

# Appendix K – List of Figures and Tables in DVA Report

## Overview

### Figures

Figure 1.	DVA organisational structure prior to June 2009 .....	12
Figure 2.	DVA organisational structure at 30 June 2009 .....	13
Figure 3.	DVA and WVCS offices across Australia .....	14
Figure 4.	Projected VEA beneficiaries to 2020 .....	16
Figure 5.	Projected VEA beneficiaries by major pension category to 2020.....	17

### Tables

Table 1.	DVA clients by type at 30 June 2009 .....	15
Table 2.	VEA beneficiaries by age group and state at 30 June 2009 .....	16
Table 3.	MRCA and SRCA beneficiaries who received benefits in the two years to June 2009... 17	

## Management and accountability

### Figures

Figure 6.	DVA governance structure during 2008–09.....	69
Figure 7.	Ministerial correspondence registered 2005–09 .....	86
Figure 8.	Ministerial responses completed on time 2005–09.....	86
Figure 9.	Number of Ministerial, Parliamentary and Cabinet documents 2005–09 .....	87

### Tables

Table 4.	Fraud control detection and prosecution activities 2008–09 .....	62
Table 5.	Freedom of Information (FOI) requests and average cost 2006–09 .....	65
Table 6.	Number of FOI requests by state 2008–09.....	65
Table 7.	Number of ongoing and non-ongoing employees at 30 June 2009 .....	76
Table 8.	Expenditure on consultancies 2007–09 .....	77
Table 9.	ICT expenditure (exclusive of GST) 2007–09 .....	78
Table 10.	External legal services expenditure (GST included) and number of male and female counsel .....	83
Table 11.	Type and number of Ministerial, Parliamentary and Cabinet documents 2008–09.....	87
Table 12.	Key financial results for DVA (excluding DSHIS) 2007–09.....	89
Table 13.	Trends in audit findings 2005–09.....	89

## Performance reporting

### Figures

Figure 10.	Number of days to process new claims 2005–09 .....	96
Figure 11.	Number of days to process a pensioner initiated review (PIR) 2005–09 .....	96
Figure 12.	Number of new income support claims 2005–09 .....	97
Figure 13.	Number of pensioner initiated reviews (PIRs) 2005–09 .....	98
Figure 14.	Number of housing loans maintained 2002–09 .....	107
Figure 15.	Number and cost of pharmaceutical items dispensed 2005–09 .....	130
Figure 16.	Clients receiving counselling by counselling stream 2005–09 .....	141

### Tables

Table 14.	Supplementary allowances for income support pensioners and Seniors Health Card holders .....	94
Table 15.	Income support beneficiaries by type 2005–09 .....	95
Table 16.	Critical error rates for income support 2005–09 .....	97
Table 17.	Fifteen most frequently disabilities using SoPs (VEA) .....	101
Table 18.	Volume of VEA activity 2007–09 .....	102
Table 19.	Number of funeral benefits paid to eligible people 2007–09 .....	102
Table 20.	Comparison of 3- and 6-month settlement rates against targets 2007–08 and 2008–09 .....	108
Table 21.	Number of claims on hand by age 2007–09 (SRCA) .....	111
Table 22.	Volume of SRCA activity 2007–09 .....	111
Table 23.	Results of reconsiderations and appeals under SRCA 2007–09 .....	114
Table 24.	Number of claims on hand by age 2007–09 (MRCA) .....	116
Table 25.	Top 15 most frequently accepted disabilities (MRCA) using SoPs .....	116
Table 26.	Volume of MRCA activity 2007–09 .....	117
Table 27.	Results of reconsiderations and appeals under MRCA 2007–09 .....	120
Table 28.	Registration numbers by study group for VVFS at 30 June 2009 .....	122
Table 29.	Number of contracted private hospitals and day procedure centres at 30 June 2009 .....	128
Table 30.	Number of private and public hospital separations 2005–09 .....	129
Table 31.	Number of medical services provided 2005–09 .....	131
Table 32.	Number of allied health services provided 2005–09 .....	131
Table 33.	Items processed by Medicare compared with number and age of treatment population and average number of services per veteran 2007–09 .....	132
Table 34.	Top ten RAP items and expenditure 2008–09 .....	136
Table 35.	Results of rehabilitation under SRCA 2007–09 .....	149
Table 36.	Number of eligible veterans, responses from families and completed memorials 2007–09 .....	163

Table 37.	Overseas privately-constructed memorials restoration projects 2008–09 .....	164
Table 38.	Number of visits to nominal roll websites 2008–09 .....	164
Table 39.	Average cost per type of commemoration 2007–09.....	165
Table 40.	Contacts relating to quality of OAWG services 2007–09.....	165
Table 41.	Number of complaints and level of satisfaction with the process 2007–09.....	173
Table 42.	Number of phone calls and ACD calls answered or abandoned 2007–09.....	174

## Appendixes

### Tables

Table A1.	Estimated number of surviving veterans by conflict 2007–09 .....	305
Table A2.	Summary of benefit recipient numbers by type of benefit 2007–09.....	306
Table A3.	Fortnightly pension and allowance rates 2007–09.....	307
Table A4.	Number of income support beneficiaries by age group and state as at 30 June 2009 .....	308
Table A5.	Service pensions payable by conflict and state as at 30 June 2009.....	309
Table A6.	Service pension participation rates by age group as at 30 June 2009 .....	309
Table A7.	Partner and war widow/widower service pensions payable by conflict and state as at 30 June 2009.....	310
Table A8.	Number of compensation pensioners by age group and state as at 30 June 2009 ....	310
Table A9.	Disability pensions payable to incapacitated veterans by conflict and state as at 30 June 2009 .....	311
Table A10.	Disability pensions payable to incapacitated veterans by conflict or service by rate of pension as at 30 June 2009 .....	311
Table A11.	Disability pensions payable to incapacitated veterans by rate of pension 2007–09 .....	312
Table A12.	Disability pension participation rates by age group as at 30 June 2009.....	312
Table A13.	Pensions payable to war widows/widowers and orphans of deceased veterans as at 30 June 2009 .....	313
Table A14.	Treatment population by age group and state as at 30 June 2009.....	313
Table A15.	Number of Gold and White Card holders 2007–09 .....	314
Table A16.	Number of Orange Card holders by age group as at 30 June 2009.....	314
Table A17.	Treatment population projections to 2014 .....	314
Table A18.	Projected VEA pension beneficiaries to 2019.....	315
Table A19.	Projected VEA beneficiaries to 2019.....	316
Table B1.	Number of employees by actual classification and location.....	318
Table B2.	Full time and part-time employees by sex and location.....	319
Table B3.	Non-ongoing employees by sex and location .....	319
Table B4.	Administrative and Executive levels .....	319
Table B5.	Public Affairs Officers.....	320

Table B6.	Medical Officers.....	320
Table B7.	Legal Officers.....	321
Table B8.	Advocates .....	321
Table B9.	VWCS – Veterans and Veterans Families Counselling Service (administrative) .....	321
Table B10.	VWCS – Veterans and Veterans Families Counselling Service (professional) .....	322
Table B11.	Office of Australian War Graves (field staff) .....	323
Table B12.	Performance payments to employees on Australian Workplace Agreements or section 24(1) determinations .....	323
Table C1.	Agency resource statement 2008–09 .....	324
Table C2.	Resources summary – Outcome 1 .....	326
Table C3.	Resources summary – Outcome 2 .....	330
Table C4.	Resources summary – Outcome 3 .....	333
Table C5.	Resources summary – Outcome 4 .....	335
Table C6.	Resources summary– Outcome 5 .....	336