims under the one SoP will only be counted once.
  
3. Where a veteran has multiple accepted conditions against multiple SoPs, the veteran will be counted against each SoP.

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**Question 13**

**Outcome 3: Program 3.1**

**Topic: Peacekeeping Memorial Project - DGR**

(FADT Hansard Proof 20 November 2013, p 110)

**Senator WRIGHT asked:**

My question is about the previous granting of deductible gift recipient status to the Peacekeeping Memorial Project to 31 December 2014. Can you advise whether this status will be extended past that date and, if it is not known yet, what the time frame for that decision will be?

I would like to know whether that is the case. Is it going to be extended or is there some consideration about it being extended past that date? I know that the peacekeepers are very keen because they need that additional assistance, to be able to raise funds for the memorial.

If the decision has not yet been made, what would be the time frame, so that they can be aware of that?

If it is going to be extended, for what period of time would it be extended, if that decision has already been made?

**Answer**

Deductible Gift Recipient Status (DGRS) is the responsibility of the Treasurer. The Australian Peacekeeping Memorial Project is required to write to the Treasurer to request a renewal of the DGRS for this project.



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**Question 14**

**Outcome 1: Program 1.1, 1.2 & 1.6**

**Topic: BNT veterans and Gold Card eligibility**

(FADT Hansard Proof 20 November 2013, p 111-112)

**Senator XENPHON asked:**

1. Perhaps on notice, because I do want to ask you a couple of questions about our military compensation issues, could you broadly set out the categories of those who have served in a theatre of war who are not necessarily eligible for a gold card?
2. Secondly, how many Maralinga veterans are still alive, and how does that compare with, say, 12 months ago? I will put those questions on notice unless you have an answer to the number of Maralinga veterans who are still alive.
3. How many have passed away in the last 12 months, for instance?

**Answer**

1. There are no instances where ADF personnel who served in a theatre of war or who rendered qualifying service are not eligible for the automatic grant of the Gold Card at age 70.

The phrase 'service in a theatre of war' is the equivalent to the present 'qualifying service' classification used in the *Veterans' Entitlements Act 1986* (VEA).

Qualifying service is the classification which gives rise to automatic entitlement to the Gold Card at age 70 under the VEA. This classification applies to most overseas service during the Second World War, service in combat within Australia during the Second World War, and service in later conflicts (such as in Korea, Vietnam and Afghanistan).

Service in Afghanistan today is considered 'warlike service', this being the current equivalent of 'service in a theatre of war'.

2. DVA has no information on the total number of survivors who were involved in British Nuclear Testing (BNT) at Maralinga.

Based on claims data alone, DVA has records of 868 veterans with accepted claims for compensation and/or treatment under the various Acts that cover participation in the BNT programme.

3. As at 29 November 2013, a total of 582 of these veterans were recorded as alive. In 2012-13, a total of 44 veterans were recorded as having passed away.

DVA data does not distinguish where veterans' BNT service was rendered.

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**Question 15**

**Outcome 1: Program: 1.6**

**Topic: Claims processing - KPI**

(FADT Hansard Proof 20 November 2013, p 112-113)

**Senator XENOPHON asked:**

What is your KPI in relation to that (processing Military compensation claims)?

How many claims are dealt with or determined, even on liability issues—whether the claim is accepted or rejected—with those 120 days, and how many are still languishing after, say, 180 days or six months, nine months, 12 months and beyond?

I have a further question on that, but, if the department can provide me on notice with the details of the time it has taken for claims to be resolved—within 120 days, 150 days, 180 days, 12 months, 18 months and two years—and whether there are any claims still left in limbo after two years, for instance, I would be grateful.

**Answer**

The Key Performance Indicator to determine a liability claim under the *Military Rehabilitation and Compensation Act 2004* (MRCA) is 120 days on average.

For the period 1 July 2013 to 31 October 2013, a total of 2,028 MRCA liability claims were finalised and the time taken to process these claims was as follows:

- within 120 days: 943;
- 121 to 150 days: 205;
- 151 to 180 days: 186;
- 181 to 270 days: 294;
- 271 to 365 days: 320;
- 12 to 18 months: 79;
- 18 to 24 months: 1; and
- no claims took over 24 months to finalise.

The number of MRCA liability claims on hand as at 31 October 2013, was 2,073 and the time taken to process these claims was as follows:

- up to 120 days: 1,277;
- 121 to 150 days: 218;
- 151 to 180 days: 155;
- 181 to 270 days: 271;
- 271 to 365 days: 112;
- 12 to 18 months: 38;
- 18 to 24 months: 2; and
- no claims over 24 months were on hand.

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**Question 16**

**Outcome 2: Program 2.5**

**Topic: Psychological problems - Afghanistan**

(Written Question on Notice)

**Senator GALLACHER asked:**

What are some of the psychological problems that have been evidenced since the Afghan conflict? People in the first rotation or two have now come back and claimed or gone on with their normal lives. What psychological problems are we seeing?

**Answer**

In the main, the conditions evidenced since the Afghan conflict include posttraumatic stress disorder and other stress disorders, depression or dysthymia, anxiety, adjustment disorder and alcohol and other substance misuse disorders.

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**Question 17**

**Outcome 2: Program 2.5**

**Topic: Support for Families**

(FADT Hansard Proof 20 November 2013, p116)

**Senator GALLACHER asked:**

...can you outline how service-related issues are impacting on families and, on the other side of the equation, the support that has been offered to those families.

**Answer**

Families are often the first to notice when their veteran family member is not coping and accordingly, the Department of Veterans' Affairs (DVA) mental promotion activities have a family focus. A new episode in DVA's Youtube mental health series was released in October 2013, entitled "When a Different Person Comes Home" highlighting the importance of family support and 'red flags' to be aware of, and where to go for assistance and advice. DVA's mental health portal, At Ease ([www.at-ease.dva.gov.au](http://www.at-ease.dva.gov.au)), has a section for families, providing information and advice on mental health and how to keep their family healthy. DVA's resources for mental health providers educates on the impact of mental health on the family and encourages the provision of care in a family-sensitive way.

**Services**

The Veterans and Veterans Families Counselling Service (VVCS) provides free and confidential counselling and support to members of the veteran and ex-service community, including partners of veterans. In 2012-13, VVCS provided counselling and group program support to over 13,000 clients, about half of whom were veteran's partners or other family members.

VVCS has taken a range of steps to ensure it is delivering targeted and appropriate services to support the families of current and ex serving personnel.

All VVCS centres have family rooms for the delivery of counselling services to families. Centres have also established child friendly waiting rooms to enable older children who do not require constant care, to wait while parents participate in counselling. For parents with younger children, VVCS is able to arrange flexible counselling appointments, including counselling support by telephone if needed. Parents can also contact the Veterans Line for crisis support outside of business hours.

**Research**

DVA has commissioned a number of studies that provide information on the impact of service-related issues on families, including the Timor-Leste Family Study published in August 2012, the Vietnam Veterans' Family Study, expected to be completed in 2014 and the Mothers in the Middle East Area of Operations due for completion in September 2014.

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**Defence Services**

The Department of Defence has advised that it provides a range of preventative and responsive measures to assist the families of ADF personnel in managing the demands of military life including strategies to promote help seeking behaviour and enhance coping of family members.

The Defence Community Organisation's (DCO) FamilySMART Resilience program helps families to develop their psychological resilience, enabling them to:

- develop effective methods of managing stress and anxiety;
- improve family and social connectedness;
- develop greater self awareness and coping strategies; and
- increase their ability to manage change, uncertainty and adversity.

Additionally, families can access professional assessment and support from a social worker or other health professional through the all-hours Defence Family Helpline on freecall 1800 624 608. The Helpline is available for military personnel, their partners, children and relatives.

Defence Family Helpline staff can provide short term counselling and advice. Families requiring more long term assistance can be connected to specialist support services available in their local community.

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**Question 18**

**Outcome 3: Program 3.1 and 3.2**

**Topic: Anzac Centenary – Gallipoli Ballot and Ticketek**

(FADT Hansard Proof 20 November 2013, p 117)

**Senator FARRELL asked:**

Do you know at this stage just what the mechanism for that draw is going to be?

**Answer**

Ticketek will use the e-ballot system for the ballot draw. The e-ballot system is a fully compliant and operational ticketing application owned and supported by Ticketek.

The ballot will be drawn in four cascades (noting that 400 individual passes for secondary school students and their chaperones will be distributed outside of the ballot process), with the draw randomised within each cascade.

<b>Cascade</b>	<b>Inclusion in ballot</b>	<b>Outcome</b>	<b>Unsuccessful applicants</b>
1 <sup>st</sup>	Applicants who have indicated "Direct Descendent" (with preference to first generation – sons and daughters)	400 double passes allocated (total 800)	Those who have also indicated "Veteran" go to 2 <sup>nd</sup> cascade. Those who haven't go to 3 <sup>rd</sup> cascade.
2 <sup>nd</sup>	Applicants who have indicated "Veteran"	400 double passes allocated (total 800)	Go to 3 <sup>rd</sup> cascade
3 <sup>rd</sup>	Applicants who haven't indicated either "Direct Descendent" or "Veteran" (i.e. the Australian public), plus unsuccessful applicants from 1 <sup>st</sup> & 2 <sup>nd</sup> cascades	3,000 double passes (total 6,000)	Those who have indicated they wish to be included on a wait list go to 4 <sup>th</sup> cascade. Those who haven't are out of the ballot.
4 <sup>th</sup>	Applicants who have indicated willingness to be placed on a wait list	Random draw to establish a priority order for allocating passes as they become available (noting that passes will be reissued to the next qualified individual on the waitlist who applied in the relevant category in which the returned/unused pass was originally issued)	Out of the ballot

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**Question 19**

**Outcome 3: Program 3.1 and 3.2**

**Topic: Widows travelling to Gallipoli**

(FADT Hansard Proof 20 November 2013, p 118)

**Senator FARRELL asked:**

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**Senator Ronaldson:** The only ones who will not be in the ballot are the surviving World War I widows. We think there are about 150-odd of those ladies around the country. How many of them will be fit to travel we do not know, but the Australian government will—

**Senator FARRELL:** I met one the other night who was intending on going.

**Senator Ronaldson:** We will be inviting them personally, plus a carer, and we will be providing the financial support for them to attend.

**Senator FARRELL:** How will the World War I widows be looked after, and what plans are being made to look after them over there and on the way back?

...

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**Senator FARRELL:** Thank you for that. I welcome the opportunity to get a little bit more information on the process. Who would provide that?

**Mr Lewis:** We will supply that in the ordinary course in response to questions on notice.

**Answer**

The Minister for Veterans' Affairs wrote to each of the 164 known living Australian First World War widows and to the National Presidents of the War Widows Guild of Australia, Legacy Australia Council and the Partners of Veterans Association of Australia on 15 November 2013. This letter advised that the widows did not need to apply through the ballot process and that the Minister would write again in 2014 to invite the widows to attend the Gallipoli 2015 commemorations. Widows who respond and express an interest in travelling will then need to visit their General Practitioner to commence the medical assessment process, overseen by DVA's Principal Medical Advisor (PMA).

Widows will be asked to nominate a carer to travel with them. The carer will assist the official support team that includes doctors and nurses, and will travel with the widows to Turkey. Each carer must be self-reliant, mentally and physically capable, and committed to fully assist the widow with activities of everyday care and living during the travel.

Based on the general, medical and other relevant information provided by the widows, their families and General Practitioners, DVA will make recommendations to the Minister for Veterans' Affairs on those widows and carers considered fit for international travel. Widows and carers invited by the Minister to attend will continue to undergo health monitoring, including home visits by a community nurse and/or specialist appointments (as deemed necessary by the PMA) until the day of departure for international travel.



## Senator the Hon. Michael Ronaldson

Minister for Veterans' Affairs

Minister Assisting the Prime Minister for the Centenary of ANZAC

Special Minister of State

Dear [REDACTED]

On behalf of the Australian Government, I am writing to advise you about special arrangements for First World War widows who wish to travel to Gallipoli on 25 April 2015 to commemorate the centenary of the ANZAC landings on the Gallipoli Peninsula.

The Australian, New Zealand and Turkish governments have agreed that 10,500 people are able to attend the commemorations at Gallipoli on 25 April 2015. This total will comprise 8,000 from Australia and 2,000 from New Zealand who will be chosen through a public ballot. The remaining 500 places will be taken by invited guests and representatives of the Turkish Government and other nations.

To recognise the unique contribution of Australia's First World War widows, the Australian Government has decided to invite all surviving widows of First World War veterans to participate in the Centenary Dawn Service and associated commemorations in Turkey. This means that, should you wish to attend, you will not have to enter the ballot.

My Department's records identify you as a widow of an Australian First World War veteran and potentially eligible to travel as part of Australia's 'official representative' group. Should you wish to attend, you will also be able to nominate a carer to accompany you. All costs for you and your carer's travel, accommodation and transfers will be met by the Australian Government.

You should be aware that eligibility for participation will be subject to meeting strict health criteria to determine your fitness for international travel and will require you to participate in an ongoing health screening processes, which will continue until departure for Turkey in April 2015. Any nominated carer will also be required to meet minimum requirements to act as a carer, must be a minimum of 18 years of age in April 2015, and be capable and prepared to assist and support you during travel. The carer will also be required to participate in ongoing health assessments to ensure that he or she is medically fit for international travel. Once issued, your invitation will not be able to be transferred to any other person.

Travel to Turkey for Anzac Day commemorations will be physically and emotionally demanding. It will involve long flights, very early starts and the demands of group travel. The Anzac Commemorative Site on the Gallipoli Peninsula is very remote, contains no permanent facilities (including toilets) and will require you to walk on uneven ground, at times in darkness. The weather on the Gallipoli Peninsula can vary between extremes of hot and cold and the site contains no protection from the elements.



My Department has extensive experience in the development of official commemorative missions for veterans and, over time, have developed a series of very strict medical tests to determine fitness for travel. This mission will be no different and I must emphasise that medical fitness for travel will be a key factor those eligible must consider.

To be eligible to travel, you should be free of any significant health problems (for example conditions relating to heart disease, circulatory disorders, respiratory difficulties and nervous conditions) and physically independent to the extent you are able to climb and descend stairs unaided, stand for long periods at times, walk distances of up to 500 metres (including on uneven ground) without tiring and climb in and out of buses and aircraft without difficulty. International travel can be very challenging for people with mobility difficulties and limited medical support will be available.

I will write to you again in 2014 with a formal invitation to seek your interest in travelling to Turkey for Anzac Day commemorations in 2015. Between now and then, I encourage you to think about this unique opportunity, your willingness and ability to travel and who you might nominate to accompany you, should you wish to accept the Government's invitation. No further action is required from you at this time.

Should you have any further questions, please contact Mr Mathew Hardy in the Commemorations Branch of my Department

Yours sincerely,

**SENATOR THE HON. MICHAEL RONALDSON**

15 November 2013

**Senate Standing Committee on Foreign Affairs, Defence and Trade  
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**Question 20**

**Outcome 3: Program 3.1**

**Topic: Anzac Centenary - Local Grants Program approvals across electorates**

(FADT Hansard Proof 20 November 2013, p 118)

**Senator FARRELL asked:**

**Senator FARRELL:** Thank you. I would like to move now to the Anzac Centenary Local Grants Program. How many applications have been received from MPs?

**Mr Hamon:** We have received to date 90 applications across 30 electorates.

**Senator FARRELL:** How many of those have been approved?

**Mr Hamon:** Eighteen have been approved across eight electorates.

**Senator FARRELL:** Which electorates are they—that have been approved—

**Mr Hamon:** I do not have the breakdown of those electorates.

**Senator FARRELL:** Can you get that information for us?

**Mr Lewis:** I can provide that for you, Senator.

**Answer**

All of the eighteen applications that were approved by the Minister for Veterans' Affairs were supported and submitted by the MPs on behalf of applicants. The eight electorates are:

- Lindsay
- Longman
- Dickson
- Mallee
- Aston
- Moore
- Mitchell
- Wannon

This information is current as at 20 November 2013.

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**Question 21**

**Outcome 1, 2: Program 1.4, 1.6 and 2.6**

**Topic: ADF – cultural issues**

(FADT Hansard Proof 20 November 2013, p 113)

**Senator XENOPHON asked:**

**Senator XENOPHON:** I appreciate that, but Mr Carmody said that there are some claims where, because of the nature of the scheme—it is a beneficial scheme, to use Mr Carmody's terminology—you do not have all the requisite information, but, if you have the same degree of information that is required for a Comcare claim, why can't you in those circumstances be subject to a legislated time frame?

**Ms Spiers:** If I can assist, that is one feature of the difference between the claims, but another feature—and I think Mr Lewis was talking about it earlier—is that we are trying to encourage people to claim a lot sooner. One of the factors that we currently have is that, historically, our claims from serving members are often delayed until they are no longer serving members. Mr Carmody has raised one characteristic of the difference between Comcare and the Defence claims, but there are many others, so it is difficult to give a commitment when it is not just one factor.

**Senator XENOPHON:** Finally in relation to this, is it fair to say that is a cultural issue in the sense that serving men and women in the Defence Force are reluctant, that they have a fear that their career might in some way be impacted if they put in a claim while they are still serving?

**Ms Spiers:** Anecdotally, we understand that to be the issue or that it impacts on the ability for promotion or certain activities. I do not have the statistics before me, but the average time between injury and claim in our jurisdiction is significantly higher than in the Comcare jurisdiction. The delay is a factor as much as anything else.

**Senator XENOPHON:** Could I put this on notice: how do you deal with those cultural issues, where there is a reluctance to claim? Minister, I do acknowledge your short but quite passionate speech in the Senate on 27 June where you committed to try and at least significantly improve the position.

**Senator Ronaldson:** Excellent.

**Mr Carmody:** May I just make a comment. I will certainly take those matters on notice...

**Answer**

Defence has advised DVA that the reasons that ADF members may delay the submission of a claim are many and varied.

Many do not see the need to claim at, or close to, the time of their injury or illness. In part, this may reflect that their ongoing care and support is provided by Defence and it is only as they approach their transition from Defence that they consider the need for continued coverage. Others may see the submission of claims as something associated with the transition out of Defence.

Some members may not recognise the link between their injury or illness and their service, or, where they do, they may not appreciate that it could entitle them to support from DVA. Some may not understand how to go about submitting a claim or may simply choose not to claim.

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There will also be those who are concerned that a successful claim may impact their ability to continue to serve or their posting or promotion prospects, particularly if the claim falls under MRCA or SRCA as DVA is required to provide the relevant Service Chief with copies of such claims.

Defence and DVA continue to implement strategies to increase awareness across the ADF of the need for early submission of claims and the services available from DVA.

Key amongst these strategies was the introduction of the DVA On Base Advisory Service (OBAS), a national service provided by specially trained DVA staff who regularly visit over 35 bases around Australia. On Base Advisors assist ADF serving members to find out about DVA services, including compensation, health, rehabilitation and support.

Defence continues to encourage Commanders to involve On Base Advisors in unit welfare boards, induction and mandatory training programs. This unit training is complemented by pre-deployment training that includes details on compensation coverage applicable to ADF members deploying on operations.

DVA continues to make its services more widely known and easily accessible to ADF members to encourage earlier engagement. In addition to OBAS, DVA has a Facebook and social media presence and continues to make more services available online.

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**Question 22**

**Outcome 1, 2 and 3: Program 1.4, 2.4 and 3.1**

**Topic: Discretionary Grants Program**

(Written Question on Notice)

**Senator FARRELL asked:**

How many discretionary grant programs are managed by this portfolio?

**Answer**

Six discretionary grant programs are managed by DVA.

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**Question 23**

**Outcome 1, 2 and 3: Program 1.4, 2.4 and 3.1**

**Topic: Discretionary Grants Program**

(Written Question on Notice)

**Senator FARRELL asked:**

Can you provide us with a list of those programs please?

**Answer**

1. *Building Excellence in Support and Training* Program
2. *Grants in Aid* Program
3. *Veteran and Community Grants* Program
4. *Saluting Their Service* Commemorations Grants Program
5. Anzac Centenary Local Grants Program
6. Overseas Privately Constructed Memorial Restoration Program

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**Question 24**

**Outcome 1, 2 and 3: Program 1.4, 2.4 and 3.1**

**Topic: Discretionary Grants Program**

(Written Question on Notice)

**Senator FARRELL asked:**

In each case how are they administered? If they are administered by the Minister, is the Minister's decision based on the advice of the Department?

**Answer**

The Department provides advice to the Minister on all of its grant programs. In the case of the *Saluting Their Service* Commemorations Grants Program, a separate advisory committee also considers proposals and this advice is referred to the Minister by the Department.

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**Question 25**

**Outcome 1, 2 and 3: Program 1.4, 2.4 and 3.1**

**Topic: Discretionary Grants Program**

(Written Question on Notice)

**Senator FARRELL asked:**

In relation to each of these programs in (is) there an industry advisory body – or some other form of advisory body – that is involved in the assessment process for grant applications?

**Answer**

In the case of the *Saluting Their Service* Commemorations Grants Program, a separate advisory committee also considers proposals and this advice is referred to the Minister for Veterans' Affairs.

The assessment process for the *Building Excellence in Support and Training* Program, the Grants In Aid Program, the Veteran and Community Grants Program, the Anzac Centenary Local Grants Program and the Overseas Privately Constructed Memorials Restoration Program is managed within the Department with recommendations forwarded to the Minister for Veterans' Affairs.



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**Question 26**

**Outcome 1, 2 and 3: Program 1.4, 2.4 and 3.1**

**Topic: Discretionary Grants Program**

(Written Question on Notice)

**Senator FARRELL asked:**

Were these bodies in place before the election – have there been any changes since the election?

**Answer**

There has been no change to the *Saluting Their Service* Commemorations Grant Program advisory committee since the election.

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**Question 27**

**Outcome 1, 2 and 3: Program 1.4, 2.4 and 3.1**

**Topic: Discretionary Grants Program**

(Written Question on Notice)

**Senator FARRELL asked:**

Has there also been a pause in the release of funding for grants under these programs – if so, what are the details?

**Answer**

No.

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**Question 28**

**Outcome 1, 2 and 3: Program 1.4, 2.4 and 3.1**

**Topic: Discretionary Grants Program**

(Written Question on Notice)

**Senator FARRELL asked:**

What advice has been provided to stakeholders about the nature and purpose of the pause?

**Answer**

Not applicable.

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**Question 29**

**Outcome 1, 2 and 3: Program 1.4, 2.4 and 3.1**

**Topic: Discretionary Grants Program**

(Written Question on Notice)

**Senator FARRELL asked:**

If there has been a pause:

- a) Did this pause include grants that had been advertised but not yet finalised?
- b) Did this pause include grants where decisions had been finalised but recipients had not yet been notified?
- c) If so, is there an indicative timeline as to when successful recipients of grants can expect to hear from the Government?

**Answer**

Not applicable.

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**Question 30**

**Outcome 1, 2 and 3: Program 1.4, 2.4 and 3.1**

**Topic: Discretionary Grants Program**

(Written Question on Notice)

**Senator FARRELL asked:**

Since the election has there been any change to these assessment processes and decision making arrangements?

**Answer**

No.

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**Question 31**

**Outcome 1, 2 and 3: Program 1.4, 2.4 and 3.1**

**Topic: Discretionary Grants Program**

(Written Question on Notice)

**Senator FARRELL asked:**

Where did the initiative to make these changes come from – was it from the department to the minister, from the minister, or his staff, to the department?

**Answer**

Not applicable.

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**Question 32**

**Outcome 1, 2 and 3: Program 1.4, 2.4 and 3.1**

**Topic: Discretionary Grants Program**

(Written Question on Notice)

**Senator FARRELL asked:**

Or did it come from the Prime Minister or his office via Prime Minister and Cabinet?

**Answer**

Not applicable.

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**Question 33**

**Outcome 1, 2 and 3: Program 1.4, 2.4 and 3.1**

**Topic: Discretionary Grants Program**

(Written Question on Notice)

**Senator FARRELL asked:**

Are all grants in each program the subject of a pause?

**Answer**

Not applicable.



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**Question 34**

**Outcome 1, 2 and 3: Program 1.4, 2.4 and 3.1**

**Topic: Discretionary Grants Program**

(Written Question on Notice)

**Senator FARRELL asked:**

Are there any exceptions to the pause either in terms of programs or individual grants within a particular program?

**Answer**

Not applicable.

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**Question 35**

**Outcome 1, 2 and 3: Program 1.4, 2.4 and 3.1**

**Topic: Discretionary Grants Program**

(Written Question on Notice)

**Senator FARRELL asked:**

If so, what has been the process around determining any exemptions?

**Answer**

Not applicable.

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**Question 36**

**Outcome 1, 2 and 3: Program 1.4, 2.4 and 3.1**

**Topic: Discretionary Grants Program**

(Written Question on Notice)

**Senator FARRELL asked:**

How many grants or programs in this portfolio have been exempted?

**Answer**

Not applicable.

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**Question 37**

**Outcome 1, 2 and 3: Program 1.4, 2.4 and 3.1**

**Topic: Discretionary Grants Program**

(Written Question on Notice)

**Senator FARRELL asked:**

What are the details?

**Answer**

Not applicable.

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**Question 38**

**Outcome 1, 2 and 3: Program 1.4, 2.4 and 3.1**

**Topic: Discretionary Grants Program**

(Written Question on Notice)

**Senator FARRELL asked:**

What was the process used to identify a grant or a program that would be excluded from the pause?

**Answer**

Not applicable.

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**Question 39**

**Outcome 1, 2 and 3: Program 1.4, 2.4 and 3.1**

**Topic: Discretionary Grants Program**

(Written Question on Notice)

**Senator FARRELL asked:**

Who was the decision maker in each case where a grant or program was exempted from the pause?

**Answer**

Not applicable.

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**Question 40**

**Outcome 1, 2 and 3: Program 1.4, 2.4 and 3.1**

**Topic: Discretionary Grants Program**

(Written Question on Notice)

**Senator FARRELL asked:**

In relation to exemptions what role did Prime Minister and Cabinet play?

**Answer**

Not applicable.

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**Question 41**

**Outcome 1, 2 and 3: Program 1.4, 2.4 and 3.1**

**Topic: Discretionary Grants Program**

(Written Question on Notice)

**Senator FARRELL asked:**

Where did the initiative for an exemption for the pause come from in each case?

**Answer**

Not applicable.



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**Question 42**

**Outcome 3: Program 3.1**

**Topic: Anzac Centenary Local Grants Program**

(Written Question on Notice)

**Senator FARRELL asked:**

How many applications have been received from MPs?

**Answer**

As at 6 December 2013, a total of 114 Anzac Centenary Local Grant applications have been received from MPs by the Department of Veterans' Affairs.

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**Question 43**

**Outcome 3: Program 3.1**

**Topic: Anzac Centenary Local Grants Program**

(Written Question on Notice)

**Senator FARRELL asked:**

How many applications have been approved?

**Answer**

As at 6 December 2013, a total of 23 Anzac Centenary Local Grant applications have been approved by the Minister for Veterans' Affairs.

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**Question 44**

**Outcome 3: Program 3.1**

**Topic: Anzac Centenary Local Grants Program**

(Written Question on Notice)

**Senator FARRELL asked:**

Which electorates have received grants?

**Answer**

As at 6 December 2013, a total of 12 electorates have received Anzac Centenary Local Grants as follows:

- Cunningham
- Throsby
- Lindsay
- Longman
- Dickson
- Mallee
- Aston
- Moore
- Mitchell
- Wannon
- New England
- Fraser

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**Question 45**

**Outcome 3: Program 3.1**

**Topic: Anzac Centenary Local Grants Program**

(Written Question on Notice)

**Senator FARRELL asked:**

How many have been rejected?

**Answer**

As at 6 December 2013, no Anzac Centenary Local Grant applications have been rejected by the Minister for Veterans' Affairs.

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**Question 46**

**Outcome 3: Program 3.1**

**Topic: Anzac Centenary Local Grants Program**

(Written Question on Notice)

**Senator FARRELL asked:**

How many have been returned for further work/information?

**Answer**

As at 6 December 2013, a total of 47 Anzac Centenary Local Grant applications have been returned for further work/information.

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**Question 47**

**Outcome 3: Program 3.1**

**Topic: Anzac Centenary Local Grants Program**

(Written Question on Notice)

**Senator FARRELL asked:**

Were there any applications submitted by former MPs not returned at the election?

**Answer**

Yes.

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**Question 48**

**Outcome 3: Program 3.1**

**Topic: Anzac Centenary Local Grants Program**

(Written Question on Notice)

**Senator FARRELL asked:**

How are these applications now being treated?

**Answer**

The Minister wrote to affected MPs asking them to provide guidance about the project. Where new MPs supported the application continuing, the application is being processed by DVA.

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**Question 49**

**Outcome 3: Program 3.1**

**Topic: Anzac Centenary Public Fund**

(Written Question on Notice)

**Senator FARRELL asked:**

What is the balance of the Fund?

**Answer**

The balance of the fund as at 3 December 2013 is \$16,104.88.



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**Question 50**

**Outcome 3: Program 3.1**

**Topic: Anzac Centenary Public Fund**

(Written Question on Notice)

**Senator FARRELL asked:**

Which organisations from corporate Australia or individuals have contributed to the Fund?

**Answer**

The Government is looking at ways to acknowledge contributions to the fund in accordance with rules governing tax deductible special accounts.

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**Question 51**

**Outcome 3: Program 3.1**

**Topic: Anzac Centenary Public Fund**

(Written Question on Notice)

**Senator FARRELL asked:**

What projects will receive funding?

**Answer**

The Minister of Veterans' Affairs, as Administrator of the Public Fund, and the Government will determine projects to be funded once donations are received.

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**Question 52**

**Outcome 3: Program 3.1**

**Topic: Anzac Centenary Public Fund**

(Written Question on Notice)

**Senator FARRELL asked:**

Can you outline the major projects under consideration for each State and Territory?

**Answer**

The major projects submitted by states and territories to the Australian Government for consideration for funding support from the Public Fund include:

- NSW – Hyde Park Memorial Education and Interpretation Centre
- VIC – Galleries of Remembrance refurbishment at the Shrine of Remembrance
- QLD – Anzac Square refurbishment, Mephisto Anzac Centenary Gallery and regional educative centenary legacy products and regional delivery support
- SA – Memorial Garden Walk and the Anzac Education Centre
- TAS – Flame of Remembrance, Commemorative Pedestrian Bridge and Soldiers Memorial Avenue
- NT – Albert Borella Ride

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**Question 53**

**Outcome 3: Program 3.1**

**Topic: Anzac Centenary Public Fund**

(Written Question on Notice)

**Senator FARRELL asked:**

Have any received approval?

**Answer**

The Government is not required to approve State and Territory projects.

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**Question 54**

**Outcome 3: Program 3.1**

**Topic: Anzac Centenary Public Fund**

(Written Question on Notice)

**Senator FARRELL asked:**

How close are they to receiving approval?

**Answer**

Commonwealth consideration of the proposals will occur once sufficient funds in the Public Fund are available.

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**Question 55**

**Outcome 3: Program 3.1**

**Topic: Anzac Centenary Public Fund**

(Written Question on Notice)

**Senator FARRELL asked:**

How will these funding decisions be made?

**Answer**

Funding decisions will be made by the Minister for Veterans' Affairs in consultation with the Prime Minister following recommendations by the Anzac Centenary Public Fund Advisory Committee.

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**Question 56**

**Outcome 3: Program 3.1**

**Topic: Anzac Centenary Public Fund**

(Written Question on Notice)

**Senator FARRELL asked:**

Travelling Exhibition – With \$10 million in Australian Government funding, will the remaining \$55 million be raised through the Anzac Centenary Public Fund?

**Answer**

Funding for the Travelling Exhibition will be provided through the Public Fund, subject to availability of funds.

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**Question 57**

**Outcome 3: Program 3.1**

**Topic: Anzac Centenary Public Fund**

(Written Question on Notice)

**Senator FARRELL asked:**

Is this exhibition still regarded as the National Flagship project of the Anzac Centenary Program?

**Answer**

Yes.



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**Question 58**

**Outcome 3: Program 3.1**

**Topic: Anzac Centenary Public Fund**

(Written Question on Notice)

**Senator FARRELL asked:**

How much Government funding has been provided so far to the Anzac Interpretive Centre in Albany, Western Australia, and the event to commemorate the first convoy that left from Albany for Egypt and Gallipoli?

**Answer**

As at 3 December 2013, the Australian Government has allocated \$8.4 million towards the Anzac Interpretive Centre, and \$2.72 million for the Albany Commemorative Convoy Event.

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**Question 59**

**Outcome 3: Program 3.1**

**Topic: Anzac Centenary Public Fund**

(Written Question on Notice)

**Senator FARRELL asked:**

Where will the extra \$1.35 million in funding for the Anzac Interpretive Centre at Albany come from?

**Answer**

The Government will consider this additional funding through the normal course of the Budget process.

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**Question 60**

**Outcome 3: Program 3.1**

**Topic: Anzac Centenary Public Fund**

(Written Question on Notice)

**Senator FARRELL asked:**

If it is from within the department, how will it be financed – will other services or jobs be cut?

**Answer**

No decision has been taken on the source of the funding for 2014-15.

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**Question 61**

**Outcome 3: Program 3.1 and 3.2**

**Topic: Gallipoli Ballot**

(Written Question on Notice)

**Senator FARRELL asked:**

How many World War I widows will be attending the Anzac Day ceremony on the Gallipoli Peninsula in 2015?

**Answer**

It is not yet possible to confirm the number of widows of Australian First World War veterans who will be attending the Gallipoli commemorative services in April 2015.

On 15 November 2013, the Minister for Veterans' Affairs wrote to each of the 164 known living Australian First World War widows and to the National Presidents of the War Widows Guild of Australia, Legacy Australia Council and the Partners of Veterans Association of Australia. This letter advised that the widows did not need to apply through the ballot process and that the Minister would write again in 2014 to invite the widows to attend the Gallipoli 2015 commemorations. Widows who respond and express an interest in travelling will then need to be assessed as medically fit for international travel. Rigorous medical assessments for widows and their carers will occur during 2014 and continue into early 2015.

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**Question 62**

**Outcome 3: Program 3.1 and 3.2**

**Topic: Gallipoli Ballot**

(Written Question on Notice)

**Senator FARRELL asked:**

Can you supply more information on the Gallipoli ballot process?

**Answer**

The application program for the ballot is facilitated by Ticketek through a white label website, which is accessed from the Department of Veterans' Affairs *Gallipoli 2015* website. The application is designed around the ballot process policy and conditions for participation, with all applicants given an opportunity to secure attendance passes through a random ballot draw.

Ticketek was the successful tenderer for this service and was selected by the previous Government in July 2013. More details are available on the Gallipoli 2015 website.

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**Question 63**

**Outcome 3: Program 3.1**

**Topic: Interpretive Centre Western Front**

(Written Question on Notice)

**Senator FARRELL asked:**

Is Prime Minister Tony Abbott still keen to pursue and fund the construction of a major interpretive centre on the Western Front?

- a) What is its status?
- b) What is the likely location of the centre?
- c) What is its likely cost?
- d) Will it be funded by the Centenary Public Fund?

**Answer.**

This question is not the responsibility of the Department of Veterans' Affairs and should be referred to the Department of the Prime Minister and Cabinet.

- a) – d) The proposal remains under consideration.

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**Question 64**

**Outcome 3: Program 3.1**

**Topic: Interpretive Centre Western Front**

(Written Question on Notice)

**Senator FARRELL asked:**

Have you been informed of the Prime Minister Tony Abbott's proposal for a National War Cemetery in Canberra – which he referred to as "Australia's Arlington" and in which significant ex-soldiers could be interred?

- a. What is its status?
- b. What is the likely location of the centre?
- c. What is its likely cost?
- d. Will it be funded by the Centenary Public Fund?

**Answer.**

Yes.

a) – d) The proposal remains under consideration.

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**Question 65**

**Outcome 3: Program 3.1**

**Topic: Interpretive Centre Western Front**

(Written Question on Notice)

**Senator FARRELL asked:**

Minister Ronaldson has stated that these proposals are supported by Mr Lindsay Fox who is generously raising funds from Australia's corporate sector – are these projects under active consideration?

**Answer.**

Yes.



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**Question 66**

**Outcome 3: Program 3.1**

**Topic: Interpretive Centre Western Front**

(Written Question on Notice)

**Senator FARRELL asked:**

Have these projects been discussed or costed?

**Answer.**

The proposal remains under consideration.

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**Question 67**

**Outcome 3: Program 3.1**

**Topic: Interpretive Centre Western Front**

(Written Question on Notice)

**Senator FARRELL asked:**

Are any plans in process for these two projects?

**Answer.**

The proposal remains under consideration.

**Question 68**

**Outcome 3: Program 3.1**

**Topic: Interpretive Centre Western Front**

(Written Question on Notice0

**Senator FARRELL asked:**

Are there any plans to use the ANZAC Centenary Public Fund to support the completion of the Peacekeepers Memorial on ANZAC Parade in the ACT and if not why not?

**Answer**

The Minister for Veterans' Affairs, as Administrator of the Public Fund, has not yet decided which specific projects will receive funding.

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**Question 69**

**Outcome 2: Program 2.5**

**Topic: Impact of Freeze on mental health services**

(Written Question on Notice)

**Senator FARRELL asked:**

Will the freeze on public servant appointments affect the Department of Veterans' Affairs provision of mental health services for returned servicemen and women from Afghanistan?

**Answer**

No.

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**Question 70**

**Outcome 2: Program 2.5**

**Topic: Impact of efficiency dividends on mental health services**

(Written Question on Notice)

**Senator FARRELL asked:**

Will efficiency dividends affect the Department's operations?

**Answer**

No.

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**Question 71**

**Outcome 1, 2: Program 1.4, 1.6 and 2.6**

**Topic: Mental health**

(Written Question on Notice)

**Senator FARRELL asked:**

Are there any planned changes to the delivery of care and support services between the Defence Department and Veterans' Affairs.

**Answer**

The Department of Defence and the Department of Veterans' Affairs (DVA) are committed to working together to ensure all ADF members, past and present receive the best possible outcomes from the coordinated delivery of care and support services. The principles that underpin the delivery of support are outlined in the *Memorandum of Understanding between Defence and Veterans' Affairs for the Cooperative Delivery of Care and Support to Eligible Persons*, which was signed on 5 February 2013.

The Departments are continuing to work together to enhance this support. DVA is currently undertaking work through liaison with Defence to better understand the needs of Reservists, female veterans, clients with complex and multiple needs and clients with mental health conditions.

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**Question 72**

**Outcome 1, 2: Program 1.4, 1.6 and 2.6**

**Topic: Mental Health**

(Written Question on Notice)

**Senator FARRELL asked:**

What systems are in place to ensure our wounded, injured and ill veterans do not fall between the cracks in the system – will the Departments continue to work together to integrate the provision of health services for current and former serving personnel?

**Answer**

DVA is working closely with the Department of Defence on a range of initiatives to allow an early and proactive response for Australian Defence Force (ADF) members who may require DVA services during and after they transition from the ADF. These initiatives include:

**Defence/DVA Memorandum of Understanding (MOU)**

A MOU was developed between Defence and DVA for the Cooperative Delivery of Care and Support to Eligible Persons to better coordinate the delivery of care and support services to current and former members of the ADF. The development of the MOU, signed on 5 February 2013, ensures that the key principles which govern the cooperative delivery of care and support arrangements for all ADF members past and present are best practice, remain effective and adapt to individuals' changing needs. The MOU introduces the concept of the 'Support Continuum' – the structure of systems that extend across Defence and DVA to deliver the seamless care and support that ADF families require.

**Support for Wounded, Injured or Ill Program (SWIIP)**

Defence and DVA are jointly implementing SWIIP to develop a whole-of-life framework for the care of wounded, injured or ill ADF members. 30 of the 31 SWIIP recommendations have now been completed. The remaining recommendation (8.3) is the Mechanism to Advise DVA when a Member becomes Medical Employment Classification 3 (MEC 3). This recommendation will be completed on the promulgation of a new policy within Defence, expected early in 2014.

**On Base Advisory Service (OBAS)**

OBAS is a key initiative developed through SWIIP and commenced on 1 October 2011. OBAS is a national service provided by specially trained DVA staff who regularly visit over 35 bases around Australia. OBAS actively provides information to ADF members about DVA payments and services, and provides assistance to members who wish to lodge claims for compensation with DVA.

OBAS has helped to improve the level of understanding of what DVA may be able to offer members and how best to access veterans' services. In the twelve months to 30 November 2013, On Base Advisors have handled over 11,000 enquiries from ADF members, of which over 3,200 were from prospective new clients to DVA. Further, On Base Advisors have delivered over 150 group presentations on the services DVA offers and undertaken over 850 meetings with ADF personnel involved with the management and support of ADF members.

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**Reservists**

DVA is enhancing communication and engagement with Reservists through connecting with state based Defence Reserve Support Offices, reviewing the Department's communication products and making them more inclusive of Reservists and Reserve Service and linking with Defence to enhance support available to Reservists returning from operations.

**Female Veterans**

DVA and Defence recognise that current and former serving female ADF members have unique needs. The Departments are working together to ensure services and supports are sensitive and responsive to those needs. Key initiatives include the DVA Applied Research Program study '*The health and wellbeing of female Vietnam and contemporary veterans*' and the establishment of the ADF Service Women Steering Committee.



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**Questions 73**

**Outcome 2: Program 2.5**

**Topic: Funding and Implementation of 2013-14 Mental Health Budget Measures**

(Written Question on Notice)

**Senator FARRELL asked:**

Will the funding set in place by the previous Government to begin on July 1, 2014 to expand eligibility for the Veterans and Veterans Families Counselling Service go ahead?

**Answer**

The initiatives announced as part of the 2013-14 Mental Health Services – Expansion budget measure are proceeding.

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**Questions 74**

**Outcome 2: Program 2.5**

**Topic: Funding and Implementation of 2013-14 Mental Health Budget Measures**

(Written Question on Notice)

**Senator Farrell asked:**

Will the plan to ensure the following personnel are eligible for VVCS services from July 1 2014 for certain peace time service remain in place under the new Government: border protection personnel; disaster zone personnel and personnel involved in training accidents; ADF members medically discharged; submariners; partners and dependent children up to age 26 of those high-risk peacetime groups and families of veterans killed in operational service?

**Answer**

The initiatives announced as part of the 2013-14 Mental Health Services – Expansion budget measure are proceeding.

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**Questions 75**

**Outcome 2: Program 2.5**

**Topic: Funding and Implementation of 2013-14 Mental Health Budget Measures**

(Written Question on Notice)

**Senator Farrell asked:**

Will the Department implement the previous Government's planned extension of mental health liability health cover from July 1, 2014 to include access for former ADF members with three years' continuous peacetime service after 1994 and expansion of current conditions of PTSD, depression and other anxiety disorders to also include alcohol and substance misuse for veterans?

**Answer**

The initiatives announced as part of the 2013-14 Mental Health Services – Expansion budget measure are proceeding.

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**Questions 76**

**Outcome 2: Program 2.5**

**Topic: Funding and Implementation of 2013-14 Mental Health Budget Measures**

(Written Question on Notice)

**Senator Farrell asked:**

Will the Department implement the previous Government's post discharge GP health assessment using a specially developed screening tool for former ADF members, including regular and reserve forces?

**Answer**

The initiatives announced as part of the 2013-14 Mental Health Services – Expansion budget measure are proceeding.

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**Questions 77**

**Outcome 2: Program 2.5**

**Topic: Funding and Implementation of 2013-14 Mental Health Budget Measures**

(Written Question on Notice)

**Senator Farrell asked:**

Will this Government implement the previous Government's planned Defence resilience training platform, LifeSMART for veterans and families to help with stress management with resilience training?

**Answer**

The initiatives announced as part of the 2013-14 Mental Health Services – Expansion budget measure are proceeding.

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**Questions 78**

**Outcome 2: Program 2.5**

**Topic: Funding and Implementation of 2013-14 Mental Health Budget Measures**

(Written Question on Notice)

**Senator FARRELL asked:**

Will the Peer-to-Peer Support Program operate under the new Government? Is it successful in supporting the recovery of veterans with a mental health condition by providing a non-clinical support network? Will it continue?

**Answer**

The peer-to-peer support program announced as part of the 2013-14 Mental Health Services – Expansion budget measure is under development. The intent of the program is to establish a peer network to support the recovery of clients with a mental health condition. It is due to commence on 1 July 2015.

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**Question 79**

**Outcome 1: Program: 1.2 & 1.6**

**Topic: Claims Processing (identified under Mental Health in Senator's question)**

(Written Question on Notice)

**Senator FARRELL asked:**

Will the processing time for compensation claims by veterans and current serving personnel continue to be improved? What are the times frames at present? Are they improving?

**Answer**

For the period 1 July 2013 to 31 October 2013, the mean time taken to finalise primary claims under the *Veterans' Entitlements Act 1986* (VEA) was 86 days; liability claims under the *Safety, Rehabilitation and Compensation Act 1988* (SRCA) was 175 days; and liability claims under the *Military Rehabilitation and Compensation Act 2004* (MRCA) was 156 days.

In the short term, the time taken to process compensation claims is being impacted as a result of finalising a number of older claims while the Department works to reduce the work on hand.

Work has commenced on short to medium term strategies to improve claims processing times. These strategies include reducing the work on hand, improving client communication and engagement, improving case management practices, and reviewing and improving business processes.

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**Question 80**

**Outcome 1: Program: 1.2 & 1.6**

**Topic: Claims Processing (identified under Mental Health in Senator's question)**

(Written Question on Notice)

**Senator FARRELL asked:**

Is there additional assistance for veterans and current serving personnel making claims for injury?

**Answer**

The Department of Veterans' Affairs (DVA) provides assistance in a number of ways to veterans and serving personnel making compensation claims.

DVA works in partnership with the Department of Defence to help personnel through discharge and transition to civilian life after service.

For veterans and Australian Defence Force (ADF) members with eligible service (including service in Iraq and Afghanistan) with Post Traumatic Stress Disorder, anxiety or depression, mental health treatment is also available without the need to lodge a compensation claim, even if the condition is not linked to service.

DVA's On Base Advisory Service (OBAS) staff provide guidance to ADF members on bases on what can be claimed and how to make a claim.

When a claim is received by DVA, the claims assessor contacts the claimant or their representative to acknowledge receipt of the claim, advise them of the claim process and request any additional information that may be required. The claimant is kept informed throughout the claim process.

Where a client experiences difficulty with the claim process, there are a number of support mechanisms that DVA uses to provide assistance. The Client Liaison Unit and the Case Coordinators provide individual assistance to clients who are experiencing difficulties coping with the claim process and to claimants at risk of harm to themselves or others.



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**Question 81**

**Outcome 2: Program 2.5**

**Topic: Mental Health**

(Written Question on Notice)

**Senator FARRELL asked:**

The Joint Standing Committee on Foreign Affairs, Defence and Trade concluded in its final report in June this year following an inquiry into the care of ADF personnel wounded and injured on operations.

The committee expressed great concern about psychological support being offered to families of serving and ex-serving veterans. The committee particularly recognised the stress that service-related psychological issues can have on marriages.

Can you outline how service-related mental health issues are impacting on marriages and families?

**Answer**

See answer to Question on Notice 17.

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**Question 82**

**Outcome 2: Program 2.5**

**Topic: Mental Health**

(Written Question on Notice)

**Senator FARRELL asked:**

Can you outline the support which is offered to families?

**Answer**

See answer to Question on Notice 17.

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**Questions 83**

**Outcome 2: Program 2.5**

**Topic: Mental Health**

(Written Question on Notice)

**Senator FARRELL asked:**

PTSD - United States data suggests the prevalence of PTSD among military personnel and veterans is between 2 and 17 per cent of veterans are affected by PTSD at any one time. Does the Department agree with this assessment?

**Answer**

According to the 2010 *Australian Defence Force Mental Health Prevalence and Wellbeing Study* the 12 month prevalence of posttraumatic stress disorder for Australian Defence Force personnel currently serving is 8.3 per cent.

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**Question 84**

**Outcome Nil : Program Nil**

**Topic: Mental Health**

(Written Question on Notice)

**Senator FARRELL asked:**

What practical policies and practices are gearing up to cope with the return of Afghanistan soldiers and will these be an increase on what is currently available?

**Answer**

Defence is providing the response for this question.

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**Question 85**

**Outcome Nil : Program Nil**

**Topic: Mental Health**

(Written Question on Notice)

**Senator FARRELL asked:**

What percentage of personnel serving in Afghanistan are showing symptoms of PTSD?

**Answer**

Defence is providing the response for this question.

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**Question 86**

**Outcome Nil : Program Nil**

**Topic: Mental Health**

(Written Question on Notice)

**Senator FARRELL asked:**

Is PTSD among Afghanistan servicemen and women rising at an alarming rate, as has been reported in the media?

**Answer**

Defence is providing the response for this question.

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**Question 87**

**Outcome 2: Program 2.5**

**Topic: Mental Health**

(Written Question on Notice)

**Senator FARRELL asked:**

Do we know how the rate compares to those serving in Vietnam and the Gulf War?

**Answer**

Information available to Department of Veterans' Affairs (DVA) does not provide a cumulative historical perspective that would allow a direct comparison of prevalence rates of posttraumatic stress disorder (PTSD) across cohorts. DVA is able to provide point-in-time data of the number of veterans who have had a condition of PTSD accepted as service related. As at 27 September 2013, there have been 562 veterans with an accepted PTSD condition wholly or partially related to their Afghanistan service. There have been 17,872 veterans with an accepted PTSD condition related to their service in Vietnam and 66 veterans for the First Gulf War (1990-1991).

*[data sourced from Statement of Principles accepted conditions for September 2013]*

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**Question 88**

**Outcome 2: Program 2.5**

**Topic: Mental Health**

(Written Question on Notice)

**Senator FARRELL asked:**

Do those suffering from PTSD try to hide or minimise their symptoms to try to maintain a sense of obligation to the group and group camaraderie?

**Answer**

Each person's reaction to posttraumatic stress disorder (PTSD) is different and will depend on the individual's personality style, as well as the culture in which they live. Literature suggests that it may be difficult to acknowledge mental health problems in some cultures, including the military.

In those cases, attempts to hide symptoms might occur partly from a sense of obligation to the group, but it may also be through fear of stigma, ridicule, or rejection. The problem is exacerbated in PTSD because avoidance is a key part of the condition, with the person trying to block out thoughts and feelings associated with the trauma.



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**Question 89**

**Outcome 2: Program 2.5**

**Topic: Mental Health**

(Written Question on Notice)

**Senator FARRELL asked:**

If this is the case, does this delay a diagnosis and appropriate treatment?

**Answer**

Each person's reaction to posttraumatic stress disorder (PTSD) is different and will depend on the individual's personality style, as well as the culture in which they live. Literature suggests that it may be difficult to acknowledge mental health problems in some cultures, including the military.

In those cases, attempts to hide symptoms might occur partly from a sense of obligation to the group, but it may also be through fear of stigma, ridicule, or rejection. The problem is exacerbated in PTSD because avoidance is a key part of the condition, with the person trying to block out thoughts and feelings associated with the trauma.

If a person is unwilling or unable to recognise or acknowledge that they have a mental health condition (both to themselves and others), this will delay appropriate diagnosis and treatment.

The evidence summarised in the 2013 *Australian Guidelines for the Treatment of Acute Stress Disorder and Posttraumatic Stress Disorder* suggests that around 50 per cent of people who develop PTSD recover over the first year or two even in the absence of treatment, so an unwillingness to acknowledge problems may not always result in adverse outcomes.

In terms of the effectiveness of treatment for PTSD, the 2013 *Australian Guidelines for the Treatment of Acute Stress Disorder and Posttraumatic Stress Disorder* indicates that delays in seeking treatment do not adversely affect treatment outcomes.

However, early intervention is recommended. The longer the person has untreated PTSD, the more likely that co-morbid conditions (e.g. alcohol abuse, depression) will develop. This may lead to relationship breakdowns and difficulty in seeking or maintaining employment.

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**Question 90**

**Outcome 2: Program 2.5**

**Topic: Mental Health**

(Written Question on Notice)

**Senator FARRELL asked:**

Does this make the disorder more chronic and significantly delay recovery?

**Answer**

See answer to Question on Notice 89.

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**Question 91**

**Outcome 2: Program 2.5**

**Topic: Mental Health**

(Written Question on Notice)

**Senator FARRELL asked:**

What is the usual recovery time [for PTSD]?

**Answer**

There is no accepted benchmark for how long it takes to recover from posttraumatic stress disorder (PTSD). Further complicating the issue is that recovery will mean different things to different people. Approximately 50 per cent of those with PTSD will cease to meet criteria for a diagnosis over the first few years (with many of those recovering within the first six months). In the absence of treatment, however, the other 50 per cent may continue to have PTSD for the rest of their lives.

With effective treatment, approximately one third of those with chronic PTSD may recover (that is, no longer meet the diagnosis and have few residual symptoms) within a single course of treatment, for example, 3-6 months. Another third may require longer treatment (for example 6-12 months) and may be left with significant residual symptoms (even if they do not qualify for a diagnosis). The remaining third are unlikely to benefit significantly from treatment; in such cases, the goals become more modest and the focus is on maintenance and how to manage symptoms rather than 'recovery' in a more traditional sense.

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**Question 92**

**Outcome 2: Program 2.5**

**Topic: Mental Health**

(Written Question on Notice)

**Senator FARRELL asked:**

How long can recovery take?

**Answer**

See answer to Question on Notice 91

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**Question 93**

**Outcome All: Program All**

**Topic: Reviews**

(Written Question on Notice)

**Senator LUDWIG asked:**

Since 7 September 2013, how many new Reviews have been commenced? Please list them including:

- a. the date they were ordered
- b. the date they commenced
- c. the minister responsible
- d. the department responsible
- e. the nature of the review
- f. their terms of reference
- g. the scope of the review
- h. whom is conducting the review
- i. the number of officers, and their classification level, involved in conducting the review
- j. the expected report date
- k. If the report will be tabled in parliament or made public

**Answer**

None.

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**Question 94**

**Outcome All: Program All**

**Topic: Reviews**

(Written Question on Notice)

**Senator LUDWIG asked:**

For any review commenced or ordered since 7 September 2013, have any external people, companies or contractors being engaged to assist or conduct the review?

- a. If so, please list them, including their name and/or trading name/s and any known alias or other trading names
- b. If so, please list their managing director and the board of directors or equivalent
- c. If yes, for each what are the costs associated with their involvement, broken down to each cost item
- d. If yes, for each, what is the nature of their involvement
- e. If yes, for each, are they on the lobbyist register, provide details.
- f. If yes, for each, what contact has the Minister or their office had with them
- g. If yes, for each, who selected them
- h. If yes, for each, did the minister or their office have any involvement in selecting them,
  - i. If yes, please detail what involvement it was
  - ii. If yes, did they see or provided input to a short list
  - iii. If yes, on what dates did this involvement occur
  - iv. If yes, did this involve any verbal discussions with the department
  - v. If yes, on what dates did this involvement occur

**Answer**

Outcome	Program	Answers							
		a. Name	b. list managing director and the board of directors or equivalent	c. what are the costs broken downs	d. nature of their involvement	e. are they on the lobbyist register	f. contact the Minister or the MO has had	g. who selected them	h. If yes, did the minister or their office have any involvement in selecting them
1	1.6	Synergy Group Pty Ltd	Robert Kennedy	\$44,880 (including GST), estimated over a 3 month period	Develop a frame work for the Review of Statutory Timeframes under MRCA; conduct a detailed business process mapping and analysis and assist with stakeholder consultation.	No	None	Selected from an approved provider panel (127074 Consultancy and Business Services under a Standing Offer Panel Arrangement)	No

N.B the DVA response is from 1 July 2013 to 31 October 2013.

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**Question 95**

**Outcome All: Program All**

**Topic: Reviews**

(Written Question on Notice)

**Senator LUDWIG asked:**

Since 7 September 2013, what reviews are on-going? Please list them.

**Answer**

<b>Outcome</b>	<b>Program</b>	<b>Ongoing Reviews</b>
2	2.5	Review of Mental Health Data Business Rules
2	2.5	Review of NSW Rural Psychiatric Scheme
2	2.4	Review of the Community Nursing Programme's classification system and associated schedule of fees
2	2.2	Private Hospitals Purchasing Review
2	2.2	Review of Mental Health Arrangements in Private Hospitals

N.B. the figures listed above are from 1 July 2013 to 31 October 2013.

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**Question 96**

**Outcome All: Program All**

**Topic: Reviews**

(Written Question on Notice)

**Senator LUDWIG asked:**

Since 7 September 2013, have any reviews been stopped, paused or ceased? Please list them.

**Answer**

There have been no reviews which have been stopped, paused or ceased.



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**Question 97**

**Outcome All: Program DVA General**

**Topic: Reviews**

(Written Question on Notice)

**Senator LUDWIG asked:**

Since Budget estimates, what reviews have concluded? Please list them.

**Answer**

The Australian Public Service Commission (APSC) has conducted the APSC Capability Review of the Department and this has now concluded.

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**Question 98**

**Outcome All: Program All**

**Topic: Reviews**

(Written Question on Notice)

**Senator LUDWIG asked:**

Since 7 September 2013, how many reviews have been provided to Government? Please list them and the date they were provided.

When will the Government be responding to the respective reviews that have been completed?

**Answer**

There have been no reviews provided to the Government since 7 September 2013.

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**Question 99**

**Outcome All: Program All**

**Topic: Reviews**

(Written Question on Notice)

**Senator LUDWIG asked:**

When will the Government be responding to the respective reviews that have been completed?

**Answer.**

See response on Question on Notice 98.

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**Question 100**

**Outcome All: Program All**

**Topic: Reviews**

(Written Question on Notice)

**Senator LUDWIG asked:**

What reviews are planned?

- a. When will each planned review be commenced?
- b. When will each of these reviews be concluded?
- c. When will government respond to each review?
- d. Will the government release each review?
  - (i) If so, when?
  - (ii) If not, why not?

**Answer**

There are no reviews planned.

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**Question 101**

**Outcome All: Program All**

**Topic: Commissioned Reports**

(Written Question on Notice)

**Senator LUDWIG asked:**

- a) Since 7 September 2013, how many Reports have been commissioned by the Government in your department/agency? Please provide details of each report including date commissioned, date report handed to Government, date of public release, Terms of Reference and Committee members.
- b) How much did each report cost/or is estimated to cost? How many departmental staff were involved in each report and at what level?
- c) What is the current status of each report? When is the Government intending to respond to these reports?

**Answer**

There have been no Reports commissioned by the Government during the period in question.

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**Question 102**

**Outcome All: Program All**

**Topic: Briefings for other parties**

(Written Question on Notice)

**Senator LUDWIG asked:**

Have any briefings and/or provision of information have been provided to the Australian Greens?

If yes, please include:

- a) How are briefings requests commissioned?
- b) What briefings have been undertaken? Provide details and a copy of each briefing.
- c) Provide details of what information has been provided and a copy of the information.
- d) Have any briefings request been unable to proceed? If yes, provide details of what the requests were and why it could not proceed.
- e) How long is spent preparing and undertaking briefings/information requests for the Australian Greens? How many staff are involved and how many hours? Provide a breakdown for each employment classification.

**Answer**

Nil

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**Question 103**

**Outcome All: Program All**

**Topic: Briefings for other parties**

(Written Question on Notice)

**Senator LUDWIG asked:**

Have any briefings and/or provision of information have been provided to Independents? If yes, please include:

- a) How are briefings requests commissioned?
- b) What briefings have been undertaken? Provide details and a copy of each briefing.
- c) Provide details of what information has been provided and a copy of the information.
- d) Have any briefings request been unable to proceed? If yes, provide details of what the requests were and why it could not proceed.
- e) How long is spent preparing and undertaking briefings/information requests for the Independents? How many staff are involved and how many hours? Provide a breakdown for each employment classification.
- f) Which Independents have requested briefings and/or information?

**Answer**

Nil

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**Question 104**

**Outcome All: Program All**

**Topic: Briefings for other parties**

(Written Question on Notice)

**Senator LUDWIG asked:**

Have any briefings and/or provision of information been provided to parties other than Labor or the Greens? If yes, please include:

- a) How are briefings requests commissioned?
- b) What briefings have been undertaken? Provide details and a copy of each briefing.
- c) Provide details of what information has been provided and a copy of the information.
- d) Have any briefings request been unable to proceed? If yes, provide details of what the requests were and why it could not proceed.
- e) How long is spent preparing and undertaking briefings/information requests for the Independents? How many staff are involved and how many hours? Provide a breakdown for each employment classification.
- f) Which parties have requested briefings and/or information?

**Answer**

Nil



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**Question 105**

**Outcome All: Program All**

**Topic: Appointments**

(Written Question on Notice)

**Senator LUDWIG asked:**

- a) Provide an update of the boards within this portfolio, including: board title, terms of appointment, tenure of appointment and members.
- b) What is the gender ratio on each board and across the portfolio?
- c) Please detail any board appointments made from 7 September to date.

**Answer**

a) For boards reported on in the annual Gender Balance Report, please refer to the Australian Government Boards website [www.ausgovboards.gov.au](http://www.ausgovboards.gov.au). Information on boards within this portfolio, not included in that report, is available at Attachment A.

b) The gender composition of boards, including ex-officio members, across the portfolio from 1 July 2013 to 31 October 2013 is provided in the table below:

<b>Body</b>	<b>Female</b>		<b>Male</b>	
Repatriation Commission	0	0%	3	100%
Military Rehabilitation and Compensation Commission	1	20%	4	80%
Repatriation Medical Authority	1	20%	4	80%
Specialist Medical Review Council	7	18%	31	82%
Australian War Memorial Council	3	23%	10	77%
Prime Ministerial Advisory Council	4	40%	6	60%
Anzac Centenary Advisory Board	5	25%	15	75%
National Advisory Committee – VVCS	3	33%	6	67%
<b>Total</b> for boards reported in the Gender Balance Report	24	23%	79	77%
The Veterans' Children Education Boards/Military Rehabilitation and Compensation Act Education and Training Boards	22	44%	29	56%
Veterans' Review Board	13	34%	26	66%
<b>Total</b> for boards with in the portfolio	35	40%	55	60%
<b>Gender ratio across the portfolio</b>	<b>59</b>	<b>30%</b>	<b>134</b>	<b>70%</b>

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

Body Name	Body Function	Person (First Name, Family Name)	Board Position	State	Gender	Start date	End date	New appt for this Financial year	Active on 31 October 2013
Veterans' Review Board	Regulatory/Review/Inquiry/Commission	Mr Douglas Humphreys, LLB, LLM	CEO/Executive D	NSW	Male	22/03/2010	21/03/2015	NO	YES
Veterans' Review Board	Regulatory/Review/Inquiry/Commission	Commander Gary Barrow	Member	WA	Male	1/01/2011	30/09/2015	NO	YES
Veterans' Review Board	Regulatory/Review/Inquiry/Commission	Mr Patrick Callioni	Member	ACT	Male	1/01/2011	30/09/2014	NO	YES
Veterans' Review Board	Regulatory/Review/Inquiry/Commission	Ms Alison Colvin	Member	QLD	Female	1/01/2011	30/09/2015	NO	YES
Veterans' Review Board	Regulatory/Review/Inquiry/Commission	Ms Jennifer D'Arcy	Member	NSW	Female	1/01/2011	30/09/2015	NO	YES
Veterans' Review Board	Regulatory/Review/Inquiry/Commission	Ms Jackie Fristacky	Member	VIC	Female	1/01/2011	30/09/2015	NO	YES
Veterans' Review Board	Regulatory/Review/Inquiry/Commission	Major Edward Jolly	Member	NSW	Male	1/01/2011	30/09/2015	NO	YES
Veterans' Review Board	Regulatory/Review/Inquiry/Commission	Ms Hilary Kramer	Member	NSW	Female	1/01/2011	30/09/2015	NO	YES
Veterans' Review Board	Regulatory/Review/Inquiry/Commission	Ms Syliva Winters	Member	QLD	Female	1/01/2011	30/09/2015	NO	YES
Veterans' Review Board	Regulatory/Review/Inquiry/Commission	Mr Christopher Charles Hamilton Wray	Member	VIC	Male	1/01/2011	30/09/2015	NO	YES
Veterans' Review Board	Regulatory/Review/Inquiry/Commission	Colonel Leslie Young OAM (Ret'd)	Member	NSW	Male	1/01/2011	30/09/2015	NO	YES
Veterans' Review Board	Regulatory/Review/Inquiry/Commission	Ms Zita Antonios	Member	NSW	Female	1/01/2011	30/09/2015	NO	YES
Veterans' Review Board	Regulatory/Review/Inquiry/Commission	Ms Moira Brophy	Member	NSW	Female	1/01/2011	30/09/2015	NO	YES
Veterans' Review Board	Regulatory/Review/Inquiry/Commission	Mr Scott Clark	Member	QLD	Male	1/01/2011	30/09/2014	NO	YES
Veterans' Review Board	Regulatory/Review/Inquiry/Commission	Commodore Simon Hart	Member	NSW	Male	1/01/2011	30/09/2014	NO	YES
Veterans' Review Board	Regulatory/Review/Inquiry/Commission	Lieutenant Colonel Geoff Hourn	Member	QLD	Male	1/01/2011	30/09/2015	NO	YES
Veterans' Review Board	Regulatory/Review/Inquiry/Commission	Ms Morag McColm	Member	QLD	Female	1/01/2011	30/09/2015	NO	YES
Veterans' Review Board	Regulatory/Review/Inquiry/Commission	Ms Jillian Moir	Member	NSW	Female	1/01/2011	30/09/2014	NO	YES
Veterans' Review Board	Regulatory/Review/Inquiry/Commission	Major Jonathan Hyde	Member	NSW	Male	1/01/2013	31/12/2018	NO	YES
Veterans' Review Board	Regulatory/Review/Inquiry/Commission	Ms Elayne Hayes	Member	NSW	Female	1/01/2013	31/12/2018	NO	YES
Veterans' Review Board	Regulatory/Review/Inquiry/Commission	Colonel Peter Maher	Member	QLD	Male	1/01/2013	31/12/2018	NO	YES
Veterans' Review Board	Regulatory/Review/Inquiry/Commission	Mrs Jennifer Walker	Member	QLD	Female	1/01/2013	31/12/2018	NO	YES
Veterans' Review Board	Regulatory/Review/Inquiry/Commission	Mr Wayne Lynch	Member	QLD	Male	1/01/2013	31/12/2018	NO	YES
Veterans' Review Board	Regulatory/Review/Inquiry/Commission	Ms Deborah Morgan	Member	SA	Female	1/01/2013	31/12/2018	NO	YES
Veterans' Review Board	Regulatory/Review/Inquiry/Commission	Lieutenant Colonel David Collins	Member	QLD	Male	1/01/2013	31/12/2018	NO	YES
Veterans' Review Board	Regulatory/Review/Inquiry/Commission	Mr Frank Brown, LLB	Member	NSW	Male	1/01/2013	31/12/2018	NO	YES
Veterans' Review Board	Regulatory/Review/Inquiry/Commission	Group Captain Dr Robert Black AM RFD	Member	SA	Male	1/01/2011	30/09/2014	NO	YES
Veterans' Review Board	Regulatory/Review/Inquiry/Commission	Wing Commander Stuart Bryce (Ret'd)	Member	TAS	Male	1/01/2011	30/09/2015	NO	YES
Veterans' Review Board	Regulatory/Review/Inquiry/Commission	Air Commodore Frank Burt (Ret'd)	Member	NSW	Male	1/01/2011	30/09/2015	NO	YES
Veterans' Review Board	Regulatory/Review/Inquiry/Commission	Mrs Janet Hartmann	Member	NSW	Female	1/01/2011	30/09/2015	NO	YES
Veterans' Review Board	Regulatory/Review/Inquiry/Commission	Lieutenant Colonel Alexander Main (Ret'd)	Member	VIC	Male	1/01/2011	30/09/2015	NO	YES
Veterans' Review Board	Regulatory/Review/Inquiry/Commission	Major Gregory Mawkes MBE	Member	WA	Male	1/01/2011	30/09/2014	NO	YES
Veterans' Review Board	Regulatory/Review/Inquiry/Commission	Colonel Robin Regan CSC (Ret'd)	Member	VIC	Male	1/01/2011	30/09/2015	NO	YES
Veterans' Review Board	Regulatory/Review/Inquiry/Commission	Colonel Roger Tiller AM CSC (Ret'd)	Member	NSW	Male	1/01/2011	30/09/2015	NO	YES
Veterans' Review Board	Regulatory/Review/Inquiry/Commission	Air Commodore Bruce Robert Wood (Ret'd)	Member	NSW	Male	1/01/2011	30/09/2015	NO	YES
Veterans' Review Board	Regulatory/Review/Inquiry/Commission	Lieutenant Colonel Warwick Young	Member	NSW	Male	1/01/2011	30/09/2015	NO	YES
Veterans' Review Board	Regulatory/Review/Inquiry/Commission	Captain James Craig Bruce (Ret'd)	Member	QLD	Male	7/12/2011	30/09/2015	NO	YES



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**Question 106**

**Outcome All: Program All**

**Topic: Stationery Requirements**

(Written Question on Notice)

**Senator LUDWIG asked:**

How much was spent by each department and agency on the government (Ministers/Parliamentary Secretaries) stationery requirements in your portfolio from 7 September 2013 to date?

**Answer**

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

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**Question 107**

**Outcome All: Program All**

**Topic: Media Subscriptions**

(Written Question on Notice)

**Senator LUDWIG asked:**

What pay TV subscriptions does your department/agency have?

- a) Please provide a list of what channels and the reason for each channel.
- b) What is the cost from 7 September 2013 to date?
- c) What is provided to the Minister or their office?
- d) What is the cost from 7 September 2013 to date?

**Answer**

The Department of Veterans' Affairs (DVA) has a Foxtel subscription which provides nine channel services to 11 outlets (connections) within the Department.

- a) Foxtel provides the following package of channels to DVA to enable some staff in DVA 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 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) For the financial year to 31 October 2013, the cost was \$959.76 (excl GST)
- c) The Department is not currently providing a TV subscription service to the Minister.
- d) Not applicable.

N.B. the figures listed above, for all questions, are from 1 July 2013 to 31 October 2013 as it would have been too resource intensive to provide them from the requested start date of 7 September 2013.

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**Question 108**

**Outcome All: Program All**

**Topic: Media subscriptions**

(Written Question on Notice)

**Senator LUDWIG asked:**

What newspaper subscriptions does your department/agency have?

- a) Please provide a list of newspaper subscriptions and the reason for each.
- b) What is the cost from 7 September 2013 to date?
- c) What is provided to the Minister or their office?
- d) What is the cost from 7 September 2013 to date?

**Answer**

a) DVA purchases various newspaper and magazine subscriptions and publications for the use of 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. To provide a full list of newspaper and magazine subscriptions and publications would be too resource intensive.

b) Expenditure on newspapers, magazines and publications are recorded against three account codes – one code for Newspapers, Subscriptions, Journals and Magazines and the other two codes for library funding (includes books and subscriptions for Manuals, Magazines and Journals). To apportion what was attributed to just magazines, newspapers and other publications would be too resource intensive. The total expenditure against these account codes for the 2013-14 financial year to 31 October 2013 was \$27,283.

c) Currently, the following newspapers are provided to the Minister's Office:

- The Australian
- Australian Financial Review
- Herald Sun
- The Age
- The Economist

d) The cost of newspapers, magazines and publications to the Ministers Office from 1 July 2013 to 31 October 2012 was \$2,156.

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**Question 109**

**Outcome All: Program All**

**Topic: Media subscriptions**

(Written Question on Notice)

**Senator LUDWIG asked:**

What magazine subscriptions does your department/agency have?

- a) Please provide a list of magazine subscriptions and the reason for each.
- b) What is the cost from 7 September 2013 to date?
- c) What is provided to the Minister or their office?
- d) What is the cost from 7 September 2013 to date?

**Answer**

- a) Please refer to answer provided in the Question on Notice 108 part a.
- b) Please refer to answer provided in the Question on Notice 108 part b.
- c) Please refer to answer provided in the Question on Notice 108 part c.
- d) Please refer to answer provided in the Question on Notice 108 part d

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**Question 110**

**Outcome All: Program All**

**Topic: Media subscriptions**

(Written Question on Notice)

**Senator LUDWIG asked:**

What publications does your department/agency purchase?

- a) Please provide a list of publications purchased by the department and the reason for each.
- b) What is the cost from 7 September 2013 to date?
- c) What is provided to the Minister or their office?
- d) What is the cost from 7 September 2013 to date?

**Answer**

- a) Please refer to answer provided in the Question on Notice 108 part a.
- b) Please refer to answer provided in the Question on Notice 108 part b.
- c) Please refer to answer provided in the Question on Notice 108 part c.
- d) Please refer to answer provided in the Question on Notice 108 part d.



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**Question 111**

**Outcome All: Program All**

**Topic: Media monitoring**

(Written Question on Notice)

**Senator LUDWIG asked:**

What is the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the Minister's office from 7 September 2013 to date?

- a) Which agency or agencies provided these services?
- b) What is the estimated budget to provide these services for the year 2013-14?
- c) What has been spent providing these services from 7 September 2013 to date?

**Answer**

\$21,144.48 (GST excl) has been paid for the period 1 July 2013 - 31 October 2013. There is one media monitoring service and one cost that covers both the Minister's Office and the Department.

- a) iSentia provided this service.
- b) The estimated budget for the year 2013-14 is \$200,000.
- c) The total expenditure for the period 1 July 2013 – 31 October 2013 was \$21,144.48 (GST excl).

N.B the figures listed above, for all questions, are from 1 July 2013 – 31 October 2013 as it would have been too resource intensive to provide them from the requested start date of 7 September 2013. There have been no changes to this service over this period.

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**Question 112**

**Outcome All: Program All**

**Topic: Media monitoring**

(Written Question on Notice)

**Senator LUDWIG asked:**

What was the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the department/agency from 7 September 2013 to date?

- a) Which agency or agencies provided these services?
- b) What is the estimated budget to provide these services for the year 2013-14?
- c) What has been spent providing these services from 7 September 2013 to date?

**Answer**

Please see response to Question 111.

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**Question 113**

**Outcome All: Program All**

**Topic: Media training**

(Written Question on Notice)

**Senator LUDWIG asked:**

In relation to media training services purchased by each department/agency, please provide the following information from 7 September 2013 to date:

- 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 (provide a breakdown for each employment classification)
- d) The names of all service providers engaged

**Answer**

No media training services were purchased by DVA during the period in question.

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**Question 114**

**Outcome All: Program All**

**Topic: Media Training**

(Written Question on Notice)

**Senator LUDWIG asked:**

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 (provide a breakdown for each employment classification)
- d) The total number of hours involved for all employees (provide a breakdown for each employment classification)
- e) The total amount spent on the service
- f) A description of the fees charged (i.e. per hour, complete package)

**Answer**

No media training services were purchased by the Department.

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**Question 115**

**Outcome All: Program All**

**Topic: Media training**

(Written Question on Notice)

**Senator LUDWIG asked:**

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 (provide a breakdown for each employment classification)
- d) Any costs the department or agency's incurred to use the location

**Answer**

No media training services were purchased by DVA.

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**Question 116**

**Outcome All: Program All**

**Topic: Communications staff**

(Written Question on Notice)

**Senator LUDWIG asked:**

For all departments and agencies, please provide – in relation to all public relations, communications and media staff – the following:

By Department or agency:

- a) How many ongoing staff, the classification, the type of work they undertake and their location.
- b) How many non-ongoing staff, their classification, type of work they undertake and their location
- c) How many contractors, their classification, type of work they undertake and their location
- d) How many are graphic designers?
- e) How many are media managers?
- f) How many organise events?

**Answer**

- a) There are 19 ongoing Public Affairs Officers (PAO) – two at the Senior PAO1 level, nine at the PAO3 level, six at the PAO2 level, and two at the PAO1 level. They undertake communication and public affairs work such as writing and editing, media liaison, graphic design, social media, education and community awareness, advertising, and internal communications services. There are 17 PAOs located in Canberra, one PAO3 in Sydney, and one PAO3 in Brisbane.
- b) There is one non-ongoing PAO3, who provides account management communications and public affairs services for DVA, based in Canberra.
- c) There are no contractors.
- d) Three public affairs officers are graphic designers.
- e) One is a media manager.
- f) No PAOs organise events. However, contributing communications support to events is a core skill for PAOs and can be part of their workload.

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**Question 117**

**Outcome All: Program All**

**Topic: Communications staff**

(Written Question on Notice)

**Senator LUDWIG asked:**

Do any departments/agencies have independent media studios? If yes, why? When was it established? What is the set up cost? What is the ongoing cost? How many staff work there and what are their classifications?

**Answer**

DVA does not have a media studio.

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**Question 118**

**Outcome All: Program General DVA**

**Topic: Provision of equipment**

(Written Question on Notice)

**Senator LUDWIG asked:**

- a) For departments/agencies that provide mobile phones to Ministers and/or Parliamentary Secretaries and/or their offices, what type of mobile phone is provided and the costs?
- b) For departments/agencies that provide electronic equipment to Ministers and/or Parliamentary Secretaries and/or their offices, what are the ongoing costs from 7 September 2013 to date?
- c) Is electronic equipment (such as ipad, laptop, wireless card, vasco token, blackberry, mobile phone (list type if relevant), thumb drive) provided to department/agency staff? If yes provide details of what is provided, the purchase cost, the ongoing cost and a breakdown of what staff and staff classification receives it.
- d) Does the department/agency provide their Ministers and/or Parliamentary Secretaries and/or their offices with any electronic equipment? If yes, provide details of what is provided, the cost and to who it is provided.

**Answer**

a) Refer to d)

b) The ongoing cost for mobile devices and lease charges for printers supplied to the Minister's office from 7 September 2013 to 30 November 2013 is detailed below:

	<b>September 2013</b>	<b>October 2013</b>	<b>November 2013</b>
Telstra Blackberries \$39.95 each plus call charges	\$282.66	\$399.07	\$319.14
Wireless Broadband (inc.iPad)	\$69.98	\$69.98	\$69.98
Printers (Lease charge)	\$130.00	\$130.00	\$130.00
Printers (usage charge)	Not yet billed	Not yet billed	Not yet billed



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c) Yes, electronic equipment is provided to department staff as outlined below.

<b>Electronic Equipment provided to Staff</b>				
<b>Type</b>	<b>Number</b>	<b>Purchase Price Per item</b>	<b>Total Purchase Amount</b>	<b>Ongoing service costs</b>
Telstra Blackberries	72	\$526.36	\$37,897.92	\$25,298.30
Telstra Mobile Phones (316) Additional 49 security/duress services (client contact areas) at nil purchase cost	365	\$248.00	\$78,368.00	\$19,939.82
Wireless Broadband - iPads	48	\$775.00	\$37,200.00	Wireless Broadband services \$38,708.14
Wireless Broadband - Laptops	13	\$1663.00	\$21,619.00	
Wireless Broadband - Dongles	117	Nil	Nil	
Remote Access Tokens	907	\$41.54	\$37,676.78	\$15,000.00 support per annum

Note: All ongoing costs from 01/07/13 to 31/10/13, unless otherwise stated.

All electronic equipment is provided to staff on a business needs basis detailed in a businesscase and with executive approval, either on an ongoing or on a casual basis depending on the circumstances (eg. Commemorations staff travelling overseas).

d) Yes, the Minister for Veterans' Affairs has one site with DVA provided ICT equipment.

**Parliament House**

<b>Type</b>	<b>Number</b>	<b>Purchase Price Per item</b>	<b>Total Purchase Amount</b>	<b>\$Ongoing per month</b>
Blackberry	5	\$526.36	\$2,631.80	\$39.95
iPad	1	\$775.00	\$775.00	\$35.00
Laptops	2	\$2,800.00	\$5,600.00	N/A
Tandberg Edge 95 MXP Video Conferencing unit	1	\$15,753.00	\$15,753.00	N/A
Desktop kits (cost per annum, includes support)	8		\$36,048.00	N/A
Belkin KVM switches	2	\$250.00	\$500.00	N/A
Fuji Xerox MFD	3		N/A	\$390.00
Canon portable printer	1		\$375.00	N/A

Note: All equipment, except the Belkin KVM switches, was provided from existing DVA supplies.

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**Question 119**

**Outcome All: Program General DVA**

**Topic: Travel Costs**

(Written Question on Notice)

**Senator LUDWIG asked:**

- a) For the financial year to date, please detail all travel for Departmental officers that accompanied the Minister and/or Parliamentary Secretary on their travel. Please include a total cost plus a breakdown that include airfares (and type of airfare), accommodation, meals and other travel expenses (such as incidentals).
- b) For the financial year to date, please detail all travel for Departmental officers. Please include a total cost plus a breakdown that include airfares (and type of airfare), accommodation, meals and other travel expenses (such as incidentals). Also provide a reason and brief explanation for the travel.
- c) What travel is planned for the rest of from 7 September 2013? Also provide a reason and brief explanation for the travel.
- d) What travel is planned for the rest of this calendar year? Also provide a reason and brief explanation for the travel.
- e) What is the policy for business class airfare tickets?
- f) Are lounge memberships provided to any employees? If yes, what lounge memberships, to how many employees and their classification, the reason for the provision of lounge membership and the total costs of the lounge memberships.
- g) When SES employees travel, do any support or administrative staff (such as an Executive Assistant) travel with them? If yes, provide details of why such a staff member is needed and the costs of the support staff travel.
- h) Does the department/agency elect to offset emissions for employees work related travel? If yes, what is the cost?

**Answer**

- a) For the period 1 July to 31 October 2013, the Secretary of the Department accompanied the Minister on a trip to France in October 2013.

The breakdown of costs is as follows:

<b>Item</b>	<b>Costs</b>
Air Fares	\$ 8,863.93
Accommodation	\$ 837.05
Travel Management fees	\$ 175.00
Whole of Australian Government fee (WOAG)	\$ 11.72
Meals and incidentals	\$ 567.60
<b>Total ( ex GST)</b>	<b>\$10,455.30</b>

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- b) For the period 1 July 2013 to 31 October 2013, the Department spent \$1,565,014 on employee travel, including domestic and overseas travel. The expenditure breakup is shown in the table below. The reasons for travel by Departmental officers include: attend Departmental meetings once the cost effectiveness of the travel has been established; maintain war graves in remote areas; arrange and attend commemorative events overseas; and meet with stakeholders such as ex-service organisations.

**Financial Year 1 July 2013 to 31 October 2013**

<b>Travel type</b>	<b>Spend</b>
Fares and booking fees	\$783,869
Travel Allowances (meals and incidentals)/Accommodation/Parking/Tolls	\$761,475
Car hire	\$19,670
<b>Total</b>	<b>\$1,565,014</b>

Note: Figures are GST exclusive.

Data on the breakdown of airfares, including domestic and international travel by type, is provided in the following table.

<b>Business class</b>	<b>Fully Flexible</b>	<b>Mid Range</b>	<b>Lowest Restricted</b>
255	64	966	418

- c & d) Travel within the Department is carried out on a needs basis in direct response to business requirements. Forecasting of future travel is not realistic as emerging needs arise at short notice. Therefore, we are not able to predict the future expenditure in this area.
- e) The Department's travel policy is that all air travel should be the lowest practical fare in economy class unless there is a businesscase or an entitlement to travel business class. Where there is an entitlement to travel business class, travellers are expected to choose economy fares on short sectors.
- f) Lounge memberships are provided to employees who qualify. To qualify, the employee must travel at least 12 times per year and have the endorsement of their Assistant Secretary. As at 31 October 2013, 106 employees held QANTAS lounge memberships. Thirteen of these memberships are held by employees at the Senior Executive Service (SES) level. The remaining 93 memberships are held by non SES employees. Memberships are usually provided for periods of two years. The total cost of the memberships is \$48,925. The Department has also provided two Virgin lounge memberships at a total cost of \$498. These memberships belong to non SES employees.
- g) Support or administrative staff do not usually travel with SES employees.
- h) The Department does not offset emissions for work related travel.

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**Question 120**

**Outcome 1, 2 and 3: Program 1.4, 2.4 and 3.1**

**Topic: Discretionary Grants Program**

(Written Question on Notice)

**Senator LUDWIG asked:**

- a) Could the department/agency provide an update list of all grants, including ad hoc and one-off grants from 7 September 2013 to date? Please provide details of the recipients, the amount, the intended use of the grants and what locations have benefited from the grants.
- b) Have all grant agreement details been published on its website.
- c) Please list all grants that were approved prior to 7 September 2013, but did not have financial contracts in place on 7 September 2013. Please provide details of the recipients, the amount, the intended use of the grants and what locations have benefited from the grants. Please list which grant applicants had been contacted advising of their success. Please provide the current status of these grants. Have any of these grants been cancelled, paused, discontinued or cut?

**Answer**

a) All approved grants are published on the Department of Veterans' Affairs (DVA) website. Lists of all approved DVA grants can be found at the following links:

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

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

- b) Yes. All grants are published on the DVA website within 14 working days after signing of the funding agreement by both parties. Information at the link above is consistent with this requirement.
- c) The table below lists the grants approved prior to 7 September 2013 which did not have financial contracts in place on 7 September 2013.

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None of the grants listed in this table have been cancelled, paused, discontinued or cut.

<b>Recipient</b>	<b>Grant Program</b>	<b>Project</b>	<b>Grant amount (GST inc)</b>	<b>Location</b>	<b>Advised of grant</b>	<b>Current status</b>
Centenary of Anzac Hills Community Committee, Baulkham Hills	Anzac Centenary Local Grants Program	Six projects to commemorate the Centenary of Anzac. Hold a launch of the Anzac centenary program prior to Anzac Day 2015, publish a program, produce two stage shows and hold a ceremony.	\$100,000	Baulkham Hills, NSW	Yes	Contract with applicant for signature
Caboolture-Morayfield District RSL Sub-branch	Anzac Centenary Local Grants Program	Relocate and upgrade the Caboolture War Memorial and erect a memorial wall and First World War Honour Roll.	\$20,000	Caboolture, QLD	Yes	Grant paid on 4/10/13
Wycheproof and District Historical Society Inc	Anzac Centenary Local Grants Program	Restore an Autograph Flag and five Honour Rolls to be displayed in the community museum to commemorate the Anzac centenary.	\$13,224	Wycheproof, VIC	Yes	Contract with applicant for signature
Yarriambiack Shire Council	Anzac Centenary Local Grants Program	Publish a register of servicemen and one servicewoman from the Warracknabeal district who served during the First World War.	\$3,560	Yarriambiack, VIC	Yes	Grant paid on 1/10/13
Horsham Rural City Council	Anzac Centenary Local Grants Program	Hold an exhibition between August and October 2014 at the Horsham Regional Art Gallery to commemorate the First World War servicemen who enlisted in Horsham and to explore the impact it had on the local community.	\$7,400	Horsham, VIC	Yes	Contract with applicant for signature

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Friends of the Skipton RSL Sub-branch	Anzac Centenary Local Grants Program	Assist with printing 'Skipton's servicemen and women', which chronicles the local men and women who served in conflicts from the First World War to the Gulf War.	\$600 for First World War component.	Skipton, VIC	Yes	Grant paid on 16/9/13
Swan Hill RSL Sub-branch	Anzac Centenary Local Grants Program	Install a bronze plaque in each of 15 schools in the Swan Hill district to commemorate those who served in the First World War.	\$11,550	Swan Hill, VIC	Yes	Contract with applicant for signature
Rupanyup RSL Sub-branch	Anzac Centenary Local Grants Program	Erect a monument, interpretive signage and plant a Lone Pine on the First World War Avenue of Honour, Rupanyup.	\$13,000	Rupanyup, VIC	Yes	Contract with applicant for signature
Legacy Ararat	Anzac Centenary Local Grants Program	Restore the memorial to Sir Cyril Bingham Brudenell at the Buangor Cemetery. Memorial is the focus of community commemorations.	\$6,000	Ararat, VIC	Yes	Grant paid on 1/10/13
Woolsthorpe Progress Association Woolsthorpe	Anzac Centenary Local Grants Program	Refurbish the Woolsthorpe First World War Memorial.	\$2,713	Woolsthorpe, VIC	Yes	Grant paid on 4/10/13
Anglesea RSL Sub-branch	Veteran & Community Grants	To enable a kitchen and toilet upgrade.	\$3,234	Anglesea, VIC	Yes	Grant paid on 11/09/13
Tweed River War Widows Association	Veteran & Community Grants	To purchase computer equipment for a newsletter project.	\$1,175	Tweed Heads West, NSW	Yes	Grant paid on 20/09/13
Tweed River War Widows Association	Veteran & Community Grants	To undertake a series of Bus Trips.	\$2,590	Tweed Heads West, NSW	Yes	Grant paid on 20/09/13

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Wauchope RSL Sub-branch	Veteran & Community Grants	To establish a website and purchase video equipment to support a Day Club.	\$4,801	Wauchope, NSW	Yes	Grant paid on 23/09/13
Maitland Vietnam Veterans and Legion Inc	Veteran & Community Grants	To purchase a marquee to support social activities.	\$5,500	Maitland, NSW	Yes	Grant paid on 9/12/13
RSL Far North Coast District (QLD Branch)	Building Excellence in Support & Training	BEST funding - Admin expenses.	\$5,459	Ravenshoe, QLD	Yes	Grant paid on 13/09/13
Toowoomba RSL Sub-branch	Building Excellence in Support & Training	BEST funding - Admin expenses.	\$3,270	Toowoomba, QLD	Yes	Grant paid on 13/09/13
VVAA Hunter Central Sub-branch	Building Excellence in Support & Training	BEST funding - Admin expenses.	\$2,275	Doyalson, NSW	Yes	Grant paid on 16/09/13
New South Wales RSL State Branch	Building Excellence in Support & Training	BEST Funding - Salary and Admin expenses for the NSW State Branch and certain Sub-branches.	\$187,854	Sydney, NSW	Yes	Grant paid on 23/09/13 - \$19,736 GST exclusive unpaid pending receipt of outstanding acquittal documentation from two Sub-branches.

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Legacy Club of Brisbane	Building Excellence in Support & Training	BEST Funding - Salary and Admin expenses.	\$67,893	South Brisbane, QLD	Yes	Grant paid on 30/09/13
Veterans Centre Mid North Coast	Building Excellence in Support & Training	BEST funding - Admin expenses.	\$7,551	North Coast NSW	Yes	Grant paid on 1/10/13
Australian Army Aviation Association Inc	Building Excellence in Support & Training	BEST funding - Admin expenses.	\$1,453	Brookfield, QLD	Yes	Grant paid on 6/11/13
Illawarra Veteran's Entitlement Service Inc	Building Excellence in Support & Training	BEST Funding - Salary and Admin expenses.	\$36,863	Jamberoo, NSW	Yes	DVA awaiting previous grant acquittal documentation before releasing BEST Round 15 funds.



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**Question 121**

**Outcome All: Program All**

**Topic: Government Payment of Accounts**

(Written Question on Notice)

**Senator Ludwig asked:**

- a) From 7 September 2013 to date, 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)?
- b) If not, why not? Provide details, including 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)
- c) 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?
- d) Where interest is being paid, what rate of interest is being paid and how is this rate determined?

**Answer**

- a) & b) For the 2013/2014 financial year to 31 October 2013, the Department of Veterans' Affairs (DVA) paid 96.46% of its invoices within 30 days of receipt of a correctly rendered invoice, in accordance with Government policy. Where delays in claims processing have occurred, they can generally be attributed to administrative delays in the validation and handling of claims. The issue continues to be successfully addressed through systems improvements and education which has resulted in incremental improvements in performance over the last four financial years.

<b>1 July 2013 – 31 October 2013</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>
Number of Invoices	2,591	52	21	22	2,686
% of invoices by number	96.46	1.94	0.78	0.82	100

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

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**Question 122**

**Outcome General: Program All**

**Topic: Consultancies**

(Written Question on Notice)

**Senator LUDWIG asked:**

- a) How many consultancies have been undertaken from 7 September 2013 to date? 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.
- b) 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**

- a) The details requested are available under the **Reports** tab on AusTender ([www.tenders.gov.au](http://www.tenders.gov.au)).
- b) Consultancies planned for this calendar year are listed on the Department's Annual Procurement Plan, available under the **Procurement Plans** tab on AusTender ([www.tenders.gov.au](http://www.tenders.gov.au)).

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**Question 123**

**Outcome All: Program General DVA**

**Topic: Meeting Costs**

(Written Question on Notice)

**Senator Ludwig asked:**

- a) What is the Department/Agency's meeting spend from 7 September 2013 to date? Detail date, location, purpose and cost of all events, including any catering and drinks costs.
- b) For each Minister and Parliamentary Secretary office, please detail total meeting spend from 7 September 2013 to date. Detail date, location, purpose and cost of each event including any catering and drinks costs.
- c) What meeting spend is the Department/Agency's planning on spending? Detail date, location, purpose and cost of all events including any catering and drinks costs.
- d) For each Minister and Parliamentary Secretary office, what meeting spend is currently being planned for? Detail date, location, purpose and cost of each event including any catering and drinks costs.

**Answer**

- a) In 2013/2014 to 31 October 2013 DVA spent \$15,562 on provisioning for meetings. This amount is exclusive of GST and is predominantly for small purchases of refreshments for meetings and forums such as board and committee meetings and meetings with visitors. Information relating to date and location of all events is not readily available.
- b) Please refer to the answer provided in Question on Notice 124, parts b and d.
- c) In 2013-14, the Department expects to spend approximately the same amount as it spent in the 2012-13 financial year. A similar number of events and meetings, where hospitality and entertainment is provided, are expected to occur.
- d) Please refer to the answer provided in Question on Notice 124, parts f and h.

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**Question 124**

**Outcome All: Program General DVA**

**Topic: Hospitality and entertainment**

(Written Question on Notice)

**Senator Ludwig asked:**

- a) What is the Department/Agency's hospitality spend for all events including any catering and drinks costs.
- b) For each Minister and Parliamentary Secretary office, please detail total hospitality spend from 7 September 2013 to date.  
Detail date, location, purpose and cost of all events including any catering and drinks costs.
- c) What is the Department/Agency's entertainment spend from 7 September 2013 to date? Detail date, location, purpose and cost of all events including any catering and drinks costs.
- d) For each Minister and Parliamentary Secretary office, please detail total entertainment spend from 7 September 2013 to date.  
Detail date, location, purpose and cost of all events including any catering and drinks costs.
- e) What hospitality spend is the Department/Agency's planning on spending? Detail date, location, purpose and cost of all events including any catering and drinks costs.
- f) For each Minister and Parliamentary Secretary office, what hospitality spend is currently being planned for? Detail date, location, purpose and cost of all events including any catering and drinks costs.
- g) What entertainment spend is the Department/Agency's planning on spending? Detail date, location, purpose and cost of all events including any catering and drinks costs.
- h) For each Minister and Parliamentary Secretary office, what entertainment spend is currently being planned for? Detail date, location, purpose and cost of all events including any catering and drinks costs.
- i) Is the Department/Agency planning on reducing any of its spending on these items? If so, how will reductions be achieved and what are they?

**Answer**

a) and c)

From 1 July 2013 to 31 October 2013, DVA spent \$2,205 on hospitality. This amount is exclusive of GST and is predominantly for small purchases of refreshments for meetings and forums involving external parties, in particular ex service organisations. Information relating to date, location, purpose and cost, for all events, is not readily available. The time and effort to accurately provide this information would be too resource intensive.

b) and d)

From 7 September 2013 to 31 October 2013, \$408.84 was expended on hospitality and entertainment. This amount is inclusive of GST and comprises the purchasing of general catering supplies, such as milk and coffee, used for a range of meetings. It is not possible to provide a breakdown of dates as these supplies were used across multiple days and meetings. This amount includes \$40.00 for the purchase of soft drinks associated with a meeting the Minister had in France in October 2013 with his international counterparts.

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e) and g)

In 2013-14, the Department expects to spend approximately the same amount as it spent in the 2012-13 financial year. A similar number of events and meetings, where hospitality and entertainment is provided, are expected to occur.

f) and h)

There is currently no hospitality or entertainment spend being planned.

i) No.

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**Question 125**

**Outcome General: Program Corporate**

**Topic: Public Service Efficiencies**

(Written Question on Notice)

**Senator LUDWIG asked:**

Has there been a reduction in business flights? What are the estimated savings for each year over the forward estimates?

**Answer**

Business class tickets, have reduced from 275 (July to October 2012) down to 234 (July to October 2013). As a proportion of total tickets purchased during these periods this represents a reduction of 15%.

Estimated savings cannot be readily or reliably calculated over the forward estimates as DVA does not budget or forecast at this level of detail.

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**Question 126**

**Outcome General: Program Corporate**

**Topic: Public Service Efficiencies**

(Written Question on Notice)

**Senator LUDWIG asked:**

Has there been a reduction in the use of external consultants and contractors? Has this impacted on the Department/agency, and how? What are the estimated savings for each year over the forward estimates?

**Answer**

Yes. Total expenditure for consultants and contractors decreased between 2011-12 (\$46.1 million) and 2012-13 (\$42 Million) by 9%. Comparatively, for the July to October period between 2012 and 2013, it has also reduced in excess of 10%.

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**Question 127**

**Outcome All: Program All**

**Topic: Public Service Efficiencies**

(Written Question on Notice)

**Senator LUDWIG Asked:**

Provide an update of moving recruitment advertising online. Is any recruitment still in printed materials, and if yes, why? What are the estimated savings for each year over the forward estimates.

**Answer**

The Department moved to online recruitment advertising in line with the Department of Finance and Deregulation's updated Non-Campaign Recruitment Advertising Policy which came into effect on 1 July 2012. Since 1 July 2013 to 31 October 2013, two advertisements have been placed in the print media, in line with the print media policy. These relate to Veterans and Veterans Families Counselling Service (VVCS) and the Repatriation Medical Authority (RMA) to attract candidates with a degree in psychology/social work and medical researchers respectively.

Estimated savings cannot be readily or reliably calculated as DVA does not budget or forecast at this level of detail. However, the Department has adopted online advertising for recruitment and restricted the placement of recruitment advertisements in print media, in line with its approach of implementing a range of savings strategies over the forward estimates.



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**Question 128**

**Outcome General: Program Corporate**

**Topic: Public Service Efficiencies**

(Written Question on Notice)

**Senator LUDWIG asked:**

Has the department/agency reduced its printing costs? If no, why not? Have printing costs increased, and if yes why and how much?

**Answer**

Where possible, the Department is actively seeking to reduce the number of printed documents. From a technology or definition perspective, 'printing' can encompass many forms. Given the disparity in definitions, most organisations capture printing costs within a broader expense category. DVA's expense category includes Printing, Publications and Postage related items. Expenditure in this category has reduced annually since 2011-12 and is projected to reduce further over the forward estimate years. Comparing the July to October periods for 2012 and 2013, expenses have reduced in excess of 10%.

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**Question 129**

**Outcome General: Program Corporate**

**Topic: Public Service Efficiencies**

(Written Question on Notice)

**Senator LUDWIG asked:**

Has the five per cent savings target been achieved – if yes, how, or if it will not, why not? What are the estimated savings for each year over the forward estimates?

**Answer**

See QoN 128 for response.

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**Question 130**

**Outcome All: Program All**

**Topic: Ministerial Office Security Classifications**

(Written Question on Notice)

**Senator LUDWIG asked:**

What is the policy for ministerial staff security clearances?

**Answer**

Staff employed under the *Members of Parliament Staff (MOPS) Act 1984* fall under the purview of the Department of Finance, and not the Department of Veterans' Affairs (DVA).

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**Question 131**

**Outcome All: Program All**

**Topic: Ministerial Office Security Classifications**

(Written Question on Notice)

**Senator LUDWIG asked:**

How many staffers employed by the government under the MOPS Act have security clearances?

- a. At what level?
- b. If not, why not?

**Answer**

Staff employed under the *Members of Parliament Staff (MOPS) Act 1984* fall under the purview of the Department of Finance. Questions concerning staff employed under the MOPS Act should be directed to the Department of Finance.

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**Question 132**

**Outcome All: Program All**

**Topic: Ministerial Office Security Classifications**

(Written Question on Notice)

**Senator LUDWIG asked:**

How many seconded departmental officers acting in ministerial offices, including DLOs have security clearances?

- a. At what level?
- b. If not, why not

**Answer**

There are no seconded DVA staff in the Minister's office.

The Department provides one DLO who works within the Minister's office and the position is recorded in the DSAP register as requiring a Negative Vet 1 clearance. The individual currently occupying the position is cleared to Negative Vet 1.

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**Question 133**

**Outcome All: Program All**

**Topic: Executive Coaching and Leadership Training**

(Written Question on Notice)

**Senator LUDWIG asked:**

In relation to executive coaching and/or other leadership training services purchased by each department/agency, please provide the following information from 7 September 2013 to date:

Total spending on these services.

**Answer**

The Department runs two leadership development programs which are corporately administered. These are: the Executive Leadership Program for Executive Level staff and the Looking Forwards Program for APS 3 to APS 6 level staff.

The total expenditure for these programs from 1 July 2013 to 31 October 2013 is \$81,153.

Individual business areas may also arrange coaching and leadership training which is specific only to their area and needs. This training is not centrally recorded and the time and effort to provide this information would be too resource intensive.

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**Question 134**

**Outcome All: Program All**

**Topic: Executive Coaching and Leadership Training**

(Written Question on Notice)

**Senator LUDWIG asked:**

In relation to executive coaching and/or other leadership training services purchased by each department/agency, please provide the following information from 7 September 2013 to date:

The number of employees offered these services and their employment classification.

**Answer**

Coaching and leadership training participation for DVA staff for the period 1 July 2013 to 31 October 2013 - These programs are offered to DVA employees at the relevant classifications, that is:

- SES training, which is primarily delivered through the Australian Public Service Commission (APSC) is available to all SES staff at the relevant levels;
- all Executive Level staff are offered the Executive Leadership Program; and
- all APS3 to APS 6 level staff are offered the Looking Forwards Program.

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**Question 135**

**Outcome All: Program All**

**Topic: Executive Coaching and Leadership Training**

(Written Question on Notice)

**Senator LUDWIG asked:**

In relation to executive coaching and/or other leadership training services purchased by each department/agency, please provide the following information from 7 September 2013 to date:

The number of employees who have utilised these services, their employment classification and how much study leave each employee was granted (provide a breakdown for each employment classification)

**Answer**

**Leadership Training: APS and Executive Level staff**

<b>Program</b>	<b>Attendees</b>	<b>Classification Breakdown</b>
Executive Leadership Program 28 Workshop	20	12 x EL1 8 x EL2
Executive Leadership Program 27 Recall	13	13 x EL1
Looking Forwards Program Recall Melbourne	12	2 x APS3 1 x APS4 3 x APS5 6 x APS6
Looking Forwards Program Townsville	13	1 x APS2 1 x APS3 4 x APS5 7 x APS6
<b>Total</b>	<b>58</b>	8 x EL2 25 x EL1 13 x APS6 7 x APS5 1 x APS4 3 x APS3 1 x APS2



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**Leadership Training: Senior Executive Staff**

<b>Program</b>	<b>Attendees</b>	<b>Classification Breakdown</b>
SES Orientation Programs - 2013	1	SES 1
SES Band 1 Leadership Programs - 2013	1	SES 1
Total	2	

Note: Details provided in the tables are for the period 1 July 2013 to 31 October 2013.

These are training programs, not external study. Staff are considered to be on duty and therefore study leave is not required.

The above information is provided in relation to leadership training which is either corporately administered or recorded within DVA. It should be noted that within the Department, individual business areas may arrange coaching and leadership training which is specific only to staff in their business area. This training is not centrally recorded and the time and effort to provide this information would be too resource intensive.

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**Question 136**

**Outcome All: Program All**

**Topic: Executive Coaching and Leadership Training**

(Written Question on Notice)

**Senator LUDWIG asked:**

In relation to executive coaching and/or other leadership training services purchased by each department/agency, please provide the following information from 7 September 2013 to date:

The names of all service providers engaged.

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 (provide a breakdown for each employment classification)
- d) The total number of hours involved for all employees (provide a breakdown for each employment classification)
- e) The total amount spent on the service
- f) A description of the fees charged (i.e. per hour, complete package)

**Answer**

Please refer to the attached Table.

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**Table – Executive Coaching and/or leadership training services for APS and EL staff purchased by DVA for the period 1 July 2013 – 31 October 2013**

Question 136	Service Provider – Yellow Edge	Service Provider – ODS Management Consulting	Service Provider – Australian Public Service Commission (APSC)	Service Provider – Australian Public Service Commission (APSC)	Totals
a) The name and nature of the service purchased	Provision of Leadership Training - Executive Leadership Program (ELP)	Provision of Leadership Training - Looking Forwards Program (LFP)	SES Orientation Programs - 2013	SES Band 1 Leadership Programs - 2013	
b) Whether the service is one-on-one or group based	Group based	Group based	Group based	Group based	
c) The number of employees who received the service and their employment classification (provide a breakdown for each employment classification)	Executive Leadership Program (ELP): #28 Workshop: <b>20</b> attendees (12 X EL1) (8 X EL2)  #27 Recall: <b>13</b> attendees (13 X EL1)  <b>Total: 33 attendees</b>	Looking Forwards Program (LFP): #Recall Melb: <b>12</b> attendees (2 X APS3) (1 X APS4) (3 X APS5) (6 X APS6)  #LFP – Townsville: <b>13</b> attendees (1 X APS2) (1 X APS3) (4 X APS5) (7 X APS6)  <b>Total: 25 attendees</b>	1 SES Band 1 Officer          <b>Total: 1 attendee</b>	1 SES Band 1 Officer          <b>Total: 1 attendee</b>	<b>Grand total: 60 attendees</b>
d) The total number of hours involved for all employees (provide a breakdown for each employment classification)	ELP Workshop hours: o 12 EL1 x 22.5 hours = 270 hours o 8 EL2 x 22.5 hours = 180 hours	LFP Workshop o 1 APS2 x 17 hours = 17 hours o 1 APS3 x 17 hours = 17 hours o 4 APS5 x 17 hours = 68 hours	15 hours	Approximately 50 hours	

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	<p>Total = 450 hours</p> <p>ELP Recall hours:</p> <ul style="list-style-type: none"> <li>o 13 EL1 x 5 hours = 65 hours</li> </ul> <p><b>Total = 515 hours</b></p>	<p>hours</p> <ul style="list-style-type: none"> <li>o 7 APS6 x 17 hours = 119 hours</li> </ul> <p>Total = 221 hours</p> <p>LFP Recall Melbourne:</p> <ul style="list-style-type: none"> <li>o 2 APS3 x 4 hours = 8 hours</li> <li>o 1 APS4 x 4 hours = 4 hours</li> <li>o 3 APS5 x 4 hours = 12 hours</li> <li>o 6 APS6 x 4 hours = 24 hours</li> </ul> <p>Total = 48 hours</p> <p><b>Total = 269 hours</b></p>			
				<b>Total = 65 hours</b>	<b>Grand total: 849 hours</b>
e) The total amount spent on the service	Total expenditure: Executive Leadership Program = <b>\$63,162</b>	Total expenditure: Looking Forwards Program = <b>\$17,991</b>	Total expenditure = <b>\$3,500</b>	Total expenditure = <b>\$10,000</b>	<b>Total expenditure: \$94,653</b>
f) A description of the fees charged (i.e. per hour, complete package)	The cost noted above includes facilitation, course material and travel costs for facilitators. There is a standard cost for the facilitation, however, the total cost of each program varies depending on the number of participants, course materials required and location of the program.	The cost noted above includes facilitation, course material and travel costs for facilitators. There is a standard cost for the facilitation, however, the total cost of each program varies depending on the number of participants, course materials required and location of the program.	The cost noted above is the standard course cost, as set by the APSC and includes the costs of administration, facilitation and all course materials.	The cost noted above is the standard course cost, as set by the APSC and includes the costs of administration, facilitation and all course materials.	

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The above information is provided in relation to leadership training which is either corporately administered or recorded within DVA. It should be noted that within the Department individual business areas may arrange coaching and leadership training which is specific only to staff in their business area. This training is not centrally recorded and the time and effort to provide this information would be too resource intensive.

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**Question 137**

**Outcome All: Program All**

**Topic: Executive Coaching and Leadership Training**

(Written Question on Notice)

**Senator LUDWIG asked:**

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 (provide a breakdown for each employment classification)
- c) The total number of hours involved for all employees who took part (provide a breakdown for each employment classification)
- d) Any costs the department or agency's incurred to use the location

**Answer**

- a) The Executive Leadership Program (ELP) workshop is held at Yellow Edge's premises in Barton, ACT. The Recall is held in DVA's Canberra Office.
- b) During the period 1 July 2013 to 31 October 2013, 20 staff attended one ELP workshop.
- c) A total of 450 hours (22.5 hours x 20 staff. This comprised 12 x EL1 and 8 x EL2). Please note, this does not include approximately 5 hours per participant for recall and associated preparation and debriefing which occurs at DVA's premises.
- d) There is no separate cost to use the location. This is covered in the total contract cost for Yellow Edge's services.

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**Question 138**

**Outcome All: Program All**

**Topic: Staffing reductions**

(Written Question on Notice)

**Senator LUDWIG asked:**

- a) How many staff reductions/voluntary redundancies have occurred from 7 September 2013 to date? What was the reason for these reductions?
- b) Were any of these reductions involuntary redundancies? If yes, provide details.
- c) Are there any plans for further staff reductions/voluntary redundancies? If so, please advise details including if there is a reduction target, how this will be achieved, and if any services/programs will be cut.
- d) If there are plans for staff reductions, please give the reason why these are happening.
- e) Are there any plans for involuntary redundancies? If yes, provide details.

**Answer**

- a) There have been four voluntary redundancies for the period 1 July 2013 to 31 October 2013. Please refer to the answer provided in Question on Notice 8 for a breakdown of types of terminations.
- b) There have been no involuntary redundancies.
- c) DVA's 2013-14 affordable staffing level in Full Time Equivalent (FTE) terms is an annual average of 1,924. Currently we are operating with staffing levels close to this average. To meet the 2014-15 funding reductions, our affordable FTE level will need to reduce. This reduction will be mostly managed through the recruitment freeze, ceasing non-ongoing staff contracts and some natural attrition. Longer term (2015-16 and out years) will present a greater challenge as we have to balance the increasing budget pressures whilst continuing internal and external services with a changing staff profile. The Australian Public Service (APS) staff freeze creates gaps in areas and this needs to be managed carefully. Longer term strategies are still being developed by the senior executive.
- d) The reason is due to 2014-15 funding reductions.
- e) There are no plans for involuntary redundancies at this time.

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**Question 139**

**Outcome All: Program All**

**Topic: Staffing Cessations**

(Written Question on Notice)

**Senator LUDWIG asked:**

- a) How many ongoing staff left the department/agency from 7 September 2013 to date? What classification were these staff?
- b) How many non-ongoing staff left department/agency from 7 September 2013 to date? What classification were these staff?

**Answer**

- a) Please refer to the answer provided in Question on Notice 8.
- b) Please refer to the answer provided in Question on Notice 8.



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**Question 140**

**Outcome All: Program All**

**Topic: Staffing recruitment**

(Written Question on Notice)

**Senator LUDWIG asked:**

- a) How many ongoing staff recruited from 7 September 2013 to date? What classification are these staff?
- b) How many non-ongoing positions exist or have been created from 7 September 2013 to date? What classification are these staff?
- c) From 7 September 2013 to date, how many employees have been employed on contract and what is the average length of their employment period?

**Answer**

a) Table 1 below lists the number of ongoing staff recruited during the period 1 July 2013 to 31 October 2013 by classification.

**Table 1: Numbers of Ongoing recruitments by classification.**

<b>Classification</b>	<b>Number</b>
APS2	3
APS3	13
APS4	19
APS5	13
APS6	21
EL1	11
EL2	7
LEGAL1	1
SES B2	1
<b>Total</b>	<b>89</b>

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b) Table 2 below lists the number of non-ongoing positions existing as at 31 October 2013 and the number of non-ongoing staff hired from 1 July 2013 to 31 October 2013.

**Table 2: Number of Non-ongoing positions and hires as at 31 October 2013 by classification.**

	<b>Non-ongoing positions existing at 31/10/13</b>	<b>Non-ongoing hires 1/7/13 - 31/10/13 *</b>
APS1	2	2
APS2	16	12
APS3	58	25
APS4	13	9
APS5	12	3
APS6	12	5
EL1	3	1
EL2	1	1
LEGAL1	2	0
PAO3	1	1
SES B1	1	0
<b>Total</b>	<b>121</b>	<b>59</b>

\* Hires 1/7/13 – 31/10/13 are included in the total as at 31/10/13

c) 59 non-ongoing staff have been employed on contract for the 2013-14 financial year to 31 October 2013. The average length of employment is 24 weeks.

N.B the figures listed above, for all questions, are from 1 July 2013 – 31 October 2013 as it would have been too resource intensive to provide them from the requested start date of 7 September 2013.

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**Question 141**

**Outcome All: Program All**

**Topic: Coffee machines**

(Written Question on Notice)

**Senator LUDWIG asked:**

1. Has the department/agency purchased coffee machines for staff usage since 7 September 2013?
  - a) If yes, provide a list that includes the type of coffee machine, the cost, the amount, and any ongoing costs such as purchase of coffee or coffee pods and when the machine was purchased?
  - b) Why were coffee machines purchased?
  - c) Has there been a noticeable difference in staff productivity since coffee machines were purchased? Are staff leaving the office premises less during business hours as a result?
  - d) Where did the funding for the coffee machines come from?
  - e) Who has access?
  - f) Who is responsible for the maintenance of the coffee machines? How much was spent on maintenance in from 7 September 2013 to date, include a list of what maintenance has been undertaken. Where does the funding for maintenance come from?
  - g) What are the ongoing costs of the coffee machine, such as the cost of coffee?

**Answer**

Nil

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**Question 142**

**Outcome All: Program All**

**Topic: Coffee machines**

(Written Question on Notice)

**Senator LUDWIG asked:**

1. Does the department/agency rent coffee machines for staff usage?
  - a) If yes, provide a list that includes the type of coffee machine, the cost, the amount, and any ongoing costs such as purchase of coffee or coffee pods and when the machine was purchased.
  - b) Why are coffee machines rented?
  - c) Has there been a noticeable difference in staff productivity since coffee machines were rented? Are staff leaving the office premises less during business hours as a result?
  - d) Where does the funding for the coffee machines come from?
  - e) Who has access?
  - f) Who is responsible for the maintenance of the coffee machines? How much was spent on maintenance in from 7 September 2013 to date, include a list of what maintenance has been undertaken. Where does the funding for maintenance come from?
  - g) What are the ongoing costs of the coffee machine, such as the cost of coffee?

**Answer**

Nil

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**Question 143**

**Outcome All: Program All**

**Topic: Printing**

(Written Question on Notice)

**Senator LUDWIG asked:**

How many documents (include the amount of copies) have been printed from 7 September 2013 to date? How many of these printed documents were also published online?

**Answer**

The response below covers the period from 1 July 2013 to 31 October 2013. It is not possible to provide figures from 7 September 2013 as this would be too resource intensive.

<b>Name of document printed</b>	<b>Number printed</b>	<b>Published online: Yes/No</b>
Veterans' Review Board Annual Report	500	Yes
DVA Annual Report 2012-13	692	Yes
Mens Health Peer Education Magazine	14,314	Yes
DVA Health Funded Services Charts	100	Yes
DVA Health Funded Health Program Flyers	50	Yes
Treatment Services Voucher	8,000	Yes
GP Treatment Service Voucher	21,320	Yes
Specialist Treatment Service Voucher	16,000	Yes
Claim For Treatment Service Voucher	11,480	Yes
Health Practitioner Voucher	53,240	Yes
Claim For Travelling Allowance	2,000	Yes
Chiropractors Fee Schedule 2012	2	Yes
Dentists & Dental Specialist Fee Schedule 2013	83	Yes
Dentist & Dental Specialists Fee Schedule 2012	66	Yes

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Dental Prosthetists Fee Schedule 2013	7	Yes
Dental Prosthetists Fee Schedule 2012	2	Yes
Diabetes Educator Fee Schedule 2012	2	Yes
Dieticians Fee Schedule 2012	1	Yes
Exercise Physiologists Fee Schedule 2012	4	Yes
Occupational Therapists Fee Schedule 2012	2	Yes
Optometrist Fee Schedule 2013	5	Yes
Osteopaths Fee Schedule 2013	1	Yes
Osteopaths Fee Schedule 2012	2	Yes
Physiotherapists Fee Schedule 2013	13	Yes
Physiotherapists Fee Schedule 2012	4	Yes
Podiatrist Fee Schedule 2013	7	Yes
Podiatrists Fee Schedule 2012	1	Yes
Speech Pathologists Fee Schedule 2012	1	Yes
Visual Aids / Optical Dispensing Fee Schedule 2012	2	Yes
Clinical Psychologists Fee Schedule 2012	2	Yes
Social Workers Fee Schedule 2012	1	Yes
Psychologists Fee Schedule 2013	1	Yes
GPs & Specialists Fee Schedule 2012	13	Yes

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**Question 144**

**Outcome All: Program All**

**Topic: Corporate Cars**

(Written Question on Notice)

**Senator LUDWIG asked:**

- a. How many cars are owned by each department/agency?
- b. Where is the car/s located?
- c. What is the car/s used for?
- d. What is the cost of each car from 7 September 2013 to date?
- e. How far did each car travel from 7 September 2013 to date?

**Answer**

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

b. One car is located in Ankara, Turkey.

One car is located in Paris, France.

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.

c. The car in Ankara, Turkey, is used for official purposes by the DVA Section at the Australian Embassy and for private use by the DVA Counsellor.

The car located in Paris, France is used for official purposes by the DVA Section at the Australian Embassy and private use by the First Secretary.

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.

d. For the period 1 July 2013 to 31 October 2013:

- The running cost of the car in Ankara, Turkey, was approximately \$1,900.
- The running cost of the car in Paris, France, was approximately EURO 870 (AUD \$1,300).
- The running cost of the commercial vehicle located at Port Moresby (Bomana) War Cemetery, Papua New Guinea, was approximately \$900.
- The running cost of the commercial vehicle located at Rabaul (Bitu Paka) War Cemetery, Papua New Guinea, was approximately \$1,400.

Note: The costs detailed above exclude depreciation and any employee contributions for private usage.

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e. For the period 1 July 2013 to 31 October 2013:

- The car in Ankara, Turkey, travelled approximately 12,600km.
- The car in Paris, France, travelled approximately 11,400km.
- The commercial vehicle at Port Moresby (Bomana) War Cemetery, Papua New Guinea, travelled approximately 4,100km.
- The commercial vehicle at Rabaul (Bita Paka) War Cemetery, Papua New Guinea, travelled approximately 3,700km.

N.B the figures listed above, for all questions, are from 1 July 2013 – 31 October 2013 as it would have been too resource intensive to provide them from the requested start date of 7 September 2013.



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**Question 145**

**Outcome All: Program All**

**Topic: Taxi Costs**

(Written Question on Notice)

**Senator Ludwig asked:**

- a) How much did each department/agency spend on taxis from 7 September 2013 to date? Provide a breakdown for each business group in each department/agency.
- b) What are the reasons for taxi costs?

**Answer**

a) The department spent \$216,052 on taxis during the period 2013-2014 to 31 October 2013. The figures provided in the table below are exclusive of GST and do not include expenditure on taxis for veterans under the repatriation transport program, or for health services for veterans.

The breakdown by business group was:

<b>Business Group</b>	<b>Amount</b>
Secretary, Commissioner and Deputy President	\$4,111
State Deputy Commissioners	\$30,250
Veterans and Veterans Families Counselling Service	\$19,970
Corporate Division and Legal Services	\$51,152
Client and Commemorations Division	\$26,313
Rehabilitation and Support Division	\$32,958
Health and Community Services Division	\$36,143
Repatriation Medical Authority	\$1,902
Veterans Review Board	\$13,253

b) Taxis are used by DVA staff in conjunction with official travel, e.g.: to travel from the airport to the DVA office; to travel to external meetings; and to accompany veterans attending commemorative activities. Taxis are also used by veterans to attend DVA related activities.

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**Question 146**

**Outcome All: Program All**

**Topic: Hire Cars**

(Written Question on Notice)

**Senator Ludwig asked:**

- a) How much did each department/agency spend on hire cars from 7 September 2013 to date? Provide a breakdown of each business group in each department/agency.  
b) What are the reasons for hire car costs?

**Answer**

- a) The Department spent \$19,669 on hire cars for the financial year 2013-2014 to 31 October 2013. The figures below provide a breakdown by business group and are exclusive of GST.

<b>Business Group</b>	<b>Amount</b>
Secretary, Commissioner and Deputy President	\$1,045
State Deputy Commissioners	\$2,739
Veterans and Veterans Families Counselling Service	\$5,718
Corporate Division and Legal Services	\$1,910
Client and Commemorations Division	\$4,970
Rehabilitation and Support Division	\$602
Health and Community Services Division	\$2,254
Repatriation Medical Authority	\$175
Veterans Review Board	\$256

- b) Hire cars are used in conjunction with official travel. They are used in lieu of taxis when it is cost efficient to do so. They are also used for regional travel in Australia and overseas, and when there is a need to carry equipment such as for training events or by grave maintenance field staff.

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**Question 147**

**Outcome All: Program All**

**Topic: Credit Cards**

(Written Question on Notice)

**Senator Ludwig asked:**

Provide a breakdown for each employment classification that has a corporate credit card.

**Answer**

243 corporate credit cards have been issued to Department of Veterans' Affairs employees, as at 11 December 2013. The breakdown by employment classification is:

APS2	8
APS3	17
APS4	36
APS5	28
APS6	56
EL1	32
EL2	36
SES	25
Statutory Position Holders	5
<b>Total</b>	<b>243</b>

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**Question 148**

**Outcome All: Program All**

**Topic: Credit Cards**

(Written Question on Notice)

**Senator Ludwig asked:**

Please update details of the following?

- a) What action is taken if the corporate credit card is misused?
- b) How is corporate credit card use monitored?
- c) What happens if misuse of a corporate credit card is discovered?
- d) Have any instances of corporate credit card misuse have been discovered? List staff classification and what the misuse was, and the action taken.
- e) What action is taken to prevent corporate credit card misuse?

**Answer**

a) and c) If misuse of a corporate credit card is accidental, then the card holder is asked to repay the funds and the incident is reported on the Certificate of Compliance. If fraud is suspected, the matter is referred to the Department's Principal Legal Advisor to undertake a compliance investigation. If there is sufficient material to disclose suspected fraudulent activity, the matter is referred to the Commonwealth Director of Public Prosecutions.

b) Chief Executive Instruction (CEI) 5 outlines the process for issue and usage of credit cards and the responsibilities of the cardholder and manager. The corporate credit 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 area 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 undertake periodic reviews of any potential risks in credit card usage and monitoring, and compliance with the CEI.
- iii. DVA's card provider has a process for monitoring transactions and alerts the Department to any unusual spending patterns.

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d) Accidental use of cards for personal purchases or for purchases that are not sanctioned by the CEIs occur occasionally. In these cases, cardholders have been required to reimburse the Department. During 2013-2014, to date there have been two such incidences reported in the Certificate of Compliance. They were:

1. Payment for the purchase of two wreaths by a non SES staff member was accidentally made twice. A refund from the supplier was arranged.
2. A non SES staff member used a corporate credit card other than a Diners card to purchase official accommodation which is not in accordance with Whole of Government Travel arrangements. The cardholder is now aware of the new requirement.

e) Corporate credit cards are only issued based on an identified business need and if approval has been 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 149**

**Outcome All: Program All**

**Topic: Electricity Purchasing**

(Written Question on Notice)

**Senator LUDWIG asked:**

- a) What are the details of the department/agency electricity purchasing agreement?
- b) What are the department/agency electricity costs from 7 September 2013 to date?

**Answer**

- a) DVA's electricity purchasing agreement is with ERM Power Retail electricity, as contracted by Defence Energy Services, acting on behalf of the Whole of Government and is only for Lovett Tower, Canberra Office. The contract commenced on 1 July 2011 and is for a period of four years. In the WA and SA State offices, the electricity is paid for via the lease terms and conditions. In all other sites, electricity is provided at market rates from local suppliers.
- b) Over the period 1 July 2013 to 31 October 2013, DVA spent \$371,722 on electricity and consumed 1,361,863 KwHrs.

Note: Electrical usage is billed retrospectively, so the total does not include some unbilled usage for October 2013.

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**Question 150**

**Outcome All: Program All**

**Topic: Ministerial Briefing**

(Written Question on Notice)

**Senator LUDWIG asked:**

- a. Does the department provide a regular briefing to the Minister on the activities of the department and/or any upcoming issues and/or any upcoming matters to come before the Minister?
- b. In what form does that occur?
- c. On what basis it (is) that provided?
- d. What title is this briefing given?

**Answer**

a) to d). Yes. The Department provides the Minister and his staff with regular briefings on a range of portfolio matters. This includes written briefs and face-to-face briefings. The provision of advice to the Minister occurs regularly and it is not feasible to itemise all such occurrences.

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**Question 151**

**Outcome All: Program All**  
**Topic: Ministerial Briefing**  
(Written Question on Notice)

**Senator LUDWIG asked:**

- i. How many officers were responsible for preparing the Minister's briefing pack for the purposes of senate estimates?
- ii. How many officer hours were spent on preparing that information?
  - a. Please break down the hours by officer APS classification
- iii. Were drafts shown to the Minister or their office before senate estimates?
  - a. If so, when did this occur?
  - b. How many versions of this information were shown to the minister or their office?
- iv. Did the minister or their office make any contributions, edits or suggestions for departmental changes to this information?
  - a. If so, when did this occur?
  - b. What officer hours were spent on making these edits? Please break down the hours by officer APS classification.
  - c. When were the changes made?

**Answer**

- i) The Department develops a briefing pack, a copy of which is provided to the Minister, and all parts of DVA contribute to its development.
- ii) It would be too resource intensive to respond to this question.
- iii) to iv) The briefings were discussed with the Minister's Office prior to Senate Estimates.



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**Question 152**

**Outcome All: Program General DVA**

**Topic: Freedom of Information**

(Written Question on Notice)

**Senator LUDWIG asked:**

Can the department please outline the process it undergoes to assess Freedom of Information requests?

**Answer**

The Department has regard to Guidelines issued by the Office of the Australian Information Commissioner (OAIC) under section 93A of the *Freedom of Information Act 1982*. These Guidelines are periodically updated by the OAIC.

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**Question 153**

**Outcome All: Program General DVA**

**Topic: Freedom of Information**

(Written Question on Notice)

**Senator LUDWIG asked:**

Does the department consult or inform the Minister when it receives Freedom of Information requests?

- a. If so, when?
- b. If so, how does this occur?

**Answer**

The Department conducts informal consultation with the Minister's Office in the same way as it does with other Commonwealth agencies where the Minister's Office may have relevant information in relation to a document that is the subject of a Freedom of Information request. Such consultation is generally undertaken via telephone and email contact.

In addition, the Minister's Office is advised of, and where appropriate, provided with briefings about forthcoming releases of documents where the Minister may receive questions about matters to which the documents relate.

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**Question 154**

**Outcome All: Program General DVA**

**Topic: Freedom of Information**

(Written Question on Notice)

**Senator LUDWIG asked:**

Does the department consult or inform other departments or agencies when it receives Freedom of Information requests?

- a. If so, which departments or agencies?
- b. If so, when?
- c. If so, how does this occur?

**Answer**

The Department consults with other departments or agencies, via correspondence and/or telephone, if a document(s) or parts of a document(s) originated with that department or agency. Consultation regularly occurs with the Department of Defence due to the frequency of documents originating with Defence falling within the scope of requested documents held by the Department.

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**Question 155**

**Outcome All: Program General DVA**

**Topic: Freedom of Information**

(Written Question on Notice)

**Senator LUDWIG asked:**

Does the department consult or inform the Minister when or before it makes a decision on a Freedom of Information request?

- a. If so, when?
- b. If so, how does this occur?

**Answer**

The Department's general practice is to prepare a brief, following the initial notification brief, to inform the Minister of the proposed decision on a high-profile Freedom of Information (FOI) request. This generally occurs prior to the provision of the decision and any relevant documents to the applicant.

The Department informs the Minister of its decision in high profile FOI cases prior to the release of information.

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**Question 156**

**Outcome All: Program General DVA**

**Topic: Freedom of Information**

(Written Question on Notice)

**Senator LUDWIG asked:**

Does the department consult or inform other departments or agencies when or before it makes a decision on a Freedom of Information request?

- a. If so, which departments or agencies?
- b. If so, when?
- c. If so, how does this occur?

**Answer**

The Department consults with other departments or agencies, via correspondence and/or telephone, if a document(s) or parts of a document(s) originated with that department or agency.

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**Question 157**

**Outcome All: Program General DVA**

**Topic: Freedom of Information**

(Written Question on Notice)

**Senator LUDWIG asked:**

What resources does the department commit to its Freedom of Information team?

**Answer**

Among other functions, the Department has two sections which process Freedom of Information (FOI) requests:

- Veterans' Access Network Management & Community Support section in Sydney - process FOI requests nationally; and
- Information Law section in Canberra - process complex and high-profile FOI requests.

The resourcing is as follows:

<b>Information Law, Canberra</b>	
EL2	A/g Director
EL1	Assistant Director
APS5	Legal Adviser
APS5	Legal Adviser

<b>VAN Management &amp; Community Support, Sydney</b>	
EL2	Client Contact and Access – Director
EL1	Client Contract and Access – Assistant Director
APS6	Manager
APS5	FOI Supervisor
APS5	Senior Client Contact – Charges and Comsuper
APS4	Processing of FOI
APS3	Processing Section 59/331
APS2	Administration Assistant

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**Question 158**

**Outcome All: Program General DVA**

**Topic: Freedom of Information**

(Written Question on Notice)

**Senator LUDWIG asked:**

List the staffing resources by APS level assigned solely to Freedom of Information requests.

**Answer**

Staffing resources assigned to Freedom of Information (FOI) requests are listed by APS level in the below tables. The proportion of time spent on FOI requests by each staff member is estimated by FTE, where 1 unit indicates 1 FTE assigned to FOI requests.

<b>Information Law, Canberra</b>	
<b>EL2</b>	.30
<b>EL1</b>	.75
<b>APS5</b>	.75
<b>APS5</b>	.20
<b>Total</b>	2 FTE

<b>Van Management &amp; Community Support, Sydney</b>	
<b>EL2</b>	.05
<b>EL1</b>	.15
<b>APS6</b>	.20
<b>APS5</b>	2
<b>APS4</b>	3.8
<b>APS3</b>	2
<b>APS2</b>	1
<b>Total</b>	9.2 FTE

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**Question 159**

**Outcome All: Program General DVA**

**Topic: Freedom of Information**

(Written Question on Notice)

**Senator LUDWIG asked:**

List the staffing resources by APS level assigned indirectly to Freedom of Information requests.

**Answer**

In Sydney, photocopying assistance is provided periodically to the VAN Management & Community Support section by staff at the APS3 level. In Canberra, the Information Law section focuses on both Freedom of Information (FOI) and matters involving the *Privacy Act 1988*. The staffing resources by APS level in the Information Law section are as follows:

- 1 x EL2 (ongoing)
- 1 x EL1 (ongoing)
- 1 x APS5 (ongoing)
- 1 x APS5 (non-ongoing)

Other business areas assist with the location and provision of information to satisfy the FOI request. It is not possible to quantify this resource as it depends on the nature and complexity of the request and the business area involved.



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**Question 160**

**Outcome All: Program General DVA**

**Topic: Freedom of Information**

(Written Question on Notice)

**Senator LUDWIG asked:**

- a) Does the department ever second additional resources to processing Freedom of Information requests?
- b) If so, please detail those resources by APS level

**Answer**

No.

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**Question 161**

**Outcome All: Program General DVA**

**Topic: Freedom of Information**

(Written Question on Notice)

**Senator LUDWIG asked:**

- a) How many officers are currently designated decision makers under the Freedom of Information Act 1982 within the department?
- b) How does this differ to the number of officers designates as at September 6 2013?

**Answer**

a) The Secretary of the Department has delegated his powers, under subsection 23 of the *Freedom of Information Act 1982* (FOI Act), to any person performing duties at the APS 5 level and upwards to make decisions for the purposes of the FOI Act. APS 4 and APS 3 level staff may also make decisions under sections 15, 22, 23 and 29 of the FOI Act.

While all officers delegated to make Freedom of Information (FOI) decisions may do so, the centralised structure for FOI work means almost all decisions are made by staff with the VAN Management & Community Support section and the Information Law section.

In accordance with sections 15AC and 54D of the FOI Act, if a decision becomes deemed refused or deemed affirmed, these decisions are considered to be made by the principal officer of the agency.

- b) The number of officers designated has not changed as it is linked to levels.

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**Question 162**

**Outcome All: Program General DVA**

**Topic: Freedom of Information**

(Written Question on Notice)

**Senator LUDWIG asked:**

- a) How many officers are currently designated decision makers under the Freedom of Information Act 1982 within the Minister's office?
- b) How does this differ to the number of officers designates as at September 6 2013?

**Answer**

- a) Nil.
- b) This position is the same as that at 6 September 2013.

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**Question 163**

**Outcome All: Program General DVA**

**Topic: Freedom of Information**

(Written Question on Notice)

**Senator LUDWIG asked:**

Of the officers that are designated decision makers under the Freedom of Information Act 1982 within the Minister's office, how many are seconded officers from the department?

**Answer**

Not applicable

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**Question 164**

**Outcome All: Program General DVA**

**Topic: Freedom of Information**

(Written Question on Notice)

**Senator LUDWIG asked:**

What training does the department provide to designated decision makers under the Freedom of Information Act who work within the department?

- a. Of the officers designated as decision makers within the department, how many have received formal training?
- b. Of the officers designated as decisions makers within the department, how many have received informal training?
- c. How long after each officers appointment as a designated decision maker did they receive formal training?
- d. What did the training involve?
- e. How long was the training?
- f. By whom was the training conducted?

**Answer**

The Department does not provide standardised formal training to staff ('relevant staff') designated to make decisions under the *Freedom of Information Act 1982*.

Relevant staff periodically attend external training sessions, seminars and conferences conducted by Office of the Australian Information Commissioner, Australian Government Solicitor and other stakeholders.

In addition, relevant staff receive 'on the job' training. For example, a mentor is assigned to new staff within the VAN Management & Community Support section for a minimum six week period.

Answers to questions a-f follow.

- a. No relevant staff have received formal training provided by the Department.
- b. All relevant staff have received informal 'on the job' training.
- c. to f. See above answer to question a.

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**Question 165**

**Outcome All: Program General DVA**

**Topic: Freedom of Information**

(Written Question on Notice)

**Senator LUDWIG asked:**

- a) What training does the department provide designated decision makers under the Freedom of Information Act who work within the Minister's office, excluding those officers on secondment from the department?
- b) Of the officers designated as decision makers, how many have received formal training?
- c) Of the officers designated as decision makers, how many have received informal training?
- d) How long after each officers appointment as a designated decision maker did they receive formal training?
- e) What did the training involve?
- f) How long was the training?
- g) By whom was the training conducted?

**Answer**

The Department has not provided FOI training to staff at the Minister's Office.

FOI requests received by the Minister's Office seeking access to documents held by the Department are transferred to the Department.

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**Question 166**

**Outcome All: Program All**

**Topic: Functions**

(Written Question on Notice)

**Senator LUDWIG asked:**

Provide a list of all formal functions or forms of hospitality conducted for the Minister. Include:

- a) The guest list of each function.
- b) The party or individual who initiated the request for the function.
- c) The menu, program or list of proceedings of the function.
- d) A list of drinks consumed at the function.

**Answer**

Please refer to the answer provided in Question on Notice 124, parts b and d.

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**Question 167**

**Outcome All: Program General DVA**

**Topic: Functions**

(Written Question on Notice)

**Senator LUDWIG asked:**

Provide a list of the current wine, beer or other alcoholic beverages in stock on or order in the Minister's office.

**Answer**

There are no alcoholic beverages in stock or on order for the Minister's Office.



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**Question 168**

**Outcome All: Program General DVA**

**Topic: Red Tape Reduction**

(Written Question on Notice)

**Senator LUDWIG asked:**

- i. Please detail what structures, officials, offices, units, taskforce or other processes has the department dedicated to meeting the government's red tape reduction targets?
  - a. What is the progress of that red tape reduction target
- ii. How many officers have been placed in those units and at what level?
- iii. How have they been recruited?
- iv. What process was used for their appointment?
  - v. What is the total cost of this unit?
- vi. Do members of the unit have access to cabinet documents?
- vii. Please list the security classification and date the classification was issued for each officer, broken down by APS or SES level, in the red tape reduction unit or similar body.

**Answer**

- i. DVA has created a Deregulation Unit in accordance with advice received from the Department of the Prime Minister and Cabinet. The Deregulation Unit sits within the Legal Services, Assurance & Deregulation Branch.
  - a. Final deregulation targets have not been allocated to agencies at this stage. To date, DVA's Deregulation Unit has been focussed on setting up the required administrative arrangements to implement the deregulation initiative within the Department.
- ii. DVA's Deregulation Unit currently consists of four staff (SES1, EL2, EL1 and APS6). These staff perform other departmental duties as well as manage deregulation activities, with the exception of the APS6 whose role is primarily deregulation focussed.
- iii. All members of the DVA Deregulation Unit were part of the Legal Services & Assurance Branch, prior to the Deregulation initiative being announced. Staff have not been recruited to deregulation roles per se, rather, departmental staff have been allocated additional deregulation responsibilities. The Secretary did provide funding for one additional APS6 position, but the officer who was transferred to this role was already employed in the Legal Services & Assurance Branch in another capacity.
- iv. No external recruitment or appointment activity has occurred.

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- v. The cost of the Deregulation Unit has been absorbed within the existing departmental costs.

While the officers involved have other functions, the proportion of their salary assigned to the deregulation function equates to a total of approximately \$150,000.

- vi. The SES1, EL2 and EL1 have all had access to deregulation related cabinet documents.

- vii. SES1 - NV1 granted 21/11/07  
EL2 - Baseline granted 19/5/10  
EL1 - Baseline granted 3/7/06  
APS6 - Baseline granted 9/12/11

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**Question 169**

**Outcome 1: Program Australian War Memorial**

**Topic: Reviews**

(Written Question on Notice)

**Senator LUDWIG asked:**

Since 7 September 2013, how many new Reviews have been commenced? Please list them including:

- a) the date they were ordered
- b) the date they commenced
- c) the minister responsible
- d) the department responsible
- e) the nature of the review
- f) their terms of reference
- g) the scope of the review
- h) Whom is conducting the review
- i) the number of officers, and their classification level, involved in conducting the review
- j) the expected report date
- k) If the report will be tabled in parliament or made public

**Answer**

Nil.

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**Question 170**

**Outcome 1: Program Australian War Memorial**

**Topic: Reviews**

(Written Question on Notice)

**Senator LUDWIG asked:**

For any review commenced or ordered since 7 September 2013, have any external people, companies or contractors being engaged to assist or conduct the review?

- a. If so, please list them, including their name and/or trading name/s and any known alias or other trading names
- b. If so, please list their managing director and the board of directors or equivalent
- c. If yes, for each what are the costs associated with their involvement, broken down to each cost item
- d. If yes, for each, what is the nature of their involvement
- e. If yes, for each, are they on the lobbyist register, provide details.
- f. If yes, for each, what contact has the Minister or their office had with them
- g. If yes, for each, who selected them
- h. If yes, for each, did the minister or their office have any involvement in selecting them,
  - i. If yes, please detail what involvement it was
  - ii. If yes, did they see or provided input to a short list
  - iii. If yes, on what dates did this involvement occur
  - iv. If yes, did this involve any verbal discussions with the department
  - v. If yes, on what dates did this involvement occur

**Answer**

Nil.

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**Question 171**

**Outcome 1: Program Australian War Memorial**

**Topic: Reviews**

(Written Question on Notice)

**Senator LUDWIG asked:**

Since 7 September 2013, what reviews are on-going? Please list them.

**Answer**

Nil.

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**Question 172**

**Outcome 1: Program Australian War Memorial**

**Topic: Reviews**

(Written Question on Notice)

**Senator LUDWIG asked:**

Since 7 September 2013, have any reviews been stopped, paused or ceased? Please list them.

**Answer**

Nil.

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**Question 173**

**Outcome 1: Program Australian War Memorial**

**Topic: Reviews**

(Written Question on Notice)

**Senator LUDWIG asked:**

Since Budget estimates, what reviews have concluded? Please list them.

**Answer**

Nil.

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**Question 174**

**Outcome 1: Program Australian War Memorial**

**Topic: Reviews**

(Written Question on Notice)

**Senator LUDWIG asked:**

Since 7 September 2013, how many reviews have been provided to Government? Please list them and the date they were provided.

**Answer**

Nil.



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**Question 175**

**Outcome 1: Program Australian War Memorial**

**Topic: Reviews**

(Written Question on Notice)

**Senator LUDWIG asked:**

When will the Government be responding to the respective reviews that have been completed?

**Answer**

Nil.

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**Question 176**

**Outcome 1: Program Australian War Memorial**

**Topic: Reviews**

(Written Question on Notice)

**Senator LUDWIG asked:**

What reviews are planned?

- a) When will each planned review be commenced?
- b) When will each of these reviews be concluded?
- c) When will government respond to each review?
- d) Will the government release each review?
  - i) If so, when?
  - ii) If not, why not?

**Answer**

Nil – the Australian War Memorial is not planning any reviews.

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**Question 177**

**Outcome 1: Program Australian War Memorial**

**Topic: Commissioned Reports**

(Written Question on Notice)

**Senator LUDWIG asked:**

- a) Since 7 September 2013, how many Reports have been commissioned by the Government in your department/agency? Please provide details of each report including date commissioned, date report handed to Government, date of public release, Terms of Reference and Committee members.
- b) How much did each report cost/or is estimated to cost? How many departmental staff were involved in each report and at what level?
- c) What is the current status of each report? When is the Government intending to respond to these reports?

**Answer**

Nil – the Australian War Memorial has not commissioned any reports.

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**Question 178**

**Outcome 1: Program Australian War Memorial**

**Topic: Briefings for other parties**

(Written Question on Notice)

**Senator LUDWIG asked:**

Have any briefings and/or provision of information have been provided to the Australian Greens?

If yes, please include:

- a) How are briefings requests commissioned?
- b) What briefings have been undertaken? Provide details and a copy of each briefing.
- c) Provide details of what information has been provided and a copy of the information.
- d) Have any briefings request been unable to proceed? If yes, provide details of what the requests were and why it could not proceed.
- e) How long is spent preparing and undertaking briefings/information requests for the Australian Greens? How many staff are involved and how many hours? Provide a breakdown for each employment classification.

**Answer**

Nil – the Australian War Memorial has not provided any briefings or information to the Australia Greens.

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**Question 179**

**Outcome 1: Program Australian War Memorial**

**Topic: Briefings for other parties**

(Written Question on Notice)

**Senator LUDWIG asked:**

Have any briefings and/or provision of information been provided to Independents? If yes, please include:

- a) How are briefings requests commissioned?
- b) What briefings have been undertaken? Provide details and a copy of each briefing.
- c) Provide details of what information has been provided and a copy of the information.
- d) Have any briefings request been unable to proceed? If yes, provide details of what the requests were and why it could not proceed.
- e) How long is spent preparing and undertaking briefings/information requests for the Independents? How many staff are involved and how many hours? Provide a breakdown for each employment classification.
- f) Which Independents have requested briefings and/or information?

**Answer**

Nil – the Australian War Memorial has not provided any briefings or information to Independent Members or Senators.

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**Question 180**

**Outcome 1: Program Australian War Memorial**

**Topic: Briefings for other parties**

(Written Question on Notice)

**Senator LUDWIG asked:**

Have any briefings and/or provision of information been provided to parties other than Labor or the Greens? If yes, please include:

- a) How are briefings requests commissioned?
- b) What briefings have been undertaken? Provide details and a copy of each briefing.
- c) Provide details of what information has been provided and a copy of the information.
- d) Have any briefings request been unable to proceed? If yes, provide details of what the requests were and why it could not proceed.
- e) How long is spent preparing and undertaking briefings/information requests for the Independents? How many staff are involved and how many hours? Provide a breakdown for each employment classification.
- f) Which parties have requested briefings and/or information?

**Answer**

Refer to QoN 150. No other briefings have occurred.

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**Question 181**

**Outcome 1: Program Australian War Memorial**

**Topic: Appointments**

(Written Question on Notice)

**Senator LUDWIG asked:**

- a) Provide an update of the boards within this portfolio, including: board title, terms of appointment, tenure of appointment and members.
- b) What is the gender ratio on each board and across the portfolio?
- c) Please detail any board appointments made from 7 September to date

**Answer**

- a) Please see below a list of members for the Council of the Australian War Memorial.

Position	Name				Tenure	
	Title	First Name	Surname	Post Nominal's	Date of Appointment	Concludes
Chairman	Rear Admiral	Ken	Doolan	AO RAN (Ret'd)	12-Nov-2012 (first appointed 12-Nov-09)	11-Nov-15
Member	Air Marshal	Geoff	Brown	AO	04-Jul-2011 (ex-officio member)	*
Member	The Honourable	Graham	Edwards	AM	03-Jun-2013 (first appointed 03-Jun-10)	2-Jun-16
Member	Mr	Peter	FitzSimons	AM	30-Apr-2012 (first appointment)	29-Apr-15
Member	Vice Admiral	Ray	Griggs	AO CSC RAN	07-Jun-2011 (ex-officio member)	*
Member	Air Vice-Marshal	Julie	Hammer	AM CSC (Ret'd)	07-Apr-2011 (first appointment)	6-Apr-14
Member	Dr	Allan. D	Hawke	AC	21-Mar-2012 (first appointment)	20-Mar-15
Member	Ms	Jane	McAloon		07-Apr-2011 (first appointment)	6-Apr-14
Member	Lieutenant General	David	Morrison	AO	27-Jun-2011 (ex-officio member)	*
Member	Major General	J. Paul	Stevens	AO (Ret'd)	21-Mar-2012 (first appointment)	20-Mar-15
Member	Mr	Kerry	Stokes	AC	07-Apr-2011 (first appointed 19-Aug-2007)	6-Apr-14
Member	Ms	Gabrielle	Trainor		30-Jun-2013 (first appointment)	29-Jun-16
Member	Mr	Kevin	Woods	CSC OAM	30-Jun-2011 (first appointment)	29-Jun-14

\* Tenure concludes at the end of their current ADF appointment.

- b) The Council of the Australian War Memorial consists of 10 male and 3 female members.
- c) Nil.

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**Question 182**

**Outcome 1: Program Australian War Memorial**

**Topic: Stationery Requirements**

(Written Question on Notice)

**Senator LUDWIG asked:**

How much was spent by each department and agency on the government (Ministers/  
Parliamentary Secretaries) stationery requirements in your portfolio from 7 September 2013 to  
date?

**Answer**

Nil – the Australian War Memorial does not provide stationery for the Minister's or Parliamentary  
Secretary's office.



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**Question 183**

**Outcome 1: Program Australian War Memorial**

**Topic: Media Subscriptions**

(Written Question on Notice)

**Senator LUDWIG asked:**

What pay TV subscriptions does your department/agency have?

- a) Please provide a list of what channels and the reason for each channel.
- b) What is the cost from 7 September 2013 to date?
- c) What is provided to the Minister or their office?
- d) What is the cost from 7 September 2013 to date?

**Answer**

The Australian War Memorial (AWM) subscribes to the basic package from Foxtel.

- a) A number of channels are provided as part of the basic package, however the only channels monitored are Sky News and the History Channel for broadcasts relevant to the Memorial. The full list of channels is provided below.
- b) For the period 1 July 2013 to 31 October 2013 the cost was \$348.00
- c) Nil – the AWM does not provide pay TV subscription for the Minister's office.
- d) N/A.

N.B the figures listed above, for all questions, are from 1 July 2013 – 31 October 2013 as it would have been too resource intensive to provide them from the requested start date of 7 September 2013.

<b>FOXTEL Channels - Communications and Marketing</b>			
<i>Channel #</i>	<i>Channel Name</i>	<i>PLUS Channel #</i>	<i>PLUS Channel Name</i>
101	TV1	151	TV1 +2
103	UKTV	156	UKTV +2
105	ARENA	154	ARENA +2
106	LIFESTYLE	157	LIFESTYLE +2
108	FOX8	150	FOX8 +2
111	HITS	161	HITS +2
112	COMEDY CHANNEL	153	COMEDY CHANNEL +2
114	FOX CLASSICS	152	FOX CLASSICS +2
115	SOHO	155	SOHO +2
116	UNIVERSAL		
117	BIO		
118	FOOD	158	FOOD +2
119	LIFESTYLE HOME		
121	E!		
124	MTV		
132	STUDIO		
176	TVSN SHOPPING		
177	EXPO		
182	ACL		

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<b>FOXTEL Channels - Communications and Marketing</b>			
183	AURORA		
428	TCM		
501	FOX SPORTS 1		
502	FOX SPORTS 2		
503	FOX SPORTS 3		
505	FOX SPORTS PLUS		
508	ESPN		
509	ESPN2		
511	EUROSPORT		
512	SPEED		
513	FOX SPORTS NEWS		
514	EUROSPORT NEWS		
516	FUEL TV		
518	MAIN EVENT		
601	SKY NEWS		
602	SKY BUSINESS		
603	SKY WEATHER		
604	FOX NEWS		
605	CNN		
608	DISCOVERY	620	DISCOVERY +2
610	NATIONAL GEOGRAPHIC	622	NATIONAL GEOGRAPHIC +2
612	BBC KNOWLEDGE		
615	ANIMAL PLANET		
617	CRIME		
628	NATIONAL GEOGRAPHIC ADVENTURE		
638	DISCOVERY SCIENCE		
640	DISCOVERY HEALTH		
646	TLC	647	TLC +2
648	APAC		
649	BBC WORLD NEWS		
650	BLOOMBERG		
651	AL JAZEERA		
652	CNBC		
701	NICKELODEON		
703	NICK JR		
713	CARTOON NETWORK		
715	BOOMERANG		
801	CHANNEL V		
803	V HITS		
805	MAX		
808	MTV HITS		
810	MTV CLASSICS		
812	MTV LIVE		
815	COUNTRY MUSIC		

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**Question 184**

**Outcome 1: Program Australian War Memorial**

**Topic: Media Subscriptions**

(Written Question on Notice)

**Senator LUDWIG asked:**

What newspaper subscriptions does your department/agency have?

- a) Please provide a list of newspaper subscriptions and the reason for each.
- b) What is the cost from 7 September 2013 to date?
- c) What is provided to the Minister or their office?
- d) What is the cost from 7 September 2013 to date?

**Answer**

- a) The Australian War Memorial (AWM) provides newspaper subscriptions of The Australian, The Canberra Times and The Daily Telegraph (incl weekend papers for each) to the Executive and Communications and Marketing sections. This to allow relevant sections and senior managers to keep up-to-date on recent news, political and social issues and market movements.
- b) For the period 1 July 2013 to 31 October 2013 the cost was \$984.89.
- c) Nil – the AWM does not provide a newspaper subscription for the Minister's or their office.
- d) N/A.

N.B the figures listed above, for all questions, are from 1 July 2013 – 31 October 2013 as it would have been too resource intensive to provide them from the requested start date of 7 September 2013.

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**Question 185**

**Outcome 1: Program Australian War Memorial**

**Topic: Media Subscriptions**

(Written Question on Notice)

**Senator LUDWIG asked:**

What magazine subscriptions does your department/agency have?

- a) Please provide a list of magazine subscriptions and the reason for each.
- b) What is the cost from 7 September 2013 to date?
- c) What is provided to the Minister or their office?
- d) What is the cost from 7 September 2013 to date?

**Answer**

The Australian War Memorial (AWM) does not subscribe to any magazines.

- a) Nil.
- b) Nil.
- c) Nil – the AWM does not provide magazine subscriptions for the Minister or their office.
- d) N/A.

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**Question 186**

**Outcome 1: Program Australian War Memorial**

**Topic: Media Subscriptions**

(Written Question on Notice)

**Senator LUDWIG asked:**

What publications does your department/agency purchase?

- a) Please provide a list of publications purchased by the department and the reason for each.
- b) What is the cost from 7 September 2013 to date?
- c) What is provided to the Minister or their office?
- d) What is the cost from 7 September 2013 to date?

**Answer**

The Australian War Memorial (AWM) does not purchase publications at an agency level. Some sections may purchase relevant publications such as professional journals that directly relate to their specific work. However, the Financial Management System does not document these purchases in a way that would allow this data to be easily collected.

- a) N/A.
- b) N/A.
- c) Nil – the AWM does not provide publications for the Minister or their office.
- d) N/A.

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**Question 187**

**Outcome 1: Program Australian War Memorial**

**Topic: Media Monitoring**

(Written Question on Notice)

**Senator LUDWIG asked:**

What is the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the Minister's office from 7 September 2013 to date?

- a) Which agency or agencies provided these services?
- b) What is the estimated budget to provide these services for the year 2013-14?
- c) What has been spent providing these services from 7 September 2013 to date?

**Answer**

The Australian War Memorial does not provide media monitoring services to the Minister's office.

- a) N/A.
- b) N/A.
- c) N/A.

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**Question 188**

**Outcome 1: Program Australian War Memorial**

**Topic: Media Monitoring**

(Written Question on Notice)

**Senator LUDWIG asked:**

What was the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the department/agency from 7 September 2013 to date?

- a) Which agency or agencies provided these services?
- b) What is the estimated budget to provide these services for the year 2012-13?
- c) What has been spent providing these services from 7 September 2013 to date?

**Answer**

- a) iSentia provides media monitoring services to the Australian War Memorial (AWM).
- b) \$57,482.50 was spent during 2012-13.
- c) For the period 1 July 2013 to 31 October 2013 the AWM spent \$13,300.14.

N.B the figures listed above are from 1 July 2013 – 31 October 2013 as it would have been too resource intensive to provide them from the requested start date of 7 September 2013.

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**Question 189**

**Outcome 1: Program Australian War Memorial**

**Topic: Media Training**

(Written Question on Notice)

**Senator LUDWIG asked:**

In relation to media training services purchased by each department/agency, please provide the following information from 7 September 2013 to date:

- 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 (provide a breakdown for each employment classification)
- d) The names of all service providers engaged

**Answer**

- a) For the period 1 July 2013 to 31 October 2013 the Australian War Memorial has spent \$2,700 on media training services.
- b) The Senior Management Group nominated 9 attendees: 7 x BB3, 1 x APS6, 1 x APS2.
- c) The 9 staff who were nominated comprised of: 7 x BB3, 1 x APS6, 1 x APS2. They were each granted 4 hours study leave.
- d) Talkforce Media provided the training.



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**Question 190**

**Outcome 1: Program Australian War Memorial**

**Topic: Media Training**

(Written Question on Notice)

**Senator LUDWIG asked:**

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 (provide a breakdown for each employment classification)
- d) The total number of hours involved for all employees (provide a breakdown for each employment classification)
- e) The total amount spent on the service
- f) A description of the fees charged (i.e. per hour, complete package)

**Answer**

- a) Talkforce Media provided media training for Australian War Memorial (AWM) staff.
- b) The service was group based.
- c) 9 staff in total comprising of: 7 x BB3, 1 x APS6, 1 x APS2
- d)

<b>Staff Level</b>	<b>No. of staff</b>	<b>No. of hours per staff</b>	<b>Total no. of hours</b>
BB3	7	4	28
APS 6	1	4	4
APS 2	1	4	4
<b>Total</b>	<b>9</b>		<b>36 Hours</b>

- e) The AWM spent \$2,700 on the service.
- f) It was a complete package.

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**Question 191**

**Outcome 1: Program Australian War Memorial**

**Topic: Media Training**

(Written Question on Notice)

**Senator LUDWIG asked:**

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 (provide a breakdown for each employment classification)
- d) Any costs the department or agency's incurred to use the location

**Answer**

Nil – all media training services for the Australian War Memorial (AWM) were provided on AWM premises.

- a) N/A.
- b) N/A.
- c) N/A.
- d) N/A.

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**Question 192**

**Outcome 1: Program Australian War Memorial**

**Topic: Communications Staff**

(Written Question on Notice)

**Senator LUDWIG asked:**

For all departments and agencies, please provide – in relation to all public relations, communications and media staff – the following:

By Department or agency:

- a) How many ongoing staff, the classification, the type of work they undertake and their location.
- b) How many non-ongoing staff, their classification, type of work they undertake and their location
- c) How many contractors, their classification, type of work they undertake and their location
- d) How many are graphic designers?
- e) How many are media managers?
- f) How many organise events?

**Answer**

For answers to a), b) and c) refer to the table below.

<b>Classification</b>	<b>Position Description</b>	<b>Ongoing/ non-ongoing/ contract</b>	<b>Type of work</b>	<b>Location</b>
Executive Level 2	Head, Communications and Marketing	Ongoing	Overall management of all communications and marketing for the Memorial	Administration Building, Treloar Cres, Campbell
Executive Level 1	Marketing Manager	Ongoing	Manages advertising and marketing for the Memorial under the guidance of the Head, Communications and Marketing.	Administration Building, Treloar Cres, Campbell
Executive Level 1	Web Manager	Ongoing	Overall management of content and design of the Memorial's website and internal intranet.	Administration Building, Treloar Cres, Campbell
APS 6	Media Liaison Officer	Ongoing	Manages the media for the Memorial under the guidance of the Head, Communications and Marketing.	Administration Building, Treloar Cres, Campbell

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<b>Classification</b>	<b>Position Description</b>	<b>Ongoing/ non-ongoing/ contract</b>	<b>Type of work</b>	<b>Location</b>
APS 6	Publications Officer	Ongoing	Brand management including copyright and image requests.	Administration Building, Treloar Cres, Campbell
APS 5	Web Support Officer	Ongoing	Assists web manager and undertakes social media.	Administration Building, Treloar Cres, Campbell
APS 5	Friends of the Memorial Coordinator	Ongoing	Manages the loyalty program for the Memorial.	Administration Building, Treloar Cres, Campbell
APS 2	Communications Officer	Ongoing	Supports the section and some project work.	Administration Building, Treloar Cres, Campbell
Executive Level 1	Communications and Marketing Project Manager – Documentary Officer	Non-ongoing	Assists with communications and marketing and specific project management for centenary projects.	Administration Building, Treloar Cres, Campbell
APS5	Centenary Communication Officer	Non-ongoing	Communications and marketing of the First World War galleries and other centenary events and activities.	Administration Building, Treloar Cres, Campbell
APS2	Communications Officer	Non-ongoing	Supports the section and some project work.	Administration Building, Treloar Cres, Campbell

- d) There are no graphic designers employed by the Australian War Memorial, however, some staff do have skills in this area. External designer services are sourced through competitive processes.
- e) One staff member would be classified as a media manager - the Media Liaison Officer.
- f) No Communications staff organise events.

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**Question 193**

**Outcome 1: Program Australian War Memorial**

**Topic: Communications Staff**

(Written Question on Notice)

**Senator LUDWIG asked:**

Do any departments/agencies have independent media studios? If yes, why? When was it established? What is the set up cost? What is the ongoing cost? How many staff work there and what are their classifications?

**Answer**

No, the Australian War Memorial does not have independent media studios.

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**Question 194**

**Outcome 1: Program Australian War Memorial**

**Topic: Provision of equipment**

(Written Question on Notice)

**Senator LUDWIG asked:**

- a) For departments/agencies that provide mobile phones to Ministers and/or Parliamentary Secretaries and/or their offices, what type of mobile phone is provided and the costs?
- b) For departments/agencies that provide electronic equipment to Ministers and/or Parliamentary Secretaries and/or their offices, what are the ongoing costs from 7 September 2013 to date?
- c) Is electronic equipment (such as ipad, laptop, wireless card, vasco token, blackberry, mobile phone (list type if relevant), thumb drive) provided to department/agency staff? If yes provide details of what is provided, the purchase cost, the ongoing cost and a breakdown of what staff and staff classification receives it.
- d) Does the department/agency provide their Ministers and/or Parliamentary Secretaries and/or their offices with any electronic equipment? If yes, provide details of what is provided, the cost and to who it is provided.

**Answer**

- a) N/A - the Australian War Memorial (AWM) does not provide mobile phones to Ministers or Parliamentary Secretaries or their offices.
- b) N/A - the AWM does not provide electronic equipment to Ministers or Parliamentary Secretaries or their offices.
- c) The AWM provides mobile phones, laptops, and wireless data cards to staff as required for their work.

*Mobile Phones* – There are 25 phones that are provided to staff members on a permanent or long-term basis and 15 pool phones that are available to staff on a short-term basis as required e.g. when travelling.

<b>Mobile Phones</b>	<b>Type</b>	<b>Purchase cost *</b>	<b>Ongoing cost #</b>	<b>Staff member position</b>	<b>Classification</b>
Permanent	Apple	\$750.00	n/a	Director	Statutory officer
	Apple	\$750.00	n/a	Assistant Director National Collection	SES Band 1
	Samsung	\$780.00	n/a	Media Officer	EL1
	Thru IT	n/a	n/a	Head IT	EL2
	Thru IT	n/a	n/a	Network Support Officer	APS6
	Nokia	n/a	n/a	Assistant Director Corporate Services	SES Band 1
	Nokia	n/a	n/a	Assistant Director Public Programs	SES Band 1
	Nokia	n/a	n/a	Security Duty Officer	APS 2 & 3

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<b>Mobile Phones</b>	<b>Type</b>	<b>Purchase cost *</b>	<b>Ongoing cost #</b>	<b>Staff member position</b>	<b>Classification</b>
	Nokia	n/a	n/a	Workshop manager	BB2
	Nokia	n/a	n/a	Head Collection Services	EL2
	Nokia	n/a	n/a	Manager Buildings	EL1
	Nokia	n/a	n/a	Manager Relics	APS6
	Nokia	n/a	n/a	Preventative Conservation Officer	APS6
	Nokia	n/a	n/a	Manager Audio Visual	EL1
	Nokia	n/a	n/a	Head Exhibitions	EL2
	Nokia	n/a	n/a	Exhibitions Project Manager	APS6
	Nokia	n/a	n/a	IT Service Alerts	n/a
	Nokia	n/a	n/a	Manager Multi-Media	EL1
	Nokia	n/a	n/a	Manager Retail E-business project	EL1
	Nokia	n/a	n/a	Manager Travelling Exhibitions	EL1
	Nokia	n/a	n/a	Manager Security	APS6
	Nokia	n/a	n/a	Indigenous Liaison Officer	BB3
	Nokia	n/a	n/a	Manager Conservation: Textiles, Art, Paper, Photographs	EL1
	Nokia	n/a	n/a	Grounds maintenance	BB1
	Nokia	n/a	n/a	Buildings and Services Officer	APS3
Pool	Nokia	n/a	n/a	Pool	
	Nokia	n/a	n/a	Pool	
	Nokia	n/a	n/a	Pool	
	Nokia	n/a	n/a	Pool	
	Nokia	n/a	n/a	Pool	
	Nokia	n/a	n/a	Pool	
	Nokia	n/a	n/a	Pool	
	Nokia	n/a	n/a	Pool	
	Nokia	n/a	n/a	Pool	
	Nokia	n/a	n/a	Pool	
	Nokia	n/a	n/a	Pool	
	Nokia	n/a	n/a	Pool	
	Nokia	n/a	n/a	Pool	
	Nokia	n/a	n/a	Pool	
	Samsung	n/a	n/a	Pool	

\* With the exception of the 3 smart phones indicated, the price of the other phones was below the asset threshold and therefore is not easily obtainable and to do so would be an unreasonable diversion of resources.

# The ongoing cost of individual phones is not easily obtainable and to do so would be an unreasonable diversion of resources. The total mobile phone cost was \$10,122.53.

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*Laptops* – there are 16 laptops that are provided to staff members on a permanent or long-term basis and 6 pool laptops that are available for staff to borrow on a short-term basis as required e.g. when travelling.

<b>Laptops</b>	<b>Type</b>	<b>Purchase cost</b>	<b>Ongoing cost</b>	<b>Staff member position</b>	<b>Classification</b>
4034	Dell	Leased	\$93/Q	Head Exhibition	EL2
4003	Dell	Leased	\$93/Q	Director	Statutory officer
4064	Dell	Leased	\$93/Q	Assistant Director National Collection	SES Band 1
4036	Dell	Leased	\$93/Q	Head IT	EL2
4005	Dell	Leased	\$93/Q	Manager Infrastructure	EL2
4031	Dell	Leased	\$93/Q	Manager Travelling Exhibitions	EL1
4037	Dell	Leased	\$93/Q	Director's Personal Assistant	APS6
4041	Dell	Leased	\$93/Q	Conservator	EL1
4039	Dell	Leased	\$93/Q	Manager Conservation: Textiles, Art, Paper, Photographs	EL1
4038	Dell	Leased	\$93/Q	Stocktake Officer	APS4
4047	Dell	Leased	\$93/Q	Photographer	APS6
4048	Dell	Leased	\$93/Q	Assistant Curator - Research	BB3
4035	Dell	Leased	\$93/Q	Public Programs Officer	APS5
4033	Dell	Leased	\$93/Q	Curator of Photographs	APS6
4032	Dell	Leased	\$93/Q	Conservator	APS5
4030	Dell	Leased	\$93/Q	Web Developer	EL1
4044	Dell	Leased	\$93/Q	Pool	
4045	Dell	Leased	\$93/Q	Pool	
4046	Dell	Leased	\$93/Q	Pool	
4042	Dell	Leased	\$93/Q	Pool	
4007	Dell	Leased	\$93/Q	Pool	
4009	Dell	Leased	\$93/Q	Pool	

*Wireless data cards* – There are 5 wireless data cards which are made available for staff to use on AWM equipment as required for work purposes on a short-term basis e.g. when travelling. Wireless data cards have been provided to 2 staff members on a permanent or long-term basis – the Director, Statutory Officer and Assistant Director National Collection, SES Band 1.

d) No. The AWM does not provide any electronic equipment to the Minister or Parliamentary Secretary.



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**Question 195**

**Outcome 1: Program: Australian War Memorial**

**Topic: Travel Costs**

(Written Question on Notice)

**Senator LUDWIG asked:**

- a) For the financial year to date, please detail all travel for Departmental officers that accompanied the Minister and/or Parliamentary Secretary on their travel. Please include a total cost plus a breakdown that include airfares (and type of airfare), accommodation, meals and other travel expenses (such as incidentals).
- b) For the financial year to date, please detail all travel for Departmental officers. Please include a total cost plus a breakdown that include airfares (and type of airfare), accommodation, meals and other travel expenses (such as incidentals). Also provide a reason and brief explanation for the travel.
- c) What travel is planned for the rest of from 7 September 2013? Also provide a reason and brief explanation for the travel.
- d) What travel is planned for the rest of this calendar year? Also provide a reason and brief explanation for the travel.
- e) What is the policy for business class airfare tickets?
- f) Are lounge memberships provided to any employees? If yes, what lounge memberships, to how many employees and their classification, the reason for the provision of lounge membership and the total costs of the lounge memberships.
- g) When SES employees travel, do any support or administrative staff (such as an Executive Assistant) travel with them? If yes, provide details of why such a staff member is needed and the costs of the support staff travel.
- h) Does the department/agency elect to offset emissions for employees work related travel? If yes, what is the cost?

**Answer**

- a) Nil – Australian War Memorial (AWM) officers did not accompany the Minister/Parliamentary Secretary on their travel.

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b)

Dep Date	Destination	Purpose	Accomm	Taxi	Car Hire	Flights - Economy	Flights - Business	T/A*	Other	Trip Total
1/07/2013	Sydney	Meetings in Sydney	\$0.00	\$320.35	\$0.00	\$255.46		\$144.00	\$0.00	\$719.81
6/07/2013	Sydney	Editing of Afghanistan Exhibit AV	\$363.37	\$12.50	\$0.00	\$262.91		\$342.85	\$0.00	\$981.63
7/07/2013	Launceston	Install Gladwell Travelling Exhibition	\$269.50	\$131.55	\$0.00	\$0.00		\$263.45	\$0.00	\$664.50
7/07/2013	Sydney	Editing of Afghanistan Exhibit AV	\$363.37	\$70.70	\$0.00	\$262.91		\$342.85	\$0.00	\$1,039.83
9/07/2013	Sydney	Interactive technology in Education Conference	\$408.75	\$80.68	\$0.00	\$241.92		\$285.45	\$0.00	\$1,016.80
9/07/2013	Sydney	Interactive technology in Education Conference	\$513.75	\$100.05	\$0.00	\$295.84		\$265.70	\$0.00	\$1,175.34
10/07/2013	Sydney	Attend Director's Management Forum in Sydney	\$501.41	\$147.70	\$0.00	\$255.46		\$237.70	\$0.00	\$1,142.27
10/07/2013	Sydney	Attend Director's Management Forum in Sydney	\$501.41	\$60.15	\$0.00	\$244.87		\$189.95	\$0.00	\$996.38
14/07/2013	Darwin	Demount Perspectives Travelling Exhibition	\$946.34	\$152.30	\$0.00	\$1,997.11		\$289.05	\$0.00	\$3,384.80
16/07/2013	Sydney	Meetings in Sydney	\$0.00	\$299.55	\$0.00	\$223.95		\$194.60	\$0.00	\$718.10

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Dep Date	Destination	Purpose	Accomm	Taxi	Car Hire	Flights - Economy	Flights - Business	T/A*	Other	Trip Total
17/07/2013	Sydney	Meeting with ABC Open	\$0.00	\$71.90	\$0.00	\$255.46		\$0.00	\$0.00	\$327.36
17/07/2013	Sydney	Meeting with ABC Open	\$0.00	\$99.75	\$0.00	\$0.00		\$0.00	\$0.00	\$99.75
18/07/2013	Sydney	View Colonial Artworks	\$0.00	\$0.00	\$0.00	\$0.00		\$194.60	\$72.00	\$266.60
23/07/2013	Sydney	Reality in Flames Exhibition Meeting	\$0.00	\$53.35	\$244.75	\$0.00		\$0.00	\$0.00	\$298.10
23/07/2013	Sydney	View Gladwell Artwork and meet for Reality in Flames Exhibition launch	\$0.00	\$162.35	\$0.00	\$216.96		\$0.00	\$0.00	\$379.31
23/07/2013	Sydney	View Gladwell Artwork and meet for Reality in Flames Exhibition launch	\$0.00	\$59.60	\$0.00	\$216.96		\$0.00	\$0.00	\$276.56
25/07/2013	Sydney	Meetings in Sydney between Director and potential sponsor	\$0.00	\$32.75	\$247.80	\$128.58		\$53.00	\$0.00	\$462.13
25/07/2013	Sydney	Film artist in residence- B.Pailthorpe	\$0.00	\$122.95	\$0.00	\$255.68		\$0.00	\$0.00	\$378.63
26/07/2013	Melbourne	Director guest speaker at Sovereign Hill	\$0.00	\$0.00	\$130.44	\$761.10		\$128.90	\$0.00	\$1,020.44

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Dep Date	Destination	Purpose	Accomm	Taxi	Car Hire	Flights - Economy	Flights - Business	T/A*	Other	Trip Total
		- President's Dinner								
30/07/2013	Sydney	Meetings in Sydney between Director and two potential sponsors	\$0.00	\$86.00	\$239.46	\$318.11		\$124.00	\$0.00	\$767.57
31/07/2013	Brisbane	Acquisitions at Jan Murphy Gallery	\$190.50	\$179.40	\$0.00	\$374.54		\$194.60	\$0.00	\$939.04
2/08/2013	Melbourne	Visit Melbourne Gift Fair and suppliers	\$199.50	\$207.65	\$0.00	\$413.91		\$194.60	\$0.00	\$1,015.66
4/08/2013	Sydney	Meeting with Deloitte	\$0.00	\$98.30	\$0.00	\$0.00		\$124.00	\$460.28	\$682.58
4/08/2013	Perth	Install Perspectives Travelling Exhibition	\$995.72	\$0.00	\$547.90	\$855.52		\$673.38	\$0.00	\$3,072.52
4/08/2013	Sydney	NSW State Library Workshop - First World War	\$0.00	\$29.90	\$0.00	\$262.91		\$166.60	\$0.00	\$459.41
8/08/2013	Sydney	International Camouflage Conference at Sydney College	\$0.00	\$64.55	\$401.72	\$0.00		\$356.55	\$0.00	\$822.82
8/08/2013	Sydney	International Camouflage Conference at Sydney College	\$0.00	\$37.65	\$0.00	\$0.00		\$356.55	\$39.00	\$433.20
16/08/2013	Sydney	Address ACT Tourism Function in	\$0.00	\$45.20	\$0.00	\$0.00		\$0.00	\$0.00	\$45.20

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		Sydney								
21/08/2013	Sydney	Meeting - P.Tonkin CBA	\$0.00	\$0.00	\$0.00	\$0.00		\$0.00	\$497.12	\$497.12
22/08/2013	Melbourne	Melbourne Art Viewing and Meetings	\$0.00	\$63.70	\$0.00	\$171.59		\$118.85	\$0.00	\$354.14
24/08/2013	Evans Head	Evans Head Aerodrome Opening	\$0.00	\$0.00	\$0.00	\$376.50		\$251.00	\$0.00	\$627.50
28/08/2013	Sydney	Meeting - Aust. Father of the Year 2013	\$0.00	\$45.00	\$0.00	\$255.68		\$0.00	\$0.00	\$300.68
28/08/2013	Sydney	Meeting with M. Zournazi	\$0.00	\$136.85	\$0.00	\$224.41		\$0.00	\$0.00	\$361.26
29/08/2013	Brisbane	Visit Qld Museum	\$0.00	\$0.00	\$0.00	\$512.24		\$0.00	\$50.00	\$562.24
29/08/2013	Brisbane	Visit Qld Museum	\$0.00	\$110.10	\$0.00	\$512.24		\$0.00	\$25.00	\$647.34
30/08/2013	Albury	Opening - Chapel of Honour & Tour of Scots School	\$0.00	\$0.00	\$0.00	\$0.00		\$251.00	\$581.64	\$832.64
2/09/2013	Melbourne	Attend Crisis and Risk Communication Seminar in Melbourne	\$318.50	\$0.00	\$0.00	\$337.29		\$181.70	\$0.00	\$837.49
3/09/2013	Sydney	National Flag Day Celebration 2013	\$0.00	\$113.70	\$0.00	\$0.00		\$0.00	\$478.80	\$592.50
4/09/2013	Melbourne	Attend Building Services Fundamentals Training Course	\$157.75	\$75.75	\$0.00	\$372.23		\$113.70	\$0.00	\$719.43

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Dep Date	Destination	Purpose	Accomm	Taxi	Car Hire	Flights - Economy	Flights - Business	T/A*	Other	Trip Total
4/09/2013	Melbourne	Attend Building Services Fundamentals Training Course	\$157.75	\$196.85	\$0.00	\$372.23		\$113.70	\$0.00	\$840.53
9/09/2013	Sydney	Training - Attend NSW State Library W/Shop & Seminar	\$235.50	\$0.00	\$0.00	\$0.00		\$226.90	\$154.00	\$616.40
10/09/2013	Sydney	Attendance at Symposium for training purposes	\$210.50	\$161.50	\$0.00	\$255.46		\$18.20	\$0.00	\$645.66
10/09/2013	Sydney	Attend and Present at History Week in Sydney	\$365.50	\$69.70	\$0.00	\$0.00		\$209.70	\$0.00	\$644.90
11/09/2013	Bega	Present family history talks at Bega library	\$0.00	\$122.90	\$121.51	\$0.00		\$0.00	\$0.00	\$244.41
14/09/2013	Edinburgh & Canada	Present at ICOM Metal & Big Stuff 2013 Conferences	\$3,127.52	\$0.00	\$0.00	\$6,608.08		\$2,239.00	\$343.00	\$12,317.60
16/09/2013	Puckapunyal	Military equipment sound recordings at Puckapunyal	\$445.40	\$81.60	\$189.63	\$559.10		\$0.00	\$54.60	\$1,330.33
16/09/2013	Puckapunyal	Military equipment sound recordings at Puckapunyal	\$0.00	\$0.00	\$0.00	\$379.10		\$54.60	\$0.00	\$433.70

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16/09/2013	Launceston	Demount Shaun Gladwell Travelling Exhibition	\$175.00	\$153.00	\$0.00	\$289.83		\$157.55	\$0.00	\$775.38
17/09/2013	Melbourne	Meetings with Arrow Bronze & BHP in Melbourne	\$0.00	\$0.00	\$492.00	\$761.10		\$0.00	\$0.00	\$1,253.10
19/09/2013	Sydney	Attend Sydney Contemporary Art Fair	\$277.50	\$0.00	\$0.00	\$0.00		\$235.15	\$0.00	\$512.65
19/09/2013	Adelaide	Oral History Assoc. Conference	\$656.71	\$99.00	\$0.00	\$515.84		\$479.70	\$0.00	\$1,751.25
19/09/2013	Sydney	Attend Sydney Contemporary Art Fair	\$440.00	\$0.00	\$0.00	\$0.00		\$235.15	\$0.00	\$675.15
20/09/2013	Sydney	Attend Sydney Contemporary Art Fair	\$174.50	\$48.50	\$0.00	\$0.00		\$194.60	\$72.00	\$489.60
22/09/2013	Europe and USA	Meetings and Museums in Europe and USA	\$8,453.60	\$1,339.16	\$329.69	0	\$16,435.29	\$5,694.00	\$1,321.90	\$33,573.64
22/09/2013	Sydney	View Winged Victory Statue - Marrickville	\$144.50	\$60.25	\$0.00	\$141.56		\$0.00	\$0.00	\$346.31
22/09/2013	Perth	Demount Perspectives Travelling Exhibition	\$498.69	\$0.00	\$171.13	\$768.00		\$313.90	\$0.00	\$1,751.72
23/09/2013	Sydney	Assess Winged Victory statue - Marrickville	\$0.00	\$0.00	\$0.00	\$0.00		\$0.00	\$161.90	\$161.90

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23/09/2013	Melbourne	Meet with Indigenous donor and view collection	\$0.00	\$152.30	\$0.00	\$203.74		\$0.00	\$0.00	\$356.04
24/09/2013	Sydney	Australian Bus and Coach Show	\$0.00	\$133.10	\$0.00	\$0.00		\$313.45	\$0.00	\$446.55
25/09/2013	Melbourne	Meeting of ARC War Crimes project	\$0.00	\$181.95	\$0.00	\$605.09		\$0.00	\$0.00	\$787.04
29/09/2013	Gold Coast	Demount Ben Quilty Travelling Exhibition	\$306.00	\$0.00	\$230.74	\$698.16		\$384.55	\$0.00	\$1,619.45
1/10/2013	Sydney	Meet with ANZAC voices Exhibition designers	\$0.00	\$117.60	\$0.00	\$262.91		\$0.00	\$0.00	\$380.51
1/10/2013	Sydney	Meet with ANZAC voices designers	\$0.00	\$50.20	\$0.00	\$262.91		\$0.00	\$0.00	\$313.11
4/10/2013	Melbourne	Meet with potential supplier of mannequins for First World War gallery	\$0.00	\$129.55	\$0.00	\$278.99		\$0.00	\$0.00	\$408.54
4/10/2013	Melbourne	Meet with potential supplier of mannequins for First World War gallery	\$0.00	\$119.70	\$0.00	\$315.75		\$0.00	\$19.00	\$454.45
8/10/2013	Sydney	Collection loan at HMAS <i>Parramatta</i> Freedom of	\$0.00	\$40.80	\$197.22	\$0.00		\$0.00	\$0.00	\$238.02



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Dep Date	Destination	Purpose	Accomm	Taxi	Car Hire	Flights - Economy	Flights - Business	T/A*	Other	Trip Total
		Entry Parade								
8/10/2013	Katoomba	Install Ben Quilty Travelling Exhibition	\$590.50	\$77.70	\$478.27	\$0.00		\$464.65	\$0.00	\$1,611.12
15/10/2013	Melbourne	Install Gladwell Travelling Exhibition	\$602.50	\$144.70	\$0.00	\$285.86		\$382.00	\$0.00	\$1,415.06
18/10/2013	Sydney	Attend AFFM & Blackbaud Conferences	\$954.10	\$262.20	\$0.00	\$216.96		\$282.90	\$0.00	\$1,716.16
18/10/2013	Melbourne	Curator talk at McClelland Park	\$0.00	\$275.10	\$0.00	\$344.16		\$0.00	\$0.00	\$619.26
19/10/2013	Cairns	Represent AWM at J.Stephen 100 <sup>th</sup> Birthday	\$169.32	\$555.30	\$0.00	\$847.98		\$146.85	\$0.00	\$1,719.45
21/10/2013	Sydney	Attend International Semantic Web Conference	\$690.20	\$64.60	\$0.00	\$141.10		\$0.00	\$0.00	\$895.90
22/10/2013	Adelaide	Attend National AICCM Conference	\$640.00	\$375.95	\$0.00	\$632.47		\$0.00	\$0.00	\$1,648.42
22/10/2013	Melbourne	First World War Team Meeting with CMD	\$181.50	\$0.00	\$0.00	\$401.91		\$216.95	\$0.00	\$800.36
22/10/2013	Melbourne	First World War Team Meeting with CMD	\$195.50	\$184.00	\$0.00	\$484.00		\$216.95	\$0.00	\$1,080.45
22/10/2013	Melbourne	Attend presentation at University of	\$868.00	\$84.00	\$0.00	\$315.75		\$285.45	\$0.00	\$1,553.20

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		Melbourne								
22/10/2013	Melbourne	First World War Team Meeting with CMD	\$198.50	\$240.00	\$0.00	\$324.50		\$219.20	\$0.00	\$982.20
23/10/2013	Melbourne	Attend Melbourne University Conservation student theses dissertation	\$172.38	\$337.90	\$0.00	\$401.91		\$219.50	\$0.00	\$1,131.69
24/10/2013	Perth	Speaker at RSL Congress WA, AICD and visit Army Museum	\$0.00	\$348.00	\$0.00	\$715.75		\$268.00	\$0.00	\$1,331.75
24/10/2013	Melbourne	HTAV Conference Melbourne	\$184.50	\$110.50	\$0.00	\$337.29		\$166.60	\$0.00	\$798.89
24/10/2013	Brisbane and Melbourne	Panel discussion at Institute of Modern Art in Brisbane. Travel except Cabcharge provided.	\$0.00	\$205.90	\$0.00	\$0.00		\$0.00	\$0.00	\$205.90
28/10/2013	Katoomba	Reinstall Quilty Travelling Exhibition	\$0.00	\$34.00	\$381.90	\$0.00		\$0.00	\$0.00	\$415.90
30/10/2013	Melbourne	First World War Meeting with CMD	\$798.75	\$0.00	\$0.00	\$492.00		\$216.95	\$0.00	\$1,507.70
30/10/2013	Melbourne	First World War Team Meeting with CMD	\$223.50	\$119.00	\$0.00	\$492.00		\$216.95	\$0.00	\$1,051.45
30/10/2013	Melbourne	First World	\$438.75	\$240.00	\$0.00	\$353.40		\$219.20	\$0.00	\$1,251.35

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		War Team Meeting with CMD								
1/11/2013	Sydney	Meeting with Google Director	\$0.00	\$160.45	\$0.00	\$560.00		\$0.00	\$0.00	\$720.45
		<b>Totals</b>	<b>\$28,306.54</b>	<b>\$10,348.89</b>	<b>\$4,404.16</b>	<b>\$31,487.23</b>	<b>\$16,435.29</b>	<b>\$20,430.93</b>	<b>\$4,330.24</b>	<b>\$115,743.28</b>

\* Travel Allowance (T/A) includes meals and incidentals (the term incidentals is used to describe minor miscellaneous personal expenses e.g. personal telephone calls, newspapers, laundry, dry cleaning, bathroom supplies, etc. incurred in the course of the official travel).

c)

Dep. Date	Destination	Purpose
9/09/2013	Sydney	Training - Attend NSW State Library W/Shop & Seminar
10/09/2013	Sydney	Attendance at Symposium for training purposes
10/09/2013	Sydney	Attend and present at History Week in Sydney
11/09/2013	Bega	Present family history talks at Bega library
14/09/2013	Edinburgh & Canada	Present at ICOM Metal & Big Stuff 2013 Conferences
16/09/2013	Puckapunyal	Military equipment sound recordings at Puckapunyal
16/09/2013	Puckapunyal	Military equipment sound recordings at Puckapunyal
16/09/2013	Launceston	Demount Shaun Gladwell Travelling Exhibition
17/09/2013	Melbourne	Meetings with Arrow Bronze & BHP in Melbourne
19/09/2013	Sydney	Attend Sydney Contemporary Art Fair
19/09/2013	Adelaide	Oral History Assoc. Conference
19/09/2013	Sydney	Attend Sydney Contemporary Art Fair
20/09/2013	Sydney	Attend Sydney Contemporary Art Fair
22/09/2013	Europe and USA	Meetings and Museums in Europe and USA
22/09/2013	Sydney	View Winged Victory memorial

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<b>Dep. Date</b>	<b>Destination</b>	<b>Purpose</b>
22/09/2013	Perth	Demount Perspectives Travelling Exhibition
23/09/2013	Sydney	Assess Winged Victory memorial
23/09/2013	Melbourne	Meet with Indigenous donor and view collection
24/09/2013	Sydney	Australian Bus and Coach Show
25/09/2013	Melbourne	Meeting of ARC War Crimes project
29/09/2013	Gold Coast	Demount Ben Quilty Travelling Exhibition
1/10/2013	Sydney	Meet with ANZAC voices Exhibition designers
1/10/2013	Sydney	Meet with ANZAC voices Exhibition designers
4/10/2013	Melbourne	Meet with potential supplier of mannequins for First World War gallery
4/10/2013	Melbourne	Meet with potential supplier of mannequins for First World War gallery
8/10/2013	Sydney	Collection loan at HMAS <i>Parramatta</i> Freedom of Entry Parade
8/10/2013	Katoomba	Install Ben Quilty Travelling Exhibition
14/10/2013	Sydney	City of Sydney Indigenous Memorial – City of Sydney reimburse costs
15/10/2013	Melbourne	Install Gladwell Travelling Exhibition
18/10/2013	Sydney	Attend AFFM & Blackbaud Conferences
18/10/2013	Melbourne	Curator talk at McClelland Park
19/10/2013	Cairns	Represent AWM at J. Stephen 100 <sup>th</sup> Birthday
21/10/2013	Sydney	Attend International Semantic Web Conference
22/10/2013	Adelaide	Attend National AICCM Conference
22/10/2013	Melbourne	First World War Team Meeting with CMD (Exhibition Designer)
22/10/2013	Melbourne	First World War Team Meeting with CMD (Exhibition Designer)
22/10/2013	Melbourne	Attend presentation at University of Melbourne
22/10/2013	Melbourne	First World War Team Meeting with CMD (Exhibition Designer)
23/10/2013	Sydney	City of Sydney Indigenous Memorial – City of Sydney reimburse costs
23/10/2013	Melbourne	Attend Melbourne University Conservation student theses dissertation
24/10/2013	Perth	Speak at RSL Congress WA, AICD and visit Army Museum Free
24/10/2013	Melbourne	HTAV Conference Melbourne
24/10/2013	Brisbane and Melbourne	Panel discussion at Institute of Modern Art in Brisbane. Travel except Cabcharge provided.
28/10/2013	Katoomba	Reinstall Quilty Travelling Exhibition

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<b>Dep. Date</b>	<b>Destination</b>	<b>Purpose</b>
30/10/2013	Melbourne	First World War Team Meeting with CMD (Exhibition Designer)
30/10/2013	Melbourne	First World War Team Meeting with CMD (Exhibition Designer)
30/10/2013	Melbourne	First World War Team Meeting with CMD (Exhibition Designer)
1/11/2013	Sydney	Meeting with Google Director
4/11/2013	Sydney	City of Sydney Indigenous Memorial - City of Sydney reimburse costs
9/11/2013	Adelaide	City of Sydney Indigenous Memorial - City of Sydney reimburse costs
1/11/2013	Adelaide	Director to attend the Graeme Shirlly Oration
1/11/2013	Europe	Present at Conference and fieldwork
2/11/2013	Sydney	Attend Museums
2/11/2013	Sydney	Attend Museums
2/11/2013	Sydney	Attend Museums
7/11/2013	Sydney	Present to Powerhouse Museum Regional Stakeholder Forum
7/11/2013	Melbourne	Editor in Cultural Institutions W/shop
10/11/2013	France	Support DVA Remembrance Trail development
11/11/2013	Sydney	Talk at Merrylands RSL on Indigenous service in World War One
11/11/2013	Canberra	Attend Remembrance Day Ceremonies for families of those lost in Afghanistan
12/11/2013	Melbourne	Statistics training course
13/11/2013	Sydney	Artwork viewing
18/11/2013	Canada	Present at Museum Computer Network Conference and meetings.
19/11/2013	Adelaide	Attend Narratives Conference
19/11/2013	Adelaide	Attend Narratives Conference
19/11/2013	Sydney	Marrickville Council - Winged Victory Statue Meeting
27/11/2013	Wagga Wagga	Install Perspectives
27/11/2013	New Zealand	CAMD Conference and meetings
28/11/2013	Melbourne	Big West Festival
2/12/2013	Sydney	Judge National Tourism Awards
3/12/2013	Darwin	Install Nurses Travelling Exhibition
3/12/2013	Darwin	Install Nurses Travelling Exhibition

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<b>Dep. Date</b>	<b>Destination</b>	<b>Purpose</b>
6/12/2013	Philippines	AWM Cinematographer for ADF Deployment in Philippines
7/12/2013	Melbourne	Art Association of Australia and New Zealand Annual Conference
8/12/2013	Katoomba	Demount Quilty Travelling Exhibition
11/12/2013	Melbourne	Collection assessment
11/12/2013	Melbourne	Collection assessment
16/12/2013	Melbourne	Meeting with diorama artist
16/12/2013	Melbourne	Meeting with diorama artist
20/01/2014	United States	Attend US-Australia: Alliance in emerging Asia Conference and meetings
25/04/2014	Inverell	Inverell District Family Group Seminar

d)

<b>Dep.Date</b>	<b>Destination</b>	<b>Purpose</b>
2/12/2013	Sydney	Judge National Tourism Awards
3/12/2013	Darwin	Install Nurses Travelling Exhibition
3/12/2013	Darwin	Install Nurses Travelling Exhibition
6/12/2013	Philippines	AWM Cinematographer for ADF Deployment in Philippines
7/12/2013	Melbourne	Art Assoc. Annual General Meeting
8/12/2013	Katoomba	Demount Quilty Travelling Exhibition
11/12/2013	Melbourne	Collection assessment
11/12/2013	Melbourne	Collection assessment
16/12/2013	Melbourne	Meeting with diorama artist for First World War exhibition
16/12/2013	Melbourne	Meeting with diorama artist for First World War exhibition

e) The AWM Teamwork Agreement (clause 34.15) provides that: "business class travel is an entitlement where an employee is required to travel on official business overseas".

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Per the Remuneration Tribunal's document Determination 2004/03: Official Travel by Office Holders:

- The AWM's Director is entitled to Business Class travel within Australia and Overseas.
- The AWM's Council Members are entitled to Business Class travel within Australia and Overseas.
- SES Employment contracts also provide for the AWM's Assistant Directors to use Business Class travel.

- f) Lounge memberships are not provided to employees.
- g) No support or administrative staff travel with SES employees.
- h) N/A - offsetting emissions is not available to the AWM under current whole of government travel arrangements.

*NB: A number of responses relating to Questions b), c) and d) are duplicated.*

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**Question 196**

**Outcome 1: Program Australian War Memorial**

**Topic: Grants**

(Written Question on Notice)

**Senator LUDWIG asked:**

- a) Could the department/agency provide an update list of all grants, including ad hoc and one-off grants from 7 September 2013 to date? Please provide details of the recipients, the amount, the intended use of the grants and what locations have benefited from the grants.
- b) Have all grant agreement details been published on its website?
- c) Please list all grants that were approved prior to 7 September 2013, but did not have financial contracts in place on 7 September 2013. Please provide details of the recipients, the amount, the intended use of the grants and what locations have benefited from the grants. Please lists which grant applicants had been contacted advising of their success. Please provide the current status of these grants. Have any of these grants been cancelled, paused, discontinued or cut?

**Answer**

- a) Nil.
- b) N/A.
- c) Nil.



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**Question 197**

**Outcome 1: Program Australian War Memorial**

**Topic: Government payments of accounts**

(Written Question on Notice)

**Senator LUDWIG asked:**

- a) From 7 September 2013 to date, 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)?
- b) If not, why not? Provide details, including 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)
- c) 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?
- d) Where interest is being paid, what rate of interest is being paid and how is this rate determined?

**Answer**

- a) Between 1 July 2013 to 31 October 2013, the Australian War Memorial paid 62% of its invoices in accordance with Government policy. A summary of the payment timeframe is in the table below. 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.

Total Payments	Paid within 30 days	Payment made after due date			
		0-7 days	8-14 days	15-30 days	>30 days
2,935	1,828	593	186	173	155
Percentage	62%	20%	6%	6%	5%

- b) Due to Financial Management Information System limitations, the exact breakdown as to reasons for delays in meeting the 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. These statistics are monitored monthly to address any issues contributing to unacceptable payment delays.
- c) No interest payments were made on the overdue amounts as per Finance Circular 2008/10, as it only applies to FMA agencies.
- d) N/A.

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**Question 198**

**Outcome 1: Program: Australian War Memorial**

**Topic: Consultancies**

(Written Question on Notice)

**Senator LUDWIG asked:**

- a) How many consultancies have been undertaken from 7 September 2013 to date? Identify the name of the consultant, the subject matter of the consultancy, the duration and cost of the arrangement, and the method of procurement (i.e. open tender, direct source, etc.). Also include total value for all consultancies.
  
- b) 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**

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a)

Name	Year	Document ID	Contract Status	Contract Number	On Annual Procurement Plan/AusTender? Why not?	Subject Matter	Procurement Method	Duration	Work carried out In the period 01/07/2013 to 31/10/2013	Contract entered into during the period 01/07/2013 to 31/10/2013	Value (inc GST)	Addenda	Contract Deliverables
Godden Mackay Logan Pty Ltd	2013-2014	FINA-5-5017	Executed	2014-0037	No, below threshold	Provision of professional advice and services in relation to heritage management consultancy advice and heritage conservation consultancy advice and maintenance services SON 421860	Open	15/08/2013 to 30/06/2015	Yes	Yes	\$11,000.00	1	Consultancy Services
Herron Todd White Pty Ltd	2013-2014	FINA-5-5462	Executed	2014-0064	No, below threshold	Provision of valuation services for 2013-2014	Open	18/10/2013 to 30/12/2013	Yes	Yes	\$18,500.00		Consultancy Services
Defire ACT Pty Limited	2012-2013	FINA-5-125	Executed	2013-0024	No, below threshold	Fire Engineering Consultancy Services for the First World War Galleries Redevelopment Project	Limited	20/07/2012 to 30/12/2014	Yes	No	\$29,205.00	2	Consultancy Services
The Trustee for the Martin Family Trust ta Eric Martin and Associates	2012-2013	FINA-5-127	Executed	2013-0037	No, below threshold	Provision of access consulting services for the First World War Galleries Redevelopment and Commemorative Entry	Open	20/07/2012 to 30/11/2014	Yes	No	\$9,487.50	2	Consultancy Services

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WSP Buildings Pty Ltd	2012-2013	FINA-5-25	Executed	2013-0039	No, below threshold	Provision of engineering consultancy advice	Open	01/07/2011 to 30/06/2015	Yes	No	\$13,200.00		Consultancy Services
The Trustee for Taylor Thomson Whiting-NSW-Trust	2012-2013	FINA-5-24	Executed	2013-0040	No, below threshold	Provision of professional advice to the Australian War Memorial in regard to Structural, Civil, Façade and Traffic Engineering	Open	01/07/2011 to 30/06/2015	Yes	No	\$9,152.00		Consultancy Services
Defire-ACT Pty Ltd	2012-2013	FINA-5-21	Executed	2013-0061	No, below threshold	Provision of Fire Engineering Consultancy Services for the Main Building Campbell	Limited	30/10/2012 to 30/12/2014	Yes	No	\$52,074.00		Consultancy Services
Godden Mackay Logan Pty Ltd	2012-2013	FINA-5-120	Executed	2013-0069	No, below threshold	Heritage consultancy services for the First World War Galleries Redevelopment	Limited	12/11/2012 to 30/12/2013	Yes	No	\$44,200.83		Consultancy Services
Conservation Works Pty Limited	2012-2013	FINA-5-16	Pending Sign-off	2013-0113	No, below threshold	Provision of professional heritage conservation advice and remedial works	Open	01/07/2011 to 30/06/2015	Yes	No	\$1,320.00	1	Consultancy Services
Trustee for Extelligent Systems ta Extelligent Design	2012-2013	FINA-5-142	Executed	2013-0118	No, below threshold	Provision of Development and Support Services for the implementation and maintenance of SharePoint 2010	Open	02/04/2013 to 30/12/2013	Yes	No	\$294,360.00	1	Consultancy Services
Barmco Mana Partnership	2012-2013	FINA-5-110	Pending Sign-off	2013-0154	No, below threshold	For the provision of peer review on the design of the mechanical services for the First World War Galleries Refurbishment	Limited	10/06/2013 to 30/12/2013	Yes	No	\$4,400.00		Consultancy Services

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Root Projects Australia Pty Ltd	2011-2012	FINA-5-121	Executed	2012-0017	Yes	Provision of Project Management Consultancy Services for the First World War Galleries Redevelopment Project	Open	14/07/2011 to 30/12/2015	Yes	No	\$1,916,453.00	1	Consultancy Services
Savills Project Management Pty Ltd	2011-2012	FINA-5-33	Executed	2012-0021	No, below threshold	To provide project management services for the purposes of dispute resolution facilitation and defects management finalisation between the parties contracted for the design and construction of the Eastern Precinct Project	Limited	18/07/2011 to 18/07/2013	Yes	No	\$35,447.50	3	Consultancy Services
Steensen Warming (Aust) Pty Ltd	2011-2012	FINA-5-32	Executed	2012-0063	No, below threshold	Professional consultancy services for the design of mechanical and electrical services in Treloar A	Limited	11/11/2011 to 31/12/2014	Yes	No	\$174,062.90	1	Consultancy Services
International Conservation Services	2011-2012	FINA-5-31	Executed	2012-0081	No, below threshold	Review of the 1997 Heritage Conservation Master plan and identification of ongoing monitoring and maintenance requirements for the fabric of the Main Building	Open	01/07/2011 to 30/06/2015	Yes	No	\$41,800.00	1	Consultancy Services
Steensen Warming Pty Ltd	2011-2012	FINA-5-30	Executed	2012-0082	No, Panel standing offer	Provision of engineering consultancy services	Prequalified	10/02/2012 to 10/02/2016	Yes	No	\$445,500.00	1	Consultancy Services

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Johnson Pilton Walker Pty Ltd	2009-2010	FINA-5-5047	Executed	2010-0068	No, Panel standing offer	For the provision of Architectural and Exhibition Design Services 2009-2014	Prequalified	31/10/2009 to 31/10/2014	Yes	No	\$540,760.00	2	Consultancy Services
Johnson Pilton Walker Pty Ltd	2009-2010	FINA-5-40	Executed	2010-0072	No, below threshold	Provide professional advice to the Memorial on architectural, landscape architectural and exhibition design matters as and when required by the Memorial.	Limited	13/01/2010 to 12/01/2015	Yes	No	\$117,130.64	2	Consultancy Services
Total											\$3,758,053.37		

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- b) At present only one consultancy is planned for this calendar year, as published on the Australian War Memorial's Annual Procurement Plan, for an audio visual executive producer for the First World War Galleries Redevelopment Project.

An approach to market (via prequalified tender) has been made and is currently being evaluated. It is anticipated that this consultancy will run from December 2013 until February 2015; final costs are unavailable as a successful tenderer has not yet been selected.



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**Question 199**

**Outcome 1: Program Australian War Memorial**

**Topic: Meeting costs**

(Written Question on Notice)

**Senator LUDWIG asked:**

- a) What is the Department/Agency's meeting spend from 7 September 2013 to date? Detail date, location, purpose and cost of all events, including any catering and drinks costs.
- b) For each Minister and Parliamentary Secretary office, please detail total meeting spend from 7 September 2013 to date. Detail date, location, purpose and cost of each event including any catering and drinks costs.
- c) What meeting spend is the Department/Agency's planning on spending? Detail date, location, purpose and cost of all events including any catering and drinks costs.
- d) For each Minister and Parliamentary Secretary office, what meeting spend is currently being planned for? Detail date, location, purpose and cost of each event including any catering and drinks costs.

**Answer**

- a) The Australian War Memorial's (AWM) total meeting spend from 1 July 2013 to 31 October 2013 was \$8,187.08 as detailed below:

**Meeting Costs - 1 July 2013 to 31 October 2013**

<b>Date</b>	<b>Location</b>	<b>Purpose</b>	<b>Amount</b>
5 July 2013	AWM	Catering for meeting with Education and Visitor Section stakeholders/clients	\$43.45
24 July 2013	AWM	Catering for meeting with Communications and Management Section stakeholders/clients	\$340.00
25 July 2013	AWM	Catering for meeting with Education and Visitor Section stakeholders/clients	\$29.31
25 July 2013	AWM	Catering for meeting with Education and Visitor Section stakeholders/clients	\$3.55
1 August 2013	AWM	Catering for meeting with Executive Section stakeholders/clients	\$290.91
13-14 August 2013	AWM	Travel for Council meeting 13-14 August 2013	\$5,579.00
21 August 2013	AWM	Council Meeting Lunches 13-14 August 2013	\$1,030.91
2 September 2013	AWM	Catering for meeting with Education and Visitor Section stakeholders/clients	\$28.34
2 September 2013	AWM	Catering for meeting with Education and Visitor Section stakeholders/clients	\$5.50
4 September 2013	AWM	Council Meeting Morning Tea 14 August 2013	\$32.00
6 September 2013	AWM	Catering for meeting with Exhibition Section stakeholders/clients	\$18.32
6 September 2013	AWM	Catering for meeting with Exhibition Section stakeholders/clients	\$2.15
6 September 2013	AWM	Catering for meeting with Exhibition Section stakeholders/clients	\$15.95
6 September 2013	AWM	Catering for meeting with Exhibition Section stakeholders/clients	\$20.25
6 September 2013	AWM	Catering for meeting with Exhibition Section stakeholders/clients	\$27.64
6 September 2013	AWM	Catering for meeting with Exhibition Section stakeholders/clients	\$9.15
6 September 2013	AWM	Catering for meeting with Executive Section stakeholders/clients	\$5.23

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<b>Date</b>	<b>Location</b>	<b>Purpose</b>	<b>Amount</b>
6 September 2013	AWM	Catering for meeting with Executive Section stakeholders/clients	\$11.70
12 September 2013	AWM	Catering for meeting with Photographs, Sound and Film Section stakeholders/clients	\$25.45
26 September 2013	AWM	Catering for meeting with Exhibition Section stakeholders/clients	\$17.27
26 September 2013	AWM	Catering for meeting with Exhibition Section stakeholders/clients	\$11.00
14 October 2013	AWM	Working lunch for members of FWW Project group meeting	\$92.46
15 October 2013	AWM	Catering for meeting with Education and Visitor Section stakeholders/clients	\$79.27
15 October 2013	AWM	Catering for meeting with Education and Visitor Section stakeholders/clients	\$8.00
15 October 2013	AWM	Working lunch for members of FWW Project group meeting	\$10.27
Weekly meeting	AWM	Corporate Management Group meetings morning tea	\$450.00
<b>TOTAL</b>			<b>\$8,187.08</b>

- b) N/A - the AWM does not incur expenditure for the Minister's office.
- c) The AWM does not compile budgets at the level of detail requested. However, the total planned meeting spend from 1 November 2013 to 30 June 2014 includes:

<b>Date</b>	<b>Location</b>	<b>Purpose</b>	<b>Est Cost</b>
11 & 12 Nov 2013 4 & 5 March 2014 20 & 21 May 2014	AWM	Council meetings: <ul style="list-style-type: none"> <li>• Travel</li> <li>• Official hospitality (lunch, morning and afternoon tea)</li> </ul> Detailed breakdown on catering not available in the timeframe requested.	\$59,500 \$9,200
Weekly meeting	AWM	Corporate Management Group meetings morning tea	\$950
<b>Total</b>			<b>\$69,650</b>

- d) N/A - the AWM does not incur expenditure for the Minister's office.

N.B the figures listed above, for all questions, are from 1 July 2013 – 31 October 2013 as it would have been too resource intensive to provide them from the requested start date of 7 September 2013.

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**Question 200**

**Outcome 1: Program Australian War Memorial**

**Topic: Hospitality and entertainment**

(Written Question on Notice)

**Senator LUDWIG asked:**

- a) What is the Department/Agency's hospitality spend for this all events including any catering and drinks costs.
- b) For each Minister and Parliamentary Secretary office, please detail total hospitality spend from 7 September 2013 to date. Detail date, location, purpose and cost of all events including any catering and drinks costs.
- c) What is the Department/Agency's entertainment spend from 7 September 2013 to date? Detail date, location, purpose and cost of all events including any catering and drinks costs.
- d) For each Minister and Parliamentary Secretary office, please detail total entertainment spend from 7 September 2013 to date. Detail date, location, purpose and cost of all events including any catering and drinks costs.
- e) What hospitality spend is the Department/Agency's planning on spending? Detail date, location, purpose and cost of all events including any catering and drinks costs.
- f) For each Minister and Parliamentary Secretary office, what hospitality spend is currently being planned for? Detail date, location, purpose and cost of all events including any catering and drinks costs.
- g) What entertainment spend is the Department/Agency's planning on spending? Detail date, location, purpose and cost of all events including any catering and drinks costs.
- h) For each Minister and Parliamentary Secretary office, what entertainment spend is currently being planned for? Detail date, location, purpose and cost of all events including any catering and drinks costs.
- i) Is the Department/Agency planning on reducing any of its spending on these items? If so, how will reductions be achieved and what are they?

**Answer**

- a) The total hospitality spend for the period 1 July 2013 to 30 November 2013 is \$22,502.59, excluding costs recovered from paid events (e.g. annual history conference catering) and meeting costs (which are noted in QoN 199), as detailed below. A detailed breakdown of catering and drinks is not available in the timeframe specified.

**Hospitality**

<b>Date</b>	<b>Location</b>	<b>Purpose</b>	<b>Amount</b>
2 July 2013	AWM	Induction catering 2nd July 2013	272.73
3 July 2013	AWM	Lunch catering for the final Cunningham Martin Design presentation to Council	109.09
31 July 2013	AWM	Council Induction Lunch	114.55
6 August 2013	AWM	Light lunch during ANZAC Voices Exhibition workshop	63.86

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<b>Date</b>	<b>Location</b>	<b>Purpose</b>	<b>Amount</b>
9 August 2013	AWM	Afternoon tea for a <i>Friends of the Memorial</i> event	\$147.27
13 August 2013	AWM	Catering required for Long Tan Cross Departure event	\$654.54
19 August 2013	AWM	Vietnam Conference Catering (costs recovered from participants)	\$14,250.00
19 August 2013	AWM	Vietnam Conference Catering (costs recovered from participants)	\$1,879.09
21 August 2013	AWM	Light working lunch for media talent for Afghanistan launch	\$34.09
22 August 2013	AWM	Catering for Afghanistan Gallery Launch function	\$9,480.91
28 August 2013	AWM	Catering for Salute exhibition launch	\$3,861.82
12 September 2013	AWM	Catering for Friends event, Afghanistan with the Director	\$4,250.00
1 October 2013	AWM	Catering for Operational Service Roll of Honour morning tea	\$2,700.00
11 November 2013	AWM	Catering for Selection Panel (Head Research Centre Position)	\$38.00
25 November 2013	Braddon	Roll of Honour family meet and greet	\$212.09
25 November 2013	Braddon	Roll of Honour morning tea	\$563.64
		<i>Sub-total</i>	\$38,631.68
		Minus Conference Cost recovery	\$16,129.09
		<b>Total Hospitality expenses 1/7/13 - 30/11/13</b>	<b>\$22,502.59</b>

- b) Nil - the Australian War Memorial (AWM) does not provide hospitality on behalf of the Minister's office.
- c) The AWM entertainment expenditure for the period 1 July 2013 to 31 October 2013 was \$10,157 – see table below.

The 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, launches 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.

**Entertainment**

<b>Date</b>	<b>Location</b>	<b>Purpose</b>	<b>Amount</b>
4 July 2013	AWM	Research Centre Section Head farewell	\$163.64
25 July 2013	Barton	Research Centre Section Head farewell	\$110.00
8 August 2013	AWM	Acknowledgement of staff contributions to Afghanistan Exhibition	\$280.00
16 August 2013	AWM	Vietnam Conference Dinner Function (cost recovered from participants)	\$7,496.27
22 August 2013	Barton	AWM Director farewell dinner	\$2,106.82
		<b>Total Entertainment expenses 1/7/13 – 31/10/13</b>	<b>\$10,156.73</b>

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- d) Nil - the AWM does not provide entertainment expenditure on behalf of the Minister's office or Parliamentary Secretary.
- e) For the period 1 December 2013 to 30 June 2014 the AWM is expecting to provide official hospitality / working lunches for the planned quarterly Council meetings (\$5,000) and weekly Corporate Management Group meetings (\$830). There are no significant events or launches planned during the period so the level of official hospitality is expected to be minimal.
- f) Nil – the AWM does not provide hospitality for the Minister's office.
- g) There is no planned entertainment expenditure in the period 1 December 2013 to 30 June 2014. Expenditure to entertain official visitors or similar expenses that are not directly related to day to day AWM operations are categorised as entertainment expenses.
- h) Nil - the AWM does not provide entertainment expenditure on behalf of the Minister's office.
- i) The AWM already limits expenditure on official hospitality where appropriate, however the nature of some events require the provision of a modest level of catering for stakeholders and official representatives.

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**Question 201**

**Outcome 1: Program Australian War Memorial**

**Topic: Public Service Efficiencies**

(Written Question on Notice)

**Senator LUDWIG asked:**

Has there been a reduction in business flights? What are the estimated savings for each year over the forward estimates?

**Answer**

Yes, the Australian War Memorial (AWM) has reduced the number and cost of business flights since 2011-12. Business flights are limited to official and essential travel for Council members, the AWM Director, and Senior Executive Service staff in accordance with their employment agreements. As such, estimated savings across the forward estimates are not available.

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**Question 202**

**Outcome 1: Program Australian War Memorial**

**Topic: Public Service Efficiencies**

(Written Question on Notice)

**Senator LUDWIG asked:**

Has there been a reduction in the use of external consultants and contractors? Has this impacted on the Department/agency, and how? What are the estimated savings for each year over the forward estimates?

**Answer**

At present, the number of external contractors and consultants is commensurate with 2012-13. These providers are engaged to provide a range of professional services and advice, and are managed within existing resources and according to corporate priorities. As such, estimated savings cannot be determined at this level.

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**Question 203**

**Outcome 1: Program: Australian War Memorial**

**Topic: Public Service Efficiencies**

(Written Question on Notice)

**Senator LUDWIG asked:**

Provide an update of moving recruitment advertising online. Is any recruitment still in printed materials, and if yes, why? What are the estimated savings for each year over the forward estimates?

**Answer**

The Australian War Memorial as a default position only advertises online. Exceptions can occur where a case is made for a specialised role. For example, one recruitment process has been advertised in printed materials this financial year for the ANZAC Centenary Touring Exhibition Executive Manager to lead this initiative on behalf of the Australian Government. This exception was granted due to the specialised nature of the role. The estimated budget savings over each year are approximately \$50,000.



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**Question 204**

**Outcome 1: Program Australian War Memorial**

**Topic: Public Service Efficiencies**

(Written Question on Notice)

**Senator LUDWIG asked:**

Has the department/agency reduced its printing costs? If no, why not? Have printing costs increased, and if yes why and how much?

**Answer**

The Australian War Memorial introduced a limited printing program from 2007-08 as an agency budget savings measure. Printing costs have decreased by 43 per cent since that time.

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**Question 205**

**Outcome 1: Program Australian War Memorial**

**Topic: Public Service Efficiencies**

(Written Question on Notice)

**Senator LUDWIG asked:**

Has the five per cent savings target been achieved – if yes, how, or if it will not, why not? What are the estimated savings for each year over the forward estimates?

**Answer**

The Australian War Memorial's 2013-14 budget and forward estimates was framed around the reduced funding available as a result of targeted savings and reductions were made in a range of areas including: gallery maintenance, general IT services, telephone services and other general discretionary overheads.

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**Question 206**

**Outcome 1: Program Australian War Memorial**

**Topic: Ministerial Office Security Classification**

(Written Question on Notice)

**Senator LUDWIG asked:**

What is the policy for ministerial staff security clearances?

**Answer**

N/A – the Australian War Memorial does not provide staff to the Minister's office or organise security clearances for ministerial staff.

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**Question 207**

**Outcome 1: Program Australian War Memorial**

**Topic: Ministerial Office Security Classification**

(Written Question on Notice)

**Senator LUDWIG asked:**

How many staffers employed by the government under the MOPS Act have security clearances?

- a. At what level?
- b. If not, why not?

**Answer**

N/A – see the Department of Veterans' Affairs answer to question 131.

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**Question 208**

**Outcome 1: Program Australian War Memorial**

**Topic: Ministerial Office Security Classification**

(Written Question on Notice)

**Senator LUDWIG asked:**

How many seconded departmental officers acting in ministerial offices, including DLOs have security clearances?

- a. At what level?
- b. If not, why not

**Answer**

N/A - the Australian War Memorial does not provide staff to the Minister's office.

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**Question 209**

**Outcome 1: Program Australian War Memorial**

**Topic: Executive Coaching and Leadership Training**

(Written Question on Notice)

**Senator LUDWIG asked:**

In relation to executive coaching and/or other leadership training services purchased by each department/agency, please provide the following information from 7 September 2013 to date:

Total spending on these services

**Answer**

From 1 July 2013 to 31 October 2013 the Australian War Memorial spent \$4,088 on executive coaching and/or other leadership training services.

N.B the figure listed above is from 1 July 2013 – 31 October 2013 as it would have been too resource intensive to provide it from the requested start date of 7 September 2013.

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**Question 210**

**Outcome 1: Program Australian War Memorial**

**Topic: Executive Coaching and Leadership Training**

(Written Question on Notice)

**Senator LUDWIG asked:**

The number of employees offered these services and their employment classification

**Answer**

Two Australian War Memorial staff members, one EL2 and one EL1, were offered executive coaching and/or leadership training.

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**Question 211**

**Outcome 1: Program Australian War Memorial**

**Topic: Executive Coaching and Leadership Training**

(Written Question on Notice)

**Senator LUDWIG asked:**

The number of employees who have utilised these services, their employment classification and how much study leave each employee was granted (provide a breakdown for each employment classification).

**Answer**

Details of the two Australian War Memorial employees who utilised the executive coaching and leadership services are listed below.

<b>Employment Classification</b>	<b>Study Leave</b>
EL1	3 days
EL2	Nil (formed part of the working day)



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**Question 212**

**Outcome 1: Program Australian War Memorial**

**Topic: Executive Coaching and Leadership Training**

(Written Question on Notice)

**Senator LUDWIG asked:**

The names of all service providers engaged

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 (provide a breakdown for each employment classification)
- e) The total amount spent on the service
- f) A description of the fees charged (i.e. per hour, complete package)

**Answer**

	<b>Australian Public Service Commission</b>	<b>Tempo Strategies</b>
a) The name and nature of the service purchased	Leading and Managing small teams	Executive Coaching
b) Whether the service is one-on-one or group based	Group based	One on one
c) The number of employees who received the service and their employment classification	1 x EL 1 Employee	1 x EL 2 Employee
d) The total number of hours involved for all employees	47.05 hours	
(provide a breakdown for each employment classification)	EL 1 = 22.05 hrs	EL 2 = 25 hrs
e) The total amount spent on the service	\$4,088	
f) A description of the fees charged (i.e. per hour, complete package)	Complete package	Complete package

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**Question 213**

**Outcome 1: Program Australian War Memorial**

**Topic: Executive Coaching and Leadership Training**

(Written Question on Notice)

**Senator LUDWIG asked:**

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 (provide a breakdown for each employment classification)
- c) The total number of hours involved for all employees who took part (provide a breakdown for each employment classification)
- d) Any costs the department or agency's incurred to use the location

**Answer**

	<b>Australian Public Service Commission</b> <i>Leading and Managing Small Teams</i>	<b>Tempo Strategies</b> <i>Executive Coaching</i>
a) The location used	Hotel Gibraltar, Bowral	Tempo Strategies, Manuka ACT
b) The number of employees who took part on each occasion (provide a breakdown for each employment classification)	1 x EL 1	1 x EL 2
c) The total number of hours involved for all employees who took part (provide a breakdown for each employment classification)	EL 1 = 22.05 hours	EL 2 = 25 hrs
d) Any costs the department or agency's incurred to use the location	Nil	Nil

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**Question 214**

**Outcome 1: Program: Australian War Memorial**

**Topic: Staffing Reductions**

(Written Question on Notice)

**Senator LUDWIG asked:**

- a) How many staff reductions/voluntary redundancies have occurred from 7 September 2013 to date? What was the reason for these reductions?
- b) Were any of these reductions involuntary redundancies? If yes, provide details.
- c) Are there any plans for further staff reductions/voluntary redundancies? If so, please advise details including if there is a reduction target, how this will be achieved, and if any services/programs will be cut.
- d) If there are plans for staff reductions, please give the reason why these are happening.
- e) Are there any plans for involuntary redundancies? If yes, provide details.

**Answer**

- a) Nil. There were no staff reductions/voluntary redundancies from 1 July 2013 to 31 October 2013.
- b) N/A.
- c) The Australian War Memorial is continuing discussions with Government about achieving staffing targets over coming years. In accordance with past practices, staff reductions through natural attrition, retirements, non-ongoing contract cessations and resignations will be carefully managed.
- d) In order to meet the government's efficiency dividend of 2.25 per cent over the next three financial years.
- e) There are no plans at present.

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**Question 215**

**Outcome 1: Program Australian War Memorial**

**Topic: Staffing Cessations**

(Written Question on Notice)

**Senator LUDWIG asked:**

- a) How many ongoing staff left the department/agency from 7 September 2013 to date? What classification were these staff?
- b) How many non-ongoing staff left department/agency from 7 September 2013 to date? What classification were these staff?

**Answer**

- a) 10 ongoing staff have left the Australian War Memorial (AWM) between 1 July 2013 and 31 October 2013. Details of the classification of staff are provided below.

<b>No. of Staff</b>	<b>Classification</b>
1	EL2
3	EL1
3	APS6
1	BB3
1	APS4
1	APS2

- b) 14 non-ongoing staff have left the AWM between 1 July 2013 and 31 October 2013. Details of the classification of staff are provided below.

<b>No. of Staff</b>	<b>Classification</b>
3	EL1
1	APS6
4	BB3
5	APS3
1	APS2

N.B the figures listed above, for all questions, are from 1 July 2013 – 31 October 2013 as it would have been too resource intensive to provide them from the requested start date of 7 September 2013.

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**Question 216**

**Outcome 1: Program Australian War Memorial**

**Topic: Staffing Recruitment**

(Written Question on Notice)

**Senator LUDWIG asked:**

- a) How many ongoing staff recruited from 7 September 2013 to date? What classification are these staff?
- b) How many non-ongoing positions exist or have been created from 7 September 2013 to date? What classification are these staff?
- c) From 7 September 2013 to date, how many employees have been employed on contract and what is the average length of their employment period?

**Answer**

- a) Seven ongoing staff have been recruited to the Australian War Memorial (AWM) between 1 July 2013 and 31 October 2013. Details of classification of staff are provided below.

<b>No. of Staff</b>	<b>Classification</b>
1	EL1
2	APS6
3	APS3
1	APS2

- b) The AWM has 95 non-ongoing positions. Details of the classification of staff are provided below.

<b>Classification of non-ongoing positions</b>	<b>No of non-ongoing positions</b>
APS 2	8
APS 3	17
APS 4	14
APS 5	7
APS 6	11
BB1	1
BB3	24
EL 1	10
EL 2	3
<b>TOTAL</b>	<b>95</b>

- c) The AWM employed 24 staff on contract between the period 1 July 2013 and 31 October 2013. The average length of their employment period is 6.77 months.

N.B the figures listed above, for all questions, are from 1 July 2013 – 31 October 2013 as it would have been too resource intensive to provide them from the requested start date of 7 September 2013.

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**Question 217**

**Outcome 1: Program Australian War Memorial**

**Topic: Coffee Machines**

(Written Question on Notice)

**Senator LUDWIG asked:**

Has the department/agency purchased coffee machines for staff useage since 7 September 2013?

- a) If yes, provide a list that includes the type of coffee machine, the cost, the amount, and any ongoing costs such as purchase of coffee or coffee pods and when the machine was purchased?
- b) Why were coffee machines purchased?
- c) Has there been a noticeable difference in staff productivity since coffee machines were purchased?

Are staff leaving the office premises less during business hours as a result?

- d) Where did the funding for the coffee machines come from?
- e) Who has access?
- f) Who is responsible for the maintenance of the coffee machines? How much was spent on maintenance in from 7 September 2013 to date, include a list of what maintenance has been undertaken. Where does the funding for maintenance come from?
- g) What are the ongoing costs of the coffee machine, such as the cost of coffee?

**Answer**

No, the Australian War Memorial has not purchased coffee machines for staff useage.

- a) N/A
- b) N/A
- c) N/A
- d) N/A
- e) N/A
- f) N/A
- g) N/A

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**Question 218**

**Outcome 1: Program Australian War Memorial**

**Topic: Coffee Machines**

(Written Question on Notice)

**Senator LUDWIG asked:**

Does the department/agency rent coffee machines for staff useage?

- a) If yes, provide a list that includes the type of coffee machine, the cost, the amount, and any ongoing costs such as purchase of coffee or coffee pods and when the machine was purchased.
- b) Why are coffee machines rented?
- c) Has there been a noticeable difference in staff productivity since coffee machines were rented? Are staff leaving the office premises less during business hours as a result?
- d) Where does the funding for the coffee machines come from?
- e) Who has access?
- f) Who is responsible for the maintenance of the coffee machines? How much was spent on maintenance in from 7 September 2013 to date, include a list of what maintenance has been undertaken. Where does the funding for maintenance come from?
- g) What are the ongoing costs of the coffee machine, such as the cost of coffee?

**Answer**

No, the Australian War Memorial has not rented coffee machines for staff useage.

- a) N/A
- b) N/A
- c) N/A
- d) N/A
- e) N/A
- f) N/A
- g) N/A

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**Question 219**

**Outcome 1: Program Australian War Memorial**

**Topic: Printing**

(Written Question on Notice)

**Senator LUDWIG asked:**

How many documents (include the amount of copies) have been printed from 7 September 2013 to date? How many of these printed documents were also published online?

**Answer**

A total of 16 documents have been printed by external printers from 1 July 2013 to 31 October 2013. The number of copies is provided in the table below. Due to the marketing nature of most of the documents, only one was published online.

<b>Document</b>	<b>Number of copies</b>	<b>Published Online</b>
AWM Annual Report 2012-13	520	Yes
Football goes to War booklet	300	No
Remembrance Day invitations	3,500	No
Remembrance Day programs	3,000	No
Remembrance Day entrée cards	1,985	No
Memorial Guide insert	3,000	No
<i>ANZAC Voices</i> invitations	500	No
<i>ANZAC Voices</i> brochures	1,000	No
<i>ANZAC Voices</i> posters	200	No
ANZAC Centenary Postcards	1,000	No
Trivia cards	1,000	No
Blankets on a wire book	600	No
Donaldson Book Talk invitation	150	No
Donaldson book talk flyers	100	No
Keating Eulogy brochure	500	No
<b>TOTAL</b>	<b>17,355</b>	

N.B the figures listed above, for all questions, are from 1 July 2013 – 31 October 2013 as it would have been too resource intensive to provide them from the requested start date of 7 September 2013.



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**Question 220**

**Outcome 1: Program Australian War Memorial**

**Topic: Corporate Cars**

(Written Question on Notice)

**Senator LUDWIG asked:**

- a) How many cars are owned by each department/agency?
- b) Where is the car/s located?
- c) What is the car/s used for?
- d) What is the cost of each car from 7 September 2013 to date?
- e) How far did each car travel from 7 September 2013 to date?

**Answer**

- a) The Australian War memorial does not own any cars.
- b) N/A
- c) N/A
- d) N/A
- e) N/A

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**Question 221**

**Outcome 1: Program: Australian War Memorial**

**Topic: Taxi Costs**

(Written Question on Notice)

**Senator LUDWIG asked:**

- a) How much did each department/agency spend on taxis from 7 September 2013 to date? Provide a breakdown for each business group in each department/agency.
- b) What are the reasons for taxi costs?

**Answer**

- a) The Australian War Memorial spent \$9,930 on taxis during the period 1 July 2013 to 31 October 2013. A breakdown by each section is provided below.

<b>Section</b>	<b>Total</b>
Art (11)	\$ 1,167.10
Photo Sound Film Multimedia (13)	\$ 310.30
Research Centre (15)	\$ 122.90
Collection Services (17)	\$ 97.90
Management Support National Collection (19)	\$ 555.40
Education and Visitor Services (21)	\$ 608.80
Exhibitions (23)	\$ 839.20
Communications and Marketing (24)	\$ 1,019.10
Military History (26)	\$ 316.40
Travelling Exhibitions (28)	\$ 1,011.65
Management Support (29)	\$ 1,413.70
Executive (31)	\$ 1,379.63
Human Resources (34)	\$ 674.20
Finance (35)	\$ 206.25
Retail and Online Services (37)	\$ 207.65
<b>Total</b>	<b>\$ 9,930.18</b>

- b) Taxis were required for staff attendance at critical meetings and other appointments associated with official travel. Refer to the answer to question 195 for the reason for taxi costs associated with official travel. Details of local trips are unavailable in the timeframe provided.

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**Question 222**

**Outcome 1: Program: Australian War Memorial**

**Topic: Hire Cars**

(Written Question on Notice)

**Senator LUDWIG asked:**

- a) How much did each department/agency spend on hire cars from 7 September 2013 to date? Provide a breakdown of each business group in each department/agency.
- b) What are the reasons for hire car costs?

**Answer**

- a) The Australian War Memorial spent \$6,573 on hire cars during the period 1 July 2013 to 31 October 2013. A breakdown of each section is provided below.

<b>Section</b>	<b>Total</b>
Art	\$ 545.42
Photo Sound Film Multimedia	\$ 189.63
Research Centre	\$ 121.51
Management Support National Collection	\$ 197.22
Education and Visitor Services	\$ 381.90
Exhibitions	\$ 1,808.16
Travelling Exhibitions	\$ 2,247.63
Executive	\$ 1,081.67
<b>Total</b>	<b>\$ 6,573.14</b>

- b) Hire cars were used to transport staff to appointments, meetings and other events associated with official travel. Refer to the answer to question 195 for the reason for hire costs associated with official travel. Details of local trips are unavailable in the timeframe provided.

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**Question 223**

**Outcome 1: Program Australian War Memorial**

**Topic: Credit Cards**

(Written Question on Notice)

**Senator LUDWIG asked:**

Provide a breakdown for each employment classification that has a corporate credit card.

**Answer**

Four staff at the Australian War Memorial are issued a corporate credit card:

- Director (Principal Executive Officer);
- Assistant Director, Branch Head, Corporate Services (SES 1);
- Chief Finance Officer (EL2); and
- Travel Officer (APS4).

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**Question 224**

**Outcome 1: Program Australian War Memorial**

**Topic: Credit Cards**

(Written Question on Notice)

**Senator LUDWIG asked:**

Please update details of the following?

- a) What action is taken if the corporate credit card is misused?
- b) How is corporate credit card use monitored?
- c) What happens if misuse of a corporate credit card is discovered?
- d) Have any instances of corporate credit card misuse have been discovered? List staff classification and what the misuse was, and the action taken.
- e) What action is taken to prevent corporate credit card misuse?

**Answer**

- a) In accordance with the Australian War Memorial's (AWM) Fraud Control Plan, the Fraud Control Officer (Assistant Director, Corporate Services) is responsible for the investigation of all alleged instances of fraud. They 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.
- b) The AWM 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; and
  - A full review of AWM credit card controls and use is conducted by internal audit every 2 – 3 years.
- c) 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 AWM's Fraud Control Plan and Director's Instruction (Financial) 8 Fraud Control.
- d) No instances of corporate credit card misuse have been identified. The last formal internal audit review of card control and use was conducted in September 2011. No issues were identified.

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- e) The AWM has several controls in place to ensure that the misuse of corporate credit cards is minimal. They include:
- A low number of corporate credit cards are issued (four);
  - 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 AWM's ongoing commitment to fraud prevention awareness through training programmes for all staff; and
  - Credit cards cannot be used for any non-official expenses.

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**Question 225**

**Outcome 1: Program Australian War Memorial**

**Topic: Electricity purchasing**

(Written Question on Notice)

**Senator LUDWIG asked:**

- a) What are the details of the department/agency electricity purchasing agreement?
- b) What are the department/agency electricity costs from 7 September 2013 to date?

**Answer**

- a) ERM Power Retail Pty Ltd supplies electricity to the Australian War Memorial (AWM) under the Whole of Government (ACT) contract brokered by the Department of Defence. The contract runs from 1 July 2011 to 30 June 2015, with an option for a one year extension.
- b) The AWM's electricity is \$439,931.49 for the period 1 July 2013 to 31 October 2013. This includes The Terrace Café costs of \$14,363.12 which the Tenant reimburses to the AWM.

N.B the figures listed above, for all questions, are from 1 July 2013 – 31 October 2013 as it would have been too resource intensive to provide them from the requested start date of 7 September 2013.

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**Question 226**

**Outcome 1: Program Australian War Memorial**

**Topic: Ministerial Briefing**

(Written Question on Notice)

**Senator LUDWIG asked:**

- a) Does the department provide a regular briefing to the Minister on the activities of the department and/or any upcoming issues and/or any upcoming matters to come before the Minister?
- b) In what form does that occur?
- c) On what basis is that provided?
- d) What title is this briefing given?

**Answer**

- a) Yes, the Australian War Memorial (AWM) provides regular briefings to the Minister.
- b)
  - i. A written brief covering: VIP visits; Ceremonies and Events; School Wreathlaying Ceremonies; Special Exhibitions; Travelling Exhibitions; and, Key Events and Ceremonies planned/proposed for the upcoming six months, and
  - ii. A Face to Face meeting summarising key resolutions and updates arising from the most recent meetings of the Council of the AWM and its Committees.
- c)
  - i. Monthly.
  - ii. Quarterly - following the March, May, August and November meetings of the Council of the AWM and Committees.
- d)
  - i. Event Brief - AWM What's On – Month Year upcoming events.
  - ii. Post-Council Briefing for the Minister.



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**Question 227**

**Outcome 1: Program Australian War Memorial**

**Topic: Departmental Senate Estimates Briefing**

(Written Question on Notice)

**Senator LUDWIG asked:**

- (i) How many officers were responsible for preparing the Minister's briefing pack for the purposes of senate estimates?
- (ii) How many officer hours were spent on preparing that information?
  - a) Please break down the hours by officer APS classification
- (iii) Were drafts shown to the Minister or their office before senate estimates?
  - a) If so, when did this occur?
  - b) How many versions of this information were shown to the Minister or their office?
- (iv) Did the Minister or their office make any contributions, edits or suggestions for departmental changes to this information?
  - a) If so, when did this occur?
  - b) What officer hours were spent on making these edits? Please break down the hours by officer APS classification?
  - c) When were the changes made?

**Answer**

- (i) There were 17 officers responsible for preparing the Minister's briefing pack for the purpose of Senate Estimates.
- (ii) A total of 91 hours and 15 mins were spent on preparing the briefing pack for Senate Estimates in November 2013. The breakdown by classification is below:

<b>Classification</b>	<b>Hours spent</b>
Statutory Officer	8 hours
SES B1	19 hours
EL2	37 hours 15 mins
EL1	14 hours
APS6	2 hours
APS4	11 hours

- (iii) No drafts were not provided to the Minister. A final copy was provided to the Minister on 18 November 2013.
- (iv) No
  - a) N/A
  - b) N/A
  - c) N/A.

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**Question 228**

**Outcome 1: Program Australian War Memorial**

**Topic: Freedom of Information**

(Written Question on Notice)

**Senator LUDWIG asked:**

Can the department please outline the process it under goes to assess Freedom of Information requests?

**Answer**

All Freedom of Information (FOI) requests are managed in accordance with the *Freedom of Information Act 1982* and the Australian War Memorial's (AWM) draft FOI Director's Instruction and draft FOI Policy.

All FOI requests received by the AWM are referred directly to the Executive Officer, Corporate Services, who is the AWM's FOI Officer and has responsibility for managing the handling of FOI requests to the AWM.

If the request is a valid FOI request and is not considered to be better managed by another department it is acknowledged within the legislated timeframe. The scope of the request is determined and a search for all hard copy and electronic documents is undertaken. Charges may be calculated and applied in accordance with the legislation. Consultation is undertaken as required and documents considered for release or exemption in accordance with the legislation. The applicant is then notified of the decision and their review rights and access to the documents is provided.

The information is then published in the Disclosure Log on the AWM's website.

If the matter is large, complex or considered to be sensitive, the Australian Government Solicitors may be asked to handle the matter on behalf of the AWM.

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**Question 229**

**Outcome 1: Program Australian War Memorial**

**Topic: Freedom of Information**

(Written Question on Notice)

**Senator LUDWIG asked:**

Does the department consult or inform the Minister when it receives Freedom of Information requests?

- a. If so, when?
- b. If so, how does this occur?

**Answer**

As a general rule the Australian War Memorial (AWM) does not consult or inform the Minister when it receives an Freedom of Information request.

- a) If third party consultation with the Minister or Minister's office is required then consultation is undertaken. If the matter is sensitive or controversial the Minister's office is informed.
- b) The AWM consults and informs the Minister or Minister's office by sending a Ministerial Submission to the Departmental Liaison Officer.

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**Question 230**

**Outcome 1: Program Australian War Memorial**

**Topic: Freedom of Information**

(Written Question on Notice)

**Senator LUDWIG asked:**

Does the department consult or inform other departments or agencies when it receives Freedom of Information requests?

- a. If so, which departments or agencies?
- b. If so, when?
- c. If so, how does this occur?

**Answer**

As a general rule the Australian War Memorial (AWM) does not consult or inform any other departments or agencies when it receives an Freedom of Information (FOI) request. However, if third party consultation with another department or agency is required then it is undertaken. If the matter is considered to be sensitive, complex or controversial then advice from Australian Government Solicitors (AGS) may be sought.

- a) Consultation with other departments or agencies would depend on what documents were requested and as such would be determined on a case by case basis. If the matter is considered to be sensitive or complex or controversial then advice or assistance from AGS may be sought.
- b) Consultation with other departments or agencies would only occur if third party consultation was required. If the matter is considered to be sensitive or complex or controversial then advice or assistance from AGS may be sought.
- c) Consultation with other departments or agencies would occur through the department's or agency's FOI contact officer. Consultation with AGS occurs through Senior Executive Lawyer in the FOI and Privacy area.

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**Question 231**

**Outcome 1: Program Australian War Memorial**

**Topic: Freedom of Information**

(Written Question on Notice)

**Senator LUDWIG asked:**

Does the department consult or inform the Minister when or before it makes a decision on a Freedom of Information request?

- a. If so, when?
- b. If so, how does this occur?

**Answer**

It is not part of the standard process however; the Australian War Memorial (AWM) informed the Minister on one occasion when the matter was sensitive.

- a) The AWM informed the Minister of a sensitive Freedom of Information request on 23 September 2013.
- b) The AWM provided a Ministerial briefing to the Minister.

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**Question 232**

**Outcome 1: Program Australian War Memorial**

**Topic: Freedom of Information**

(Written Question on Notice)

**Senator LUDWIG asked:**

Does the department consult or inform other departments or agencies when or before it makes a decision on a Freedom of Information request?

- a. If so, which departments or agencies?
- b. If so, when?
- c. If so, how does this occur?

**Answer**

The Australian War Memorial (AWM) does not, as standard practice, consult with or inform other departments or agencies when or before a decision is made on a Freedom of Information (FOI) request. However, if it were appropriate the AWM would consult with or inform other departments or agencies when or before a decision is made on an FOI request. The AWM has not had cause to do so to date.

- a. N/A
- b. N/A
- c. N/A

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**Question 233**

**Outcome 1: Program Australian War Memorial**

**Topic: Freedom of Information**

(Written Question on Notice)

**Senator LUDWIG asked:**

What resources does the department commit to its Freedom of Information team?

**Answer**

Approximately 10 per cent of an EL1, 1 per cent an SES Band 1 and a very small proportion of file retrieval staff are dedicated to the Freedom of Information function. These resources are supplemented by support from the Australian Government Solicitors as required.

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**Question 234**

**Outcome 1: Program Australian War Memorial**

**Topic: Freedom of Information**

(Written Question on Notice)

**Senator LUDWIG asked:**

List the staffing resources by APS level assigned solely to Freedom of Information requests

**Answer**

Nil.



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**Question 235**

**Outcome 1: Program Australian War Memorial**

**Topic: Freedom of Information**

(Written Question on Notice)

**Senator LUDWIG asked:**

List the staffing resources by APS level assigned indirectly to Freedom of Information requests.

**Answer**

Nil.

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**Question 236**

**Outcome 1: Program Australian War Memorial**

**Topic: Freedom of Information**

(Written Question on Notice)

**Senator LUDWIG asked:**

Does the department ever second additional resources to processing Freedom of Information requests?

- a. If so, please detail those resources by APS level.

**Answer**

No.

- a) Not applicable.

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**Question 237**

**Outcome 1: Program Australian War Memorial**

**Topic: Freedom of Information**

(Written Question on Notice)

**Senator LUDWIG asked:**

How many officers are currently designated decision makers under the *Freedom of Information Act 1982* within the department?

- a. How does this differ to the number of officers designated as at 6 September 2013?

**Answer**

There are six officers that are currently designated decision makers under the *Freedom of Information Act 1982* within the Australian War Memorial.

- a. There is no difference in the number of officers designated as at 6 September 2013.

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**Question 238**

**Outcome 1: Program Australian War Memorial**

**Topic: Freedom of Information**

(Written Question on Notice)

**Senator LUDWIG asked:**

How many officers are currently designated decision makers under the *Freedom of Information Act 1982* within the Minister's office?

- a. How does this differ to the number of officers designated as at 6 September 2013?

**Answer**

The Australian War Memorial does not provide staff to the Minister's office.

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**Question 239**

**Outcome 1: Program Australian War Memorial**

**Topic: Freedom of Information**

(Written Question on Notice)

**Senator LUDWIG asked:**

Of the officers that are designated decision makers under the *Freedom of Information Act 1982* within the Ministers office, how many are seconded officers from the department?

**Answer**

Not applicable. The Australian War Memorial does not provide staff to the Minister's office.

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**Question 240**

**Outcome 1: Program Australian War Memorial**

**Topic: Freedom of Information**

(Written Question on Notice)

**Senator LUDWIG asked:**

What training does the department provide to designated decision makers under the Freedom of Information Act who work within the department?

- a) Of the officers designated as decision makers within the department, how many have received formal training?
- b) Of the officers designated as decision makers within the department, how many have received informal training?
- c) How long after each officers appointment as a designated decision maker did they receive formal training?
- d) What did the training involve?
- e) How long was the training?
- f) By whom was the training conducted?

**Answer**

The Australian War Memorial supported one designated decision-maker to attend several Freedom of Information (FOI) courses run by the Australian Government Solicitor. The officer is then responsible for providing on-the-job training for the other decision makers as required.

- a) One EL1 officer.
- b) Two SES Band 1 officers.
- c) The EL1 officer attended training approximately four months after commencing in the position.
- d) The training included a general description of the FOI Act, FOI in the context of other administrative law, processing FOI requests, fees and charges, and exemptions provisions.
- e) One day.
- f) Australian Government Solicitor.

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**Question 241**

**Outcome 1: Program Australian War Memorial**

**Topic: Freedom of Information**

(Written Question on Notice)

**Senator LUDWIG asked:**

What training does the department provide to designated decision makers under the Freedom of Information Act who work within the Minister's office, excluding those officers on secondment from the department?

- a) Of the officers designated as decision makers, how many have received formal training?
- b) Of the officers designated as decision makers, how many have received informal training?
- c) How long after each officers appointment as a designated decision maker did they receive formal training?
- d) What did the training involve?
- e) How long was the training?
- f) By whom was the training conducted?

**Answer**

Not applicable. The Australian War Memorial does not provide or arrange training for staff within the Minister's office.

- a) Not applicable.
- b) Not applicable.
- c) Not applicable.
- d) Not applicable.
- e) Not applicable.
- f) Not applicable.

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**Question 242**

**Outcome 1: Program Australian War Memorial**

**Topic: Functions**

(Written Question on Notice)

**Senator LUDWIG asked:**

Provide a list of all formal functions or forms of hospitality conducted for the Minister. Include:

- a) The guest list of each function
- b) The party or individual who initiated the request for the function
- c) The menu, program or list of proceedings of the function
- d) A list of drinks consumed at the function

**Answer**

The Australian War Memorial was not responsible for any formal functions conducted for either the former or current Minister for Veterans' Affairs.

- a) Not applicable.
- b) Not applicable.
- c) Not applicable.
- d) Not applicable.



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**Question 243**

**Outcome 1: Program Australian War Memorial**

**Topic: Functions**

(Written Question on Notice)

**Senator LUDWIG asked:**

Provide a list of the current wine, beer or other alcoholic beverages in stock or on order in the Minister's office.

**Answer**

The Australian War Memorial does not provide or manage alcoholic beverages for either the former or current Minister for Veterans' Affairs.

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**Question 244**

**Outcome 1: Program Australian War Memorial**

**Topic: Red Tape Reduction**

(Written Question on Notice)

**Senator LUDWIG asked:**

- i. Please detail what structures, officials, offices, units, taskforce or other processes has the department dedicated to meeting the government's red tape reduction targets?
  - a. What is the progress of that red tape reduction target
- ii. How many officers have been placed in those units and at what level?
- iii. How have they been recruited?
- iv. What process was used for their appointment?
- v. What is the total cost of this unit?
- vi. Do members of the unit have access to cabinet documents?
- vii. Please list the security classification and date the classification was issued for each officer, broken down by APS or SES level, in the red tape reduction unit or similar body.

**Answer**

See answer to question 168 responded to by the Department of Veterans' Affairs.