

Appendixes

Lieutenant Mark Innes greets his wife Alicia at Darwin Airport after returning home from operations in the Middle East in 2011. Image courtesy of the Department of Defence (20110529ran8484535_029).

Appendix A VEA Facts and Figures

This appendix contains facts and figures about the veteran community to supplement information in the overview and the performance reporting sections. To estimate survivors for each conflict, DVA has used data sources such as nominal rolls, veteran survey data or Department of Defence data. The data, set up in single year age format, is amortised from an arbitrary base year using Australian Bureau of Statistics mortality rates.

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Table A1. Estimated number of surviving veterans by conflict 2009–12

| | June 2009 | June 2010 | June 2011 | June 2012 |
|--|----------------|----------------|----------------|----------------|
| Australian forces | | | | |
| World War II ⁽¹⁾ | 107,600 | 93,800 | 81,100 | 69,200 |
| Korean War, Malayan Emergency and FESR ⁽²⁾ | 16,000 | 15,400 | 14,800 | 14,200 |
| Vietnam War ⁽³⁾ | 48,800 | 48,200 | 47,500 | 46,800 |
| Other pre-1972 conflicts ⁽⁴⁾ | 7700 | 7400 | 7000 | 6700 |
| Cambodia, Gulf War, Namibia and Somalia ⁽⁵⁾ | 5,300 | 5,300 | 5,300 | 5,300 |
| Rwanda | 600 | 600 | 600 | 600 |
| Post-1999 conflicts ⁽⁶⁾ | 41,800 | 44,000 | 45,000 | 57,000 |
| Peacetime Defence Force ⁽⁷⁾ | 157,500 | 156,500 | 155,400 | 154,300 |
| British Commonwealth and Allied ⁽⁸⁾ | 37,500 | 34,900 | 32,400 | 29,900 |
| Total⁽⁹⁾ | 422,600 | 405,800 | 388,900 | 372,800 |

1. Figures for World War II are based on nominal roll data.

2. Korean War, Malayan Emergency and Far East Strategic Reserve (FESR) survivors were estimated for June 2010 by extracting all those on the DVA database by age and then scaling up as deemed appropriate: 10% for under 70, 2% for 70–74 and 1% for 75 and over. Estimates for 2011 and 2009 were then derived by amortisation and reverse amortisation respectively. They differ from previously published figures obtained from the 1984 Australian Bureau of Statistics Labour Force Survey, which was deemed too old. Where the veteran has more than one service, they are recorded by most recent conflict.

3. Figures for Vietnam are based on nominal roll data and include veterans with prior service in earlier conflicts.

4. Other pre-1972 conflicts include Japan Occupation Forces, British Commonwealth Occupation Forces, FESR Navy and a number of other minor conflicts. They are estimated from a 1984 Australian Labour Force Survey.

5. Previously labelled post-1972 conflicts.

6. The best estimate of the number of individuals deployed to post-1999 conflicts is around 57,000 at June 2012. This data is influenced by the fact that many members have conducted multiple deployments to the same conflict and some have deployed to more than one conflict over a long period. In addition, service of this type which occurred between 1999 and 30 June 2004 will be covered for compensation and rehabilitation purposes under both the SRCA and/or the VEA, whereas all periods of warlike/non-warlike service after 1 July 2004 are covered under the MRCA.

7. Peacetime Defence Force figures are based on ADF data and record those with three or more years of service post-1972 who are potentially eligible under the VEA. It includes 'conflicts' related to peacekeeping operations. It may include unknown numbers of veterans with service in conflicts prior to 1972.

8. Figures are sourced from a 1984 Australian Bureau of Statistics Labour Force Survey. It includes British Commonwealth and Allied veterans with qualifying service. They were engaged primarily in World War II, Korea/Malaya and Vietnam.

9. Total includes those potentially eligible for a service pension and/or disability pension. All figures are rounded. Components will not add exactly to total due to rounding and overlaps. Figures have been revised since last annual report due to revision of mortality rates particularly for ages 90 and over. Hence, figures previously published for 2009, 2010 and 2011 will differ.

Table A2. Summary of benefit recipient numbers by type of benefit 2009–12

| | As at 30 June 2009 | As at 30 June 2010 | As at 30 June 2011 | As at 30 June 2012 |
|-------------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|
| Service pension includes | 191,025 | 179,242 | 167,368 | 156,056 |
| – veterans | 102,053 | 95,363 | 88,362 | 82,229 |
| – partners | 88,972 | 83,879 | 78,716 | 73,827 |
| Income support supplement | 80,521 | 77,584 | 73,970 | 69,989 |
| SSA age pension | 5,572 | 5,167 | 4,779 | 4,412 |
| Commonwealth Seniors Health Card | 8,390 | 7,269 | 7,014 | 6,428 |
| Disability pension | 128,146 | 122,355 | 116,498 | 110,644 |
| War widow(er)'s pension | 104,760 | 101,090 | 96,761 | 91,925 |
| POW Recognition ⁽¹⁾ | N/A | N/A | N/A | 816 |
| Orphan's pension | 201 | 190 | 187 | 179 |
| Attendant allowance | 861 | 777 | 710 | 614 |
| Rent assistance | 22,923 | 21,520 | 20,091 | 18,801 |
| Remote area allowance | 1,044 | 985 | 951 | 902 |
| Decoration allowance | 596 | 538 | 585 | 536 |
| Recreation transport allowance | 2,575 | 2,277 | 2,008 | 1,745 |
| Vehicle assistance scheme | 80 | 61 | 64 | 58 |
| – Allowance for running cars | | | | |
| – Driving devices | | | | |
| – Vehicle purchase assistance | | | | |
| Funeral benefit | 8,570 | 7,857 | 7,623 | 7,230 |
| Veterans' Children Education Scheme | 3,615 | 3,336 | 3,084 | 2,746 |
| Clothing allowance | 861 | 771 | 709 | 630 |
| Homes insured | 79,514 | 76,320 | 73,940 | 71,071 |
| Housing loan subsidies | 25,748 | 22,913 | 20,329 | 17,700 |

1. POW recognition Supplement is a payment that provides special recognition of former surviving Australian prisoners of war (POWs), both veteran and civilian. The payment commenced September 2011.

Table A3. Fortnightly pension and allowance rates 2009–12⁽¹⁾

| | 2009 \$ | 2010 \$ | 2011 \$ | 2012 \$ |
|---|------------|------------|------------|------------|
| Service pension | | | | |
| Not a member of a couple | 569.80 | 701.10 | 729.30 | 755.50 |
| Partnered | 475.90 | 528.50 | 549.70 | 569.50 |
| Income support supplement | 170.20 | 211.90 | 220.80 | 228.90 |
| Disability pension | | | | |
| Special rate | 1,011.90 | 1,069.30 | 1,113.70 | 1,154.20 |
| Intermediate rate | 686.60 | 725.50 | 755.80 | 783.40 |
| Extreme disablement adjustment | 558.50 | 590.20 | 614.80 | 637.40 |
| General rate (100%) | 359.50 | 379.90 | 395.70 | 410.10 |
| War and defence widow/widower's pension (including domestic allowance) | 607.00 | 709.60 | 738.70 | 765.60 |
| POW Recognition Payment | N/A | N/A | N/A | 500.00 |
| Orphan's pension | | | | |
| Double orphan | 168.80 | 171.30 | 176.60 | 183.00 |
| Low rate – single orphan | 84.40 | 85.70 | 88.40 | 91.60 |
| Rent assistance | | | | |
| Not a member of a couple (no children) | 111.20 | 113.40 | 116.40 | 120.20 |
| Partnered – combined (no children) | 104.80 | 107.00 | 109.80 | 113.20 |
| Attendant allowance | | | | |
| High rate | 276.40 | 280.50 | 289.20 | 299.60 |
| Low rate | 138.00 | 140.10 | 144.40 | 149.60 |
| Clothing allowance | | | | |
| High rate | 11.50 | 11.70 | 12.10 | 12.50 |
| Mid rate | 7.90 | 8.00 | 8.20 | 8.50 |
| Low rate | 5.30 | 5.40 | 5.60 | 5.80 |
| Section 27 (increased rates of pension) | | | | |
| Items 1–6 | 557.70 | 569.40 | 584.30 | 602.50 |
| Item 7 | 184.30 | 187.10 | 192.90 | 199.80 |
| Item 8 | 124.40 | 126.30 | 130.20 | 134.90 |

| | 2009 \$ | 2010 \$ | 2011 \$ | 2012 \$ |
|---|------------|------------|------------|------------|
| Items 9 and 10 | 106.60 | 108.20 | 111.60 | 115.60 |
| Items 11 and 13 | 53.40 | 54.20 | 55.90 | 57.90 |
| Items 12 and 14 | 27.80 | 28.20 | 29.10 | 30.10 |
| Item 15 | 41.30 | 41.90 | 43.20 | 44.80 |
| POW recognition supplement ⁽²⁾ | N/A | N/A | N/A | 500.00 |
| Recreation transport allowance | | | | |
| High rate | 73.80 | 74.90 | 77.20 | 80.00 |
| Low rate | 36.70 | 37.30 | 38.50 | 39.90 |
| Remote area allowance | | | | |
| Not a member of a couple | 18.20 | 18.20 | 18.20 | 18.20 |
| Partnered rate | 15.60 | 15.60 | 15.60 | 15.60 |
| Spouse and widow/widower | 18.20 | 18.20 | 18.20 | 18.20 |
| Dependent child | 7.30 | 7.30 | 7.30 | 7.30 |

1. Fortnightly rates unless otherwise indicated.

2. POW recognition Supplement commenced September 2011.

Table A4. Number of income support beneficiaries by age group and state as at 30 June 2012⁽¹⁾

| | NSW | Vic | Qld | SA | WA | Tas | Other ⁽²⁾ | Total |
|--------------|---------------|---------------|---------------|---------------|---------------|--------------|----------------------|----------------|
| Under 55 | 735 | 362 | 884 | 225 | 270 | 94 | 30 | 2,600 |
| 55–59 | 1,703 | 827 | 1,308 | 468 | 479 | 194 | 12 | 4,991 |
| 60–64 | 7,230 | 4,733 | 6,826 | 2,584 | 2,606 | 900 | 122 | 25,001 |
| 65–69 | 8,197 | 5,008 | 8,407 | 2,636 | 3,017 | 963 | 113 | 28,341 |
| 70–74 | 4,838 | 2,540 | 4,902 | 1,203 | 1,886 | 540 | 101 | 16,010 |
| 75–79 | 6,022 | 3,294 | 4,559 | 1,435 | 1,981 | 644 | 95 | 18,030 |
| 80–84 | 12,634 | 8,089 | 7,605 | 3,205 | 3,460 | 1,318 | 126 | 36,437 |
| 85–89 | 23,233 | 16,120 | 12,959 | 6,876 | 6,003 | 2,287 | 258 | 67,736 |
| 90 or over | 12,795 | 9,173 | 7,592 | 3,673 | 3,217 | 1,155 | 134 | 37,739 |
| Total | 77,387 | 50,146 | 55,042 | 22,305 | 22,919 | 8,095 | 991 | 236,885 |

1. Includes persons receiving service pension, income support supplement, age pension and Commonwealth Seniors Health Card.

2. Other includes overseas residents and unknown addresses.

Table A5. Service pensions⁽¹⁾ payable by conflict and state as at 30 June 2012

| | NSW | Vic | Qld | SA | WA | Tas | Other⁽²⁾ | Total |
|--|---------------|---------------|---------------|--------------|--------------|--------------|----------------------------|---------------|
| World War II | 9,564 | 6,779 | 5,721 | 2,605 | 2,383 | 1,181 | 25 | 28,258 |
| Korean War and Malaya | 1,808 | 822 | 1,378 | 331 | 475 | 173 | 17 | 5,004 |
| FESR | 926 | 396 | 763 | 251 | 355 | 83 | 10 | 2,784 |
| Special overseas service (including Vietnam) | 8,393 | 5,009 | 10,028 | 2,977 | 3,482 | 1,201 | 171 | 31,261 |
| British Commonwealth Forces | 1,875 | 1,392 | 1,486 | 1,130 | 1,129 | 183 | 160 | 7,355 |
| Allied Forces | 2,748 | 1,764 | 501 | 407 | 405 | 34 | 89 | 5,948 |
| British, Commonwealth and Allied mariners | 142 | 75 | 89 | 53 | 59 | 15 | 8 | 441 |
| Australian mariners | 215 | 68 | 103 | 43 | 46 | 17 | 1 | 493 |
| Gulf War | 29 | 7 | 15 | 2 | 6 | 1 | 1 | 61 |
| East Timor | 64 | 40 | 119 | 14 | 11 | 10 | 1 | 259 |
| Other post-1972 | 52 | 30 | 87 | 8 | 20 | 15 | 4 | 216 |
| Unknown | 43 | 25 | 55 | 11 | 12 | 3 | 0 | 149 |
| Total | 25,859 | 16,407 | 20,345 | 7,832 | 8,383 | 2,916 | 487 | 82,229 |

1. Excludes partner service pension

2. *Other* includes overseas residents and unknown addresses.

Table A6. Service pension participation rates by age group as at 30 June 2012

| Age | Estimated veterans with qualifying service | Veterans receiving service pension | Participation rate |
|--------------|--|------------------------------------|--------------------|
| Under 55 | 33,600 | 457 | 1% |
| 55–59 | 4,400 | 599 | 14% |
| 60–64 | 17,700 | 12,078 | 68% |
| 65–69 | 26,300 | 16,426 | 62% |
| 70–74 | 12,200 | 6,480 | 53% |
| 75–79 | 11,800 | 5,163 | 44% |
| 80–84 | 10,600 | 4,988 | 47% |
| 85–89 | 34,100 | 21,738 | 64% |
| 90 or over | 20,200 | 14,300 | 71% |
| Total | 170,900 | 82,229 | 48% |

Table A7. Partner and widow/widower service pensions payable by conflict and state as at 30 June 2012

| | NSW | Vic | Qld | SA | WA | Tas | Other ⁽¹⁾ | Total |
|--|---------------|---------------|---------------|--------------|--------------|--------------|----------------------|---------------|
| World War I | 1 | 2 | 1 | 2 | 1 | 0 | 0 | 7 |
| World War II | 8,166 | 6,044 | 4,950 | 2,556 | 2,696 | 1,100 | 43 | 25,555 |
| Korean War and Malaya | 1,314 | 637 | 1,022 | 261 | 381 | 127 | 8 | 3,750 |
| FESR | 694 | 294 | 590 | 194 | 283 | 66 | 6 | 2,127 |
| Special overseas service (including Vietnam) | 6,293 | 3,826 | 7,577 | 2,269 | 2,627 | 925 | 59 | 23,576 |
| British Commonwealth Forces | 3,053 | 2,288 | 2,222 | 1,827 | 1,743 | 319 | 205 | 11,657 |
| Allied Forces | 2,501 | 1,589 | 538 | 416 | 438 | 51 | 118 | 5,651 |
| British, Commonwealth and Allied mariners | 198 | 137 | 135 | 84 | 83 | 16 | 5 | 658 |
| Australian mariners | 183 | 58 | 97 | 39 | 54 | 13 | 0 | 444 |
| Gulf War | 16 | 4 | 10 | 1 | 3 | 0 | 1 | 35 |
| East Timor | 34 | 17 | 75 | 9 | 6 | 6 | 0 | 147 |
| Other post-1972 | 31 | 16 | 51 | 4 | 13 | 6 | 0 | 121 |
| Unknown | 29 | 16 | 42 | 6 | 6 | 0 | 0 | 99 |
| Total | 22,513 | 14,928 | 17,310 | 7,668 | 8,334 | 2,629 | 445 | 73,827 |

1. *Other* includes overseas residents and unknown addresses.

Table A8. Number of compensation pensioners by age group and state as at 30 June 2012⁽¹⁾

| | NSW | Vic | Qld | SA | WA | Tas | Other ⁽²⁾ | Total |
|--------------|---------------|---------------|---------------|---------------|---------------|--------------|----------------------|----------------|
| Under 55 | 5,097 | 2,660 | 6,489 | 1,388 | 2,076 | 541 | 221 | 18,472 |
| 55–59 | 2,176 | 1,160 | 2,806 | 689 | 849 | 257 | 73 | 8,010 |
| 60–64 | 5,503 | 3,248 | 6,256 | 1,894 | 2,071 | 690 | 173 | 19,835 |
| 65–69 | 6,377 | 3,745 | 6,628 | 1,848 | 2,115 | 722 | 154 | 21,589 |
| 70–74 | 3,158 | 1,497 | 3,364 | 657 | 1,038 | 337 | 79 | 10,130 |
| 75–79 | 4,089 | 2,019 | 3,130 | 673 | 956 | 380 | 60 | 11,307 |
| 80–84 | 9,643 | 5,934 | 5,584 | 1,788 | 1,913 | 855 | 62 | 25,779 |
| 85–89 | 20,192 | 13,573 | 10,290 | 4,427 | 3,755 | 1,617 | 131 | 53,985 |
| 90 or over | 12,092 | 8,280 | 6,334 | 2,641 | 2,279 | 889 | 114 | 32,629 |
| Total | 68,327 | 42,116 | 50,881 | 16,005 | 17,052 | 6,288 | 1,067 | 201,736 |

1. Includes people receiving disability pension, war widow(er)s pension and orphan's pension.

2. *Other* includes overseas residents and unknown addresses.

Table A9. Disability pensions payable to incapacitated veterans by conflict and state as at 30 June 2012

| | NSW | Vic | Qld | SA | WA | Tas | Other ⁽¹⁾ | Total |
|--------------------------|---------------|---------------|---------------|--------------|---------------|--------------|----------------------|----------------|
| World War II | 13,088 | 8,663 | 6,664 | 2,552 | 2,503 | 1,038 | 115 | 34,623 |
| Korea, Malaya and FESR | 3,317 | 1,401 | 3,179 | 644 | 1,163 | 347 | 63 | 10,114 |
| Vietnam | 9,277 | 5,709 | 9,784 | 2,932 | 3,327 | 1,136 | 272 | 32,437 |
| Gulf War | 204 | 58 | 105 | 22 | 61 | 15 | 8 | 473 |
| East Timor | 562 | 298 | 1,034 | 132 | 232 | 72 | 26 | 2,356 |
| Afghanistan | 78 | 20 | 49 | 6 | 59 | 6 | 2 | 220 |
| War in Iraq (2003) | 35 | 17 | 31 | 8 | 7 | 1 | 1 | 100 |
| Other operational areas | 182 | 135 | 314 | 39 | 79 | 24 | 13 | 786 |
| Peacekeeping forces | 224 | 105 | 308 | 50 | 61 | 23 | 13 | 784 |
| Peacetime/serving member | 7,949 | 3,977 | 10,206 | 2,257 | 3,085 | 805 | 246 | 28,525 |
| Other (includes unknown) | 56 | 56 | 50 | 30 | 22 | 10 | 2 | 226 |
| Total | 34,972 | 20,439 | 31,724 | 8,672 | 10,599 | 3,477 | 761 | 110,644 |

1. *Other* includes overseas residents and unknown addresses.

Table A10. Disability pensions payable to incapacitated veterans by conflict or service by rate of pension as at 30 June 2012

| | Special Rate | Intermediate Rate | EDA | General Rate 100 per cent | General Rate 10-95 per cent | Total |
|---------------------------|---------------|-------------------|--------------|---------------------------|-----------------------------|----------------|
| World War II | 2,232 | 118 | 7,303 | 6,654 | 18,316 | 34,623 |
| Korea, Malaya and FESR | 2,219 | 60 | 1,343 | 1,628 | 4,864 | 10,114 |
| Vietnam | 20,440 | 309 | 439 | 2,809 | 8,440 | 32,437 |
| Gulf War | 82 | 3 | 0 | 61 | 327 | 473 |
| East Timor | 432 | 12 | 0 | 223 | 1,689 | 2,356 |
| Afghanistan | 22 | 2 | 0 | 23 | 173 | 220 |
| War in Iraq (2003) | 12 | 1 | 0 | 12 | 75 | 100 |
| Other operational areas | 256 | 8 | 0 | 94 | 428 | 786 |
| Peacekeeping forces | 191 | 7 | 7 | 99 | 480 | 784 |
| Peacetime/ serving member | 3,205 | 253 | 68 | 2,122 | 22,877 | 28,525 |
| Other (includes unknown) | 16 | 0 | 7 | 104 | 99 | 226 |
| Total | 29,107 | 773 | 9,167 | 13,829 | 57,768 | 110,644 |

Table A11. Disability pensions payable to incapacitated veterans by rate of pension 2010–12

| | No. of recipients at 30 June 2010 | Variation from previous year | No. of recipients at 30 June 2011 | Variation from previous year | No. of recipients at 30 June 2012 | Variation from previous year |
|--------------------------------|-----------------------------------|------------------------------|-----------------------------------|------------------------------|-----------------------------------|------------------------------|
| Special Rate | 29,478 | -0.20% | 29,315 | -0.55% | 29,107 | -0.71% |
| Intermediate Rate | 825 | -2.02% | 796 | -3.52% | 773 | -2.89% |
| Extreme Disablement Adjustment | 11,315 | -6.77% | 10,219 | -9.69% | 9,167 | -10.29% |
| General Rate – 100 per cent | 16,170 | -6.52% | 15,096 | -6.64% | 13,829 | -8.39% |
| General Rate – 10-95 per cent | 64,567 | -5.51% | 61,072 | -5.41% | 57,768 | -5.41% |
| Total | 122,355 | -4.52% | 116,498 | -4.79% | 110,644 | -5.02% |

Table A12. Disability pension participation rates by age group as at 30 June 2012

| Age | Estimated veterans eligible for disability pension | Veterans receiving disability pension | Participation rate |
|--------------|--|---------------------------------------|--------------------|
| Under 55 | 123,600 | 17,647 | 14% |
| 55–59 | 30,500 | 7,127 | 23% |
| 60–64 | 38,600 | 17,798 | 46% |
| 65–69 | 39,200 | 18,990 | 48% |
| 70–74 | 20,000 | 6,540 | 33% |
| 75–79 | 12,500 | 4,329 | 35% |
| 80–84 | 8,500 | 4,373 | 51% |
| 85–89 | 40,400 | 21,043 | 52% |
| 90 or over | 29,600 | 12,797 | 43% |
| Total | 342,900 | 110,644 | 32% |

Table A13. Pensions payable to war widows/widowers and orphans of deceased veterans as at 30 June 2012

| | NSW | Vic | Qld | SA | WA | Tas | Other ⁽¹⁾ | Total |
|--|---------------|---------------|---------------|--------------|--------------|--------------|----------------------|---------------|
| World War I | 60 | 56 | 46 | 15 | 16 | 10 | 3 | 206 |
| World War II | 29,586 | 20,339 | 16,119 | 6,653 | 5,502 | 2,543 | 216 | 80,958 |
| Korean War and Malaya | 1,279 | 481 | 764 | 179 | 282 | 108 | 26 | 3,119 |
| FESR | 198 | 85 | 131 | 30 | 61 | 18 | 3 | 526 |
| Special overseas service (including Vietnam) | 1,058 | 713 | 1,045 | 363 | 292 | 118 | 34 | 3,623 |
| Defence peacekeeping forces | 1,229 | 143 | 1,158 | 113 | 333 | 29 | 22 | 3,027 |
| Seaman's war pension | 309 | 93 | 127 | 53 | 44 | 13 | 2 | 641 |
| Gulf War | 0 | 1 | 0 | 3 | 0 | 0 | 0 | 4 |
| Total | 33,719 | 21,911 | 19,390 | 7,409 | 6,530 | 2,839 | 306 | 92,104 |

1. *Other* includes overseas residents and unknown addresses.

Table A14. Treatment population by age group and state as at June 2012⁽¹⁾

| | NSW | Vic | Qld | SA | WA | Tas | Other ⁽²⁾ | Total |
|--------------|---------------|---------------|---------------|---------------|---------------|--------------|----------------------|----------------|
| Under 55 | 6,711 | 3,647 | 8,447 | 1,855 | 2,672 | 710 | 176 | 24,218 |
| 55–59 | 2,434 | 1,290 | 3,039 | 777 | 928 | 273 | 57 | 8,798 |
| 60–64 | 5,974 | 3,513 | 6,699 | 2,059 | 2,280 | 730 | 151 | 21,406 |
| 65–69 | 6,866 | 4,039 | 7,189 | 2,049 | 2,361 | 765 | 129 | 23,398 |
| 70–74 | 3,743 | 1,814 | 3,922 | 847 | 1,338 | 392 | 68 | 12,124 |
| 75–79 | 4,760 | 2,376 | 3,677 | 901 | 1,337 | 448 | 48 | 13,547 |
| 80–84 | 10,348 | 6,362 | 6,094 | 2,033 | 2,238 | 912 | 38 | 28,025 |
| 85–89 | 23,230 | 15,783 | 12,030 | 5,511 | 4,854 | 1,963 | 97 | 63,468 |
| 90 or over | 14,058 | 9,799 | 7,527 | 3,344 | 2,933 | 1,075 | 80 | 38,816 |
| Total | 78,124 | 48,623 | 58,624 | 19,376 | 20,941 | 7,268 | 844 | 233,800 |

1. Includes persons with a Gold or White treatment entitlement card.

2. *Other* includes overseas residents and unknown addresses.

Table A15. Number of Gold and White card holders 2009–12

| | At 30 June 2009 | At 30 June 2010 | At 30 June 2011 | At 30 June 2012 |
|--------------|-----------------|-----------------|-----------------|-----------------|
| Gold Card | 218,858 | 207,945 | 196,619 | 185,031 |
| White Card | 50,390 | 49,621 | 48,986 | 48,769 |
| Total | 269,248 | 257,566 | 245,605 | 233,800 |

Table A16. Number of Orange Card holders by age group as at 30 June 2012

| | NSW | Vic | Qld | SA | WA | Tas | Other ⁽²⁾ | Total |
|--------------|--------------|--------------|--------------|--------------|--------------|------------|----------------------|--------------|
| 70–74 | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 3 |
| 75–79 | 0 | 0 | 0 | 2 | 1 | 0 | 0 | 3 |
| 80–84 | 93 | 85 | 41 | 30 | 52 | 16 | 2 | 319 |
| 85–89 | 1,547 | 1,051 | 900 | 651 | 636 | 125 | 32 | 4,942 |
| 90 or over | 765 | 631 | 519 | 378 | 345 | 75 | 16 | 2,729 |
| Total | 2,405 | 1,767 | 1,460 | 1,062 | 1,035 | 216 | 51 | 7,996 |

1. *Other* includes overseas residents and unknown addresses.

Table A17. Treatment population projections as at 30 June to 2022⁽¹⁾

| | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 | 2022 |
|----------------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| < 55 | 24,218 | 23,600 | 22,700 | 21,800 | 20,600 | 19,400 | 18,100 | 16,900 | 15,800 | 14,700 | 13,500 |
| 55–59 | 8,798 | 8,600 | 8,700 | 8,700 | 8,900 | 9,000 | 9,300 | 9,300 | 9,200 | 8,900 | 8,600 |
| 60–64 | 21,406 | 17,300 | 14,000 | 12,300 | 11,300 | 10,700 | 10,400 | 10,300 | 10,200 | 10,400 | 10,600 |
| 65–69 | 23,398 | 27,700 | 30,800 | 29,500 | 26,800 | 22,900 | 19,200 | 16,100 | 14,400 | 13,200 | 12,400 |
| 70–74 | 12,124 | 12,200 | 12,500 | 15,800 | 19,700 | 24,400 | 28,600 | 31,700 | 30,800 | 28,600 | 25,400 |
| 75–79 | 13,547 | 12,600 | 12,400 | 12,400 | 12,500 | 12,600 | 12,600 | 12,900 | 16,100 | 19,800 | 24,100 |
| 80–84 | 28,025 | 23,400 | 19,200 | 15,700 | 13,100 | 12,000 | 11,200 | 10,900 | 10,800 | 10,800 | 10,900 |
| 85–89 | 63,468 | 53,900 | 44,500 | 35,900 | 28,900 | 23,400 | 18,900 | 14,900 | 11,800 | 9,700 | 8,700 |
| 90 > | 38,816 | 42,800 | 45,700 | 47,300 | 46,700 | 44,100 | 40,800 | 37,200 | 33,400 | 29,400 | 25,200 |
| Total⁽²⁾ | 233,800 | 222,100 | 210,600 | 199,300 | 188,600 | 178,400 | 169,000 | 160,400 | 152,600 | 145,500 | 139,300 |

1. Numbers for 2012 are actual.

2. Projected client numbers may not add exactly to totals due to rounding.

Table A18. Projected VEA pension beneficiaries to 2022

| Beneficiary category | Forecast data at 30 June | | | | | | | | | | | |
|--|--------------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|--|
| | 2012 ⁽¹⁾ | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 | 2022 | |
| Veterans | | | | | | | | | | | | |
| Disability pensioners (DPs) | 110,644 | 105,100 | 100,000 | 95,300 | 91,100 | 87,400 | 84,100 | 81,300 | 78,800 | 76,500 | 74,500 | |
| Service pension veterans (SPVs) | 82,229 | 76,600 | 71,400 | 66,600 | 62,200 | 58,200 | 54,600 | 51,400 | 48,600 | 46,000 | 43,600 | |
| Overlap between DPs and SPVs | 54,638 | 51,300 | 48,200 | 45,300 | 42,700 | 40,300 | 38,100 | 36,200 | 34,400 | 32,700 | 31,200 | |
| Other benefits only recipients | 19,974 | 18,900 | 17,800 | 16,800 | 16,000 | 15,200 | 14,500 | 13,900 | 13,400 | 13,000 | 12,600 | |
| Total veterans | 158,209 | 149,300 | 141,000 | 133,400 | 126,600 | 120,500 | 115,200 | 110,500 | 106,400 | 102,700 | 99,500 | |
| Dependants | | | | | | | | | | | | |
| Service pension dependants | 73,827 | 70,100 | 66,400 | 62,700 | 59,200 | 55,900 | 52,600 | 49,500 | 46,600 | 43,900 | 41,300 | |
| War widows and widowers | 91,925 | 87,400 | 82,400 | 77,200 | 71,700 | 66,200 | 60,700 | 55,400 | 50,400 | 45,800 | 41,600 | |
| All other dependants (net of overlaps) | 9,628 | 9,200 | 8,700 | 8,200 | 7,700 | 7,200 | 6,700 | 6,200 | 5,800 | 5,400 | 5,000 | |
| Total dependants⁽²⁾ | 175,380 | 166,700 | 157,500 | 148,100 | 138,600 | 129,200 | 120,000 | 111,200 | 102,800 | 95,000 | 87,900 | |
| Beneficiaries net total⁽³⁾ | 330,621 | 313,200 | 295,800 | 279,000 | 262,800 | 247,500 | 233,100 | 219,700 | 207,300 | 196,000 | 185,700 | |

1. Numbers for 2011 are actual.

2. Projected client numbers may not add exactly to totals due to rounding.

3. Figures will not add up exactly to the total due to rounding and overlaps.

Table A19. Projected VEA beneficiaries to 2022

| Beneficiary category | Forecast data at 30 June | | | | | | | | | | |
|--|--------------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| | 2012 ⁽¹⁾ | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 | 2022 |
| Total income support beneficiaries | 250,472 | 236,431 | 222,663 | 209,310 | 196,499 | 184,335 | 172,879 | 162,174 | 152,251 | 143,135 | 134,837 |
| Total disability compensation beneficiaries | 202,154 | 192,179 | 182,109 | 172,184 | 162,541 | 153,304 | 144,585 | 136,464 | 128,982 | 122,154 | 115,990 |
| Health treatment card holders | | | | | | | | | | | |
| Gold Card holders | 185,031 | 174,000 | 163,200 | 152,800 | 142,900 | 133,600 | 125,000 | 117,000 | 109,700 | 103,100 | 97,300 |
| White Card holders | 48,769 | 48,100 | 47,400 | 46,500 | 45,600 | 44,800 | 44,100 | 43,400 | 42,900 | 42,400 | 42,000 |
| Total health treatment card holders⁽²⁾ | 233,800 | 222,100 | 210,600 | 199,300 | 188,600 | 178,400 | 178,400 | 160,400 | 152,600 | 145,500 | 139,300 |
| Other categories of interest: | | | | | | | | | | | |
| Income support supplement | 69,989 | 66,700 | 62,900 | 58,900 | 54,700 | 50,400 | 46,200 | 42,100 | 38,100 | 34,500 | 31,100 |
| Total age pensioners | 4,412 | 4,100 | 3,800 | 3,500 | 3,200 | 3,000 | 2,700 | 2,500 | 2,300 | 2,200 | 2,000 |
| Total Commonwealth seniors health cards | 6,428 | 6,000 | 5,700 | 5,300 | 4,900 | 4,500 | 4,100 | 3,800 | 3,500 | 3,200 | 3,000 |
| Repatriation pharmaceutical benefits cards | 7,996 | 6,800 | 5,600 | 4,600 | 3,700 | 3,000 | 2,300 | 1,800 | 1,400 | 1,000 | 800 |
| Total defence force income supplement allowance | 17,050 | 16,200 | 15,600 | 15,200 | 15,000 | 14,900 | 15,000 | 15,000 | 15,200 | 15,400 | 15,700 |

1. Numbers for 2012 are actual.

2. Projected client numbers may not add exactly to totals due to rounding.

Appendix B Staffing Overview

The following tables provide an overview of staffing at DVA as specified in the requirements for annual reports approved by the Joint Committee of Public Accounts and Audit in July 2011.

List of tables in Appendix B

Number of employees

Table B1. Total number of employees by actual classification and location at 30 June 2012

Table B2. Full-time and part-time employees by sex and location at 30 June 2012

Table B3. Non-ongoing employees by sex and location at 30 June 2012

Salary ranges by classification structure

Table B4. Administrative and Executive Level salaries at 30 June 2011 and 2012

Table B5. Public Affairs Officer salaries at 30 June 2011 and 2012

Table B6. Medical Officer salaries at 30 June 2011 and 2012

Table B7. Legal Officer salaries at 30 June 2011 and 2012

Table B8. Advocate salaries at 30 June 2011 and 2012

Table B9. VVCS – Veterans and Veterans Families Counselling Service (administrative) salaries at 30 June 2011 and 2012

Table B10. VVCS – Veterans and Veterans Families Counselling Service (professional) salaries at 30 June 2011 and 2012

Table B11. Office of Australian War Graves (field staff) salaries at 30 June 2011 and 2012

Table B1. Total number of employees by actual classification and location at 30 June 2012⁽¹⁾

| | NSW | Qld | SA | NT | Tas | Vic | WA | ACT | Total |
|--------------|------------|------------|------------|-----------|-----------|------------|------------|------------|--------------|
| APS1 | 2 | 6 | | | | 1 | | 5 | 14 |
| APS2 | 26 | 18 | 4 | 2 | 1 | 5 | 4 | 9 | 69 |
| APS3 | 62 | 80 | 41 | 2 | 25 | 55 | 27 | 16 | 308 |
| APS4 | 37 | 49 | 13 | 3 | 8 | 37 | 17 | 60 | 224 |
| APS5 | 103 | 119 | 42 | 4 | 17 | 73 | 35 | 59 | 452 |
| APS6 | 67 | 82 | 29 | 3 | 15 | 82 | 22 | 161 | 461 |
| EL1 | 27 | 43 | 18 | | 1 | 31 | 11 | 171 | 302 |
| EL2 | 12 | 18 | 3 | 2 | 2 | 7 | 2 | 76 | 122 |
| GAPS | | | | | | | | 15 | 15 |
| Legal 1 | | | | | | 2 | | 4 | 6 |
| Legal 2 | | | | | | 1 | | 3 | 4 |
| MO3 | | 2 | | | | | | | 2 |
| MO4 | | 1 | | | | | | | 1 |
| PAO1 | | | | | | | 4 | | 4 |
| PAO2 | | | | | | | 4 | | 4 |
| PAO3 | | | | | | | 7 | | 7 |
| SPAO | | | | | | | 1 | | 1 |
| SES1 | 1 | | 1 | | | 1 | 1 | 17 | 21 |
| SES2 | 1 | 1 | | | | 1 | | 5 | 8 |
| Advocate | 2 | 3 | 1 | | | 3 | 1 | | 10 |
| Statutory | 1 | | | | | | | 4 | 5 |
| Total | 341 | 422 | 152 | 16 | 69 | 299 | 120 | 621 | 2,040 |

1. Actual staff numbers at 30 June 2012 exclude contractors, consultants and part-time statutory office holders. Included are:

- employees of DVA, including employees working in Defence Service Homes Insurance, Office of Australian War Graves, Repatriation Medical Authority, VVCS – Veterans and Veterans Families Counselling Service, and Veterans' Review Board
- full-time and part-time ongoing and non-ongoing employees and full-time statutory officers.

Key:

| | | | |
|-------|------------------------------------|-----------|-------------------------------|
| APS | Australian Public Service | PAO | Public Affairs Officer |
| EL | Executive Level | SPAO | Senior Public Affairs Officer |
| GAPS | Graduate Australian Public Service | SES | Senior Executive Service |
| Legal | Legal Officer | Statutory | Statutory Officer |
| MO | Medical Officer | | |

Table B2. Full-time and part-time employees by sex and location at 30 June 2012

| | NSW | Qld | SA | NT | Tas | Vic | WA | ACT | Total |
|------------------|------------|------------|------------|-----------|------------|------------|------------|------------|--------------|
| Full-time male | 145 | 142 | 62 | 5 | 23 | 130 | 49 | 226 | 782 |
| Full-time female | 164 | 244 | 77 | 11 | 38 | 130 | 58 | 327 | 1,049 |
| Part-time male | 3 | 3 | 1 | | 2 | 10 | 1 | 13 | 33 |
| Part-time female | 29 | 33 | 12 | | 6 | 29 | 12 | 55 | 176 |
| Total | 341 | 422 | 152 | 16 | 69 | 299 | 120 | 621 | 2,040 |

Table B3. Non-ongoing employees by sex and location at 30 June 2012

| | NSW | Qld | SA | NT | Tas | Vic | WA | ACT | Total |
|--------------|------------|------------|-----------|-----------|------------|------------|-----------|------------|--------------|
| Male | 6 | 10 | 2 | | | 3 | 1 | 3 | 25 |
| Female | 6 | 32 | 5 | | 1 | 5 | 1 | 22 | 72 |
| Total | 12 | 42 | 7 | | 1 | 8 | 2 | 25 | 97 |

Table B4. Administrative and Executive Level salaries at 30 June 2011 and 2012

| APS structure | DVA broadband | Salary from 1 January 2011 | Salary from 1 January 2012 |
|----------------------|----------------------|---------------------------------------|---------------------------------------|
| APS1 | DVA Band 1 | \$40,649 | \$41,868 |
| | | \$42,790 | \$44,074 |
| | | \$45,534 | \$46,900 |
| APS2 | | \$47,269 | \$48,687 |
| | | \$49,143 | \$50,617 |
| | | \$51,706 | \$53,257 |
| APS3 | DVA Band 2 | \$53,359 | \$54,960 |
| | | \$54,957 | \$56,606 |
| | | \$57,319 | \$59,039 |
| APS4 | | \$60,257 | \$62,065 |
| | | \$61,833 | \$63,688 |
| | | \$64,269 | \$66,197 |
| APS5 | | \$67,177 | \$69,192 |
| | | \$68,124 | \$70,168 |
| | | \$70,008 | \$72,108 |
| APS6 | DVA Band 3 | \$71,073 | \$73,205 |
| | | \$75,369 | \$77,630 |
| | | \$80,741 | \$83,163 |
| EL1 | | \$89,476 | \$92,160 |
| | | \$93,791 | \$96,605 |
| | | \$98,282 | \$101,230 |
| EL2 | DVA Band 4 | \$107,961 | \$111,200 |
| | | \$113,944 | \$117,362 |
| | | \$121,550 | \$125,197 |

Table B5. Public Affairs Officer salaries at 30 June 2011 and 2012

| APS structure | DVA broadband | Salary from 1 January 2011 | Salary from 1 January 2012 |
|----------------------|----------------------|---------------------------------------|---------------------------------------|
| APS5 | DVA (PAO 1) | \$67,177 | \$69,192 |
| | | \$70,008 | \$72,108 |
| APS6 | DVA (PAO 2) | \$76,248 | \$78,535 |
| | | \$83,197 | \$85,693 |
| EL1 | DVA (PAO 3) | \$102,893 | \$105,980 |
| | | \$109,425 | \$112,708 |
| EL2 | DVA (SPA0) | \$116,038 | \$119,519 |
| | | \$123,623 | \$127,332 |

1. See table B1 for key abbreviations.

Table B6. Medical Officer salaries at 30 June 2011 and 2012

| APS structure | DVA broadband | Salary from 1 January 2011 | Salary from 1 January 2012 |
|----------------------|----------------------|---------------------------------------|---------------------------------------|
| MO1 | MO Band 1 | \$81,391 | \$83,833 |
| | | \$88,171 | \$90,816 |
| | | \$94,899 | \$97,746 |
| | | \$106,023 | \$109,204 |
| MO2 | MO Band 2 | \$114,490 | \$117,925 |
| | | \$120,479 | \$124,093 |
| MO3 | MO Band 3 | \$127,958 | \$131,797 |
| | | \$133,810 | \$137,824 |
| MO4 | MO Band 4 | \$139,560 | \$143,747 |
| | | \$145,005 | \$149,355 |
| | | \$153,436 | \$158,039 |

1. See table B1 for key abbreviations.

Table B7. Legal Officer salaries at 30 June 2011 and 2012

| APS structure | DVA broadband | Salary from 1 January 2011 | Salary from 1 January 2012 |
|----------------------|----------------------|---------------------------------------|---------------------------------------|
| APS3 | DVA Legal 1 | \$53,988 | \$55,608 |
| | | \$57,590 | \$59,318 |
| APS4 | | \$61,616 | \$63,464 |
| | | \$65,567 | \$67,534 |
| APS5 | | \$70,353 | \$72,464 |
| APS6 | | \$73,449 | \$75,652 |
| | | \$77,500 | \$79,825 |
| EL1 | | \$91,422 | \$94,165 |
| | | \$95,859 | \$98,735 |
| EL2 | DVA Legal 2 | \$109,425 | \$112,708 |
| | | \$117,880 | \$121,416 |
| | | \$124,660 | \$128,400 |

1. See table B1 for key abbreviations.

Table B8. Advocate salaries at 30 June 2011 and 2012

| APS structure | DVA broadband | Salary from 1 January 2011 | Salary from 1 January 2012 |
|----------------------|----------------------|---------------------------------------|---------------------------------------|
| APS6 | Advocacy Band | \$72,470 | \$77,630 |
| | | \$77,636 | \$83,163 |
| EL1 | | \$86,035 | \$92,160 |
| | | \$90,184 | \$96,605 |
| | | \$94,502 | \$101,230 |

1. See table B1 for key abbreviations.

Table B9. VVCS – Veterans and Veterans Families Counselling Service (administrative) salaries at 30 June 2011 and 2012

| APS structure | DVA broadband | Salary from 1 January 2011 | Salary from 1 January 2012 |
|----------------------|----------------------|---------------------------------------|---------------------------------------|
| APS1 | DVA Band 1 | \$40,649 | \$41,868 |
| | | \$42,790 | \$44,074 |
| | | \$45,534 | \$46,900 |
| APS2 | | \$47,269 | \$48,687 |
| | | \$49,143 | \$50,617 |
| | | \$51,706 | \$53,257 |
| APS3 | DVA Band 2 | \$53,359 | \$54,960 |
| | | \$54,957 | \$56,606 |
| | | \$57,319 | \$59,039 |
| APS4 | | \$60,257 | \$62,065 |
| | | \$61,833 | \$63,688 |
| | | \$64,269 | \$66,197 |
| APS5 | | \$67,177 | \$69,192 |
| | | \$68,124 | \$70,168 |
| | | \$70,008 | \$72,108 |
| APS6 | DVA Band 3 | \$71,073 | \$73,205 |
| | | \$75,369 | \$77,630 |
| | | \$80,741 | \$83,163 |
| EL1 | | \$89,476 | \$92,160 |
| | | \$93,791 | \$96,605 |
| | | \$98,282 | \$101,230 |
| EL2 | DVA Band 4 | \$107,961 | \$111,200 |
| | | \$113,944 | \$117,362 |
| | | \$121,550 | \$125,197 |

1. See table B1 for key abbreviations.

Table B10. VVCS – Veterans and Veterans Families Counselling Service (professional) salaries at 30 June 2011 and 2012

| APS structure | DVA broadband | Salary from 1 January 2011 | Salary from 1 January 2012 |
|----------------------|----------------------|---------------------------------------|---------------------------------------|
| APS4 | | \$60,257 | \$62,065 |
| | | \$61,833 | \$63,688 |
| | | \$64,269 | \$66,197 |
| APS5 | | \$67,177 | \$69,192 |
| | | \$70,008 | \$72,108 |
| APS6 | | \$71,452 | \$73,596 |
| | | \$75,369 | \$77,630 |
| | | \$80,741 | \$83,163 |
| EL1 | | \$91,421 | \$94,164 |
| | | \$98,282 | \$101,230 |
| EL2 | | \$102,327 | \$105,397 |
| | | \$107,961 | \$111,200 |
| | | \$116,038 | \$119,519 |
| | | \$121,550 | \$125,197 |

1. See table B1 for key abbreviations.

Table B11. Office of Australian War Graves (field staff) salaries at 30 June 2011 and 2012

| APS structure | DVA broadband | Salary from 1 January 2011 | Salary from 1 January 2012 |
|----------------------|----------------------|---------------------------------------|---------------------------------------|
| APS1 | | \$40,649 | \$41,868 |
| | | \$42,790 | \$44,074 |
| | | \$45,534 | \$46,900 |
| APS2 | | \$47,269 | \$48,687 |
| | | \$49,143 | \$50,617 |
| | | \$51,706 | \$53,257 |
| APS3 | | \$53,359 | \$54,960 |
| | | \$54,957 | \$56,606 |
| | | \$57,319 | \$59,039 |
| APS4 | | \$60,257 | \$62,065 |
| | | \$61,833 | \$63,688 |
| | | \$64,269 | \$66,197 |
| APS5 | | \$67,177 | \$69,192 |
| | | \$68,124 | \$70,168 |
| | | \$70,008 | \$72,108 |
| APS6 | | \$71,073 | \$73,205 |
| | | \$75,369 | \$77,630 |
| | | \$80,741 | \$83,163 |

Appendix C Resource Summary Tables

Table C1. Agency Resource Statement 2011–12

| | Actual available appropriation for 2011–12 \$'000 (a) | Payments made 2011–12 \$'000 (b) | Balance remaining 2011–12 \$'000 (a) – (b) |
|--|--|---|---|
| Ordinary annual services | | | |
| Departmental appropriation | | | |
| Departmental appropriation ⁽¹⁾ | 310,207 | 341,151 | (30,944) |
| Section 31 relevant agency receipts ⁽¹⁾ | 8,870 | 8,927 | (57) |
| Total | 319,077 | 350,078 | (31,001) |
| Administered expenses | | | |
| Outcome 1 | 41,503 | 36,783 | |
| Outcome 2 | 9,638 | 4,021 | |
| Outcome 3 | 33,276 | 25,739 | |
| Payments to CAC Act bodies | 40,418 | 40,418 | |
| Total | 124,835 | 106,961 | |
| Total ordinary annual services | A 443,912 | 457,039 | |
| Other services | | | |
| Administered expenses | | | |
| Administered non-operating | | | |
| Payments to CAC Act bodies – non-operating | 7,736 | 7,736 | |
| Total | 7,736 | 7,736 | |
| Departmental non-operating | | | |
| Equity injections | 11,669 | 19,554 | (7,885) |
| Total | 11,669 | 19,554 | (7,885) |

| | | Actual available appropriation for 2011–12 \$'000 (a) | Payments made 2011–12 \$'000 (b) | Balance remaining 2011–12 \$'000 (a) – (b) |
|--|----------|---|--|--|
| Total other services | B | 19,405 | 27,290 | |
| Total available annual appropriations | | 463,317 | 484,329 | |
| Special appropriations | | | | |
| Special appropriations limited by criteria/entitlement | | | | |
| Outcome 1 | | | | |
| <i>Papua New Guinea (Members of the Forces Benefits) Act 1957</i> | | | 71 | |
| <i>Veterans' Entitlements Act 1986</i> | | | 6,334,360 | |
| <i>Defence Service Homes Act 1918</i> | | | 2,683 | |
| <i>Safety, Rehabilitation and Compensation Act 1988</i> | | | 133,425 | |
| <i>Military Rehabilitation and Compensation Act 2004</i> | | | 102,535 | |
| Total Outcome 1 | | | 6,573,074 | |
| Outcome 2 | | | | |
| <i>Veterans' Entitlements Act 1986</i> | | | 5,066,551 | |
| <i>Safety, Rehabilitation and Compensation Act 1988</i> | | | 35,591 | |
| <i>Military Rehabilitation and Compensation Act 2004</i> | | | 14,132 | |
| <i>Australian Participants in British Nuclear Tests (Treatment) Act 2006</i> | | | 78 | |
| Total Outcome 2 | | | 5,116,352 | |

| | | Actual available appropriation for 2011–12 | Payments made 2011–12 | Balance remaining 2011–12 |
|--|----------|---|--------------------------------------|--|
| | | \$'000 | \$'000 | \$'000 |
| | | (a) | (b) | (a) – (b) |
| Special appropriations limited by amount – Outcome 1 | | | | |
| <i>Compensations (Japanese Internment) Act 2001</i> | | | 100 | |
| Total special appropriations | C | | 11,689,526 | |
| Total appropriations excluding Special Accounts | | 463,317 | 12,173,855 | |
| Special Accounts | | | | |
| Opening balance | | 1,834 | | |
| Appropriation receipts | | 120 | | |
| Non-appropriation receipts to Special Accounts | | 28,718 | | |
| Payments made | | | 50,944 | |
| Total Special Accounts | D | 30,672 | 50,944 | |
| Total resourcing | | | | |
| A+B+C+D | | 493,989 | 12,224,799 | |
| Less appropriations drawn from annual or special appropriations above and credited to special accounts and/or CAC Act bodies through annual appropriations | | 48,274 | 48,274 | |
| Total net resourcing for DVA | | 445,715 | 12,176,525 | |

1. Does not include appropriation receivable and investment opening balances which were available for spending in 2011–12.

Table C2. Expenses and resources for Outcome 1

| Outcome 1 | Budget ⁽¹⁾ 2011–12 \$'000 (a) | Actual expenses 2011–12 \$'000 (b) | Variation 2011–12 \$'000 (a) – (b) |
|--|---|--|---|
| Maintain and enhance the financial wellbeing and self-sufficiency of eligible persons and their dependants through access to income support, compensation, and other support services, including advice and information about entitlements. | | | |
| Program 1.1: Veterans' Income Support and Allowances | | | |
| Administered expenses | - | - | - |
| Ordinary Annual Services (Appropriation Bill No. 1) | - | - | - |
| Other Services (Appropriation Bill No. 2) | - | - | - |
| Special appropriations | 2,943,438 | 2,928,773 | 14,665 |
| Special Accounts | - | - | - |
| Departmental expenses | | | |
| Departmental appropriation | 53,662 | 55,132 | (1,470) |
| Special Accounts | - | - | - |
| Expenses not requiring appropriation in the Budget year | 4,435 | 4,958 | (523) |
| Total for Program 1.1 | 3,001,535 | 2,988,863 | 12,672 |
| Program 1.2: Veterans' Disability Support | | | |
| Administered expenses | | | |
| Ordinary annual services (Appropriation Bill No. 1) | 10,506 | 9,935 | 571 |
| Other services (Appropriation Bill No. 2) | - | - | - |
| Special appropriations | 1,533,620 | 1,535,670 | (2,050) |
| Special Accounts | - | - | - |
| Departmental expenses | | | |
| Departmental appropriation | 41,074 | 42,749 | (1,675) |
| Special Accounts | - | - | - |
| Expenses not requiring appropriation in the Budget year | 3,394 | 3,505 | (111) |
| Total for Program 1.2 | 1,588,594 | 1,591,859 | (3,265) |

| Outcome 1 | Budget⁽¹⁾ 2011–12 | Actual expenses 2011–12 | Variation 2011–12 |
|---|---|--|------------------------------|
| | \$'000 | \$'000 | \$'000 |
| | (a) | (b) | (a) – (b) |
| Program 1.3: Assistance to Defence Widow/ers and Dependants | | | |
| Administered expenses | | | |
| Ordinary annual services (Appropriation Bill No. 1) | - | - | - |
| Other services (Appropriation Bill No. 2) | - | - | - |
| Special appropriations | 1,892,357 | 1,886,576 | 5,781 |
| Special Accounts | - | - | - |
| Departmental expenses | | | |
| Departmental appropriation | 11,670 | 11,943 | (273) |
| Special Accounts | - | - | - |
| Expenses not requiring appropriation in the Budget year | 964 | 1,012 | (48) |
| Total for Program 1.3 | 1,904,991 | 1,899,531 | 5,460 |
| Program 1.4: Assistance and Other Compensation for Veterans and Dependants | | | |
| Administered expenses | | | |
| Ordinary annual services (Appropriation Bill No. 1) | 8,631 | 7,939 | 692 |
| Other services (Appropriation Bill No. 2) | - | - | - |
| Special appropriations | 27,342 | 27,313 | 29 |
| Special Accounts | - | - | - |
| Departmental expenses | | | |
| Departmental appropriation | 19,542 | 18,441 | 1,101 |
| Special Accounts | 28,718 | 26,330 | 2,388 |
| Expenses not requiring appropriation in the Budget year | 1,615 | 1,740 | (125) |
| Total for Program 1.4 | 85,848 | 81,763 | 4,085 |

| Outcome 1 | Budget⁽¹⁾ 2011–12 | Actual expenses 2011–12 | Variation 2011–12 |
|---|---|--|------------------------------|
| | \$'000 | \$'000 | \$'000 |
| | (a) | (b) | (a) – (b) |
| Program 1.5: Veterans' Children Education Scheme | | | |
| Administered expenses | | | |
| Ordinary annual services (Appropriation Bill No. 1) | 17,604 | 16,773 | 831 |
| Other services (Appropriation Bill No. 2) | - | - | - |
| Special appropriations | - | - | - |
| Special Accounts | - | - | - |
| Departmental expenses | | | |
| Departmental appropriation | 2,971 | 3,030 | (59) |
| Special Accounts | - | - | - |
| Expenses not requiring appropriation in the Budget year | 246 | 254 | (8) |
| Total for Program 1.5 | 20,821 | 20,057 | 764 |
| Program 1.6: Military Rehabilitation and Compensation Acts Payments – Income Support and Compensation | | | |
| Administered expenses | | | |
| Ordinary annual services (Appropriation Bill No. 1) | 4,703 | 3,562 | 1,141 |
| Other services (Appropriation Bill No. 2) | - | - | - |
| Special appropriations | 222,847 | 237,137 | (14,290) |
| Special Accounts | 351 | 281 | 70 |
| Departmental expenses | | | |
| Departmental appropriation | 32,529 | 33,975 | (1,446) |
| Special Accounts | - | - | - |
| Expenses not requiring appropriation in the Budget year | 2,688 | 2,930 | (242) |
| Total for Program 1.6 | 263,118 | 277,885 | (14,767) |
| Program 1.7: Adjustment to Military Rehabilitation and Compensation Acts Liability Provision – Income Support and Compensation | | | |
| Administered expenses | | | |
| Ordinary annual services (Appropriation Bill No. 1) | - | - | - |

| Outcome 1 | Budget⁽¹⁾ 2011–12 | Actual expenses 2011–12 | Variation 2011–12 |
|---|---|--|------------------------------|
| | \$'000 | \$'000 | \$'000 |
| | (a) | (b) | (a) – (b) |
| Other services (Appropriation Bill No. 2) | - | - | - |
| Special appropriations | - | - | - |
| Special Accounts | - | - | - |
| Expenses not requiring appropriation in the Budget year | 130,100 | 1,243,400 | (1,113,300) |
| Departmental expenses | | | |
| Departmental appropriation | - | - | - |
| Special Accounts | - | - | - |
| Expenses not requiring appropriation in the Budget year | - | - | - |
| Total for Program 1.7 | 130,100 | 1,243,400 | (1,113,300) |
| Outcome 1 totals by appropriation type | | | |
| Administered expenses | | | |
| Ordinary annual services (Appropriation Bill No. 1) | 41,444 | 38,209 | 3,235 |
| Other services (Appropriation Bill No. 2) | - | - | - |
| Special appropriations | 6,619,604 | 6,615,469 | 4,135 |
| Special Accounts | 351 | 281 | 70 |
| Expenses not requiring appropriation in the Budget year | 130,100 | 1,243,400 | (1,113,300) |
| Departmental expenses | | | |
| Departmental appropriation | 161,448 | 165,270 | (3,822) |
| Special Accounts | 28,718 | 26,330 | 2,388 |
| Expenses not requiring appropriation in the Budget year | 13,342 | 14,399 | (1,057) |
| Total expenses for Outcome 1 | 6,995,007 | 8,103,358 | (1,108,351) |
| | 2010-11 | 2011-12 | |
| Average staffing level (number) | 1,058 | 1,043 | |

1. Full year budget, including any subsequent adjustment made to the 2011–12 Budget.

2. The actual expense totals may differ from the 2011–12 Financial Statements due to Special Accounts and rounding adjustments.

Table C3. Expenses and resources for Outcome 2

| Outcome 2 | Budget ⁽¹⁾ 2011–12 \$'000 (a) | Actual expenses 2011–12 \$'000 (b) | Variation 2011–12 \$'000 (a) – (b) |
|---|---|--|---|
| Maintain and enhance the physical wellbeing and quality of life of eligible persons and their dependants through health and other care services that promote early intervention, prevention and treatment, including advice and information about health service entitlements. | | | |
| Program 2.1: General Medical Consultations and Services | | | |
| Administered expenses | | | |
| Ordinary Annual Services (Appropriation Bill No. 1) | - | - | - |
| Other Services (Appropriation Bill No. 2) | - | - | - |
| Special appropriations | 919,573 | 911,754 | 7,819 |
| Special Accounts | - | - | - |
| Departmental expenses | | | |
| Departmental appropriation | 25,227 | 23,095 | 2,132 |
| Special Accounts | - | - | - |
| Expenses not requiring appropriation in the Budget year | 1,305 | 488 | 817 |
| Total for Program 2.1 | 946,105 | 935,337 | 10,768 |
| Program 2.2: Veterans' Hospital Services | | | |
| Administered expenses | | | |
| Ordinary Annual Services (Appropriation Bill No. 1) | - | - | - |
| Other Services (Appropriation Bill No. 2) | - | - | - |
| Special appropriations | 1,677,932 | 1,767,966 | (90,034) |
| Special Accounts | - | - | - |
| Departmental expenses | | | |
| Departmental appropriation | 14,658 | 13,356 | 1,302 |
| Special Accounts | - | - | - |
| Expenses not requiring appropriation in the Budget year | 1,211 | 981 | 230 |
| Total for Program 2.2 | 1,693,801 | 1,782,303 | (88,502) |

| Outcome 2 | Budget⁽¹⁾ 2011–12 | Actual expenses 2011–12 | Variation 2011–12 |
|--|---|--|------------------------------|
| | \$'000 | \$'000 | \$'000 |
| | (a) | (b) | (a) – (b) |
| Program 2.3: Veterans' Pharmaceuticals Benefits | | | |
| Administered expenses | | | |
| Ordinary Annual Services (Appropriation Bill No. 1) | - | - | - |
| Other Services (Appropriation Bill No. 2) | - | - | - |
| Special appropriations | 438,391 | 463,661 | (25,270) |
| Special Accounts | - | - | - |
| Departmental expenses | | | |
| Departmental appropriation | 3,177 | 2,570 | 607 |
| Special Accounts | - | - | - |
| Expenses not requiring appropriation in the Budget year | 263 | 135 | 128 |
| Total for Program 2.3 | 441,831 | 466,366 | (24,535) |
| Program 2.4: Veterans' Community Care and Support | | | |
| Administered expenses | | | |
| Ordinary Annual Services (Appropriation Bill No. 1) | 3,051 | 2,649 | 402 |
| Other Services (Appropriation Bill No. 2) | - | - | - |
| Special appropriations | 1,603,433 | 1,536,856 | 66,577 |
| Special Accounts | - | - | - |
| Departmental expenses | | | |
| Departmental appropriation | 24,535 | 25,310 | (775) |
| Special Accounts | - | - | - |
| Expenses not requiring appropriation in the Budget year | 2,028 | 2,039 | (11) |
| Total for Program 2.4 | 1,633,047 | 1,566,854 | 66,193 |

| Outcome 2 | Budget⁽¹⁾ 2011–12 | Actual expenses 2011–12 | Variation 2011–12 |
|--|---|--|------------------------------|
| | \$'000 | \$'000 | \$'000 |
| | (a) | (b) | (a) – (b) |
| Program 2.5: Veterans' Counselling and Other Health Services | | | |
| Administered expenses | | | |
| Ordinary Annual Services (Appropriation Bill No. 1) | 3,750 | 2,976 | 774 |
| Other Services (Appropriation Bill No. 2) | - | - | - |
| Special appropriations | 528,920 | 549,334 | (20,414) |
| Special Accounts | - | - | - |
| Departmental expenses | | | |
| Departmental appropriation | 40,954 | 42,802 | (1,848) |
| Special Accounts | - | - | - |
| Expenses not requiring appropriation in the Budget year | 4,164 | 3,698 | 466 |
| Total for Program 2.5 | 577,788 | 598,810 | (21,022) |
| Program 2.6: Military Rehabilitation and Compensation Acts – Health and Other Care Services | | | |
| Administered expenses | | | |
| Ordinary Annual Services (Appropriation Bill No. 1) | - | - | - |
| Other Services (Appropriation Bill No. 2) | - | - | - |
| Special appropriations | 49,807 | 49,885 | (78) |
| Special Accounts | - | - | - |
| Departmental expenses | | | |
| Departmental appropriation | 16,482 | 18,101 | (1,619) |
| Special Accounts | - | - | - |
| Expenses not requiring appropriation in the Budget year | 1,362 | 1,578 | (216) |
| Total for Program 2.6 | 67,651 | 69,564 | (1,913) |
| Program 2.7: Adjustment to Military Rehabilitation and Compensation Acts Liability Provision – Health and Other Care Services | | | |
| Administered expenses | | | |
| Ordinary annual services (Appropriation Bill No. 1) | - | - | - |

| Outcome 2 | Budget⁽¹⁾ 2011–12 | Actual expenses 2011–12 | Variation 2011–12 |
|---|---|--|------------------------------|
| | \$'000 | \$'000 | \$'000 |
| | (a) | (b) | (a) – (b) |
| Other services (Appropriation Bill No. 2) | - | - | - |
| Special appropriations | - | - | - |
| Special Accounts | - | - | - |
| Expenses not requiring appropriation in the Budget year | 33,800 | 471,300 | (437,500) |
| Departmental expenses | | | |
| Departmental appropriation | - | - | - |
| Special Accounts | - | - | - |
| Expenses not requiring appropriation in the Budget year | - | - | - |
| Total for Program 2.7 | 33,800 | 471,300 | (437,500) |
| Outcome 2 totals by appropriation type | | | |
| Administered expenses | | | |
| Ordinary annual services (Appropriation Bill No. 1) | 6,801 | 5,625 | 1,176 |
| Other services (Appropriation Bill No. 2) | - | - | - |
| Special appropriations | 5,218,056 | 5,279,456 | (61,400) |
| Special Accounts | - | - | - |
| Expenses not requiring appropriation in the Budget year | 33,800 | 471,300 | (437,500) |
| Departmental expenses | | | |
| Departmental appropriation | 125,033 | 125,234 | (201) |
| Special Accounts | - | - | - |
| Expenses not requiring appropriation in the Budget year | 10,333 | 8,919 | 1,414 |
| Total expenses for Outcome 2 | 5,394,023 | 5,890,534 | (496,511) |
| | 2010–11 | 2011–12 | |
| Average staffing level (number) | 781 | 797 | |

1. Full year budget, including any subsequent adjustment made to the 2011–12 Budget.

2. The actual expense totals may differ from the 2011–12 Financial Statements due to Special Accounts and rounding adjustments.

Table C4. Expenses and resources for Outcome 3

| Outcome 3 | Budget⁽¹⁾ 2011–12 | Actual expenses 2011–12 | Variation 2011–12 |
|--|---|--|------------------------------|
| | \$'000 | \$'000 | \$'000 |
| | (a) | (b) | (a) – (b) |
| Acknowledgement and commemoration of those who served Australia and its allies in wars, conflicts and peace operations through promoting recognition of service and sacrifice, preservation of Australia's wartime heritage, and official commemorations. | | | |
| Program 3.1: War Graves and Commemorations | | | |
| Administered expenses | | | |
| Ordinary Annual Services (Appropriation Bill No. 1) | 25,704 | 24,129 | 1,575 |
| Other Services (Appropriation Bill No. 2) | - | - | - |
| Special appropriations | - | - | - |
| Special Accounts | 16 | 130 | (114) |
| Departmental expenses | | | |
| Departmental appropriation | 16,831 | 21,638 | (4,807) |
| Special Accounts | - | - | - |
| Expenses not requiring appropriation in the Budget year | 1,391 | 1,867 | (476) |
| Total for Program 3.1 | 43,942 | 47,764 | (3,822) |
| Program 3.2: Gallipoli-related Activities | | | |
| Administered expenses | | | |
| Ordinary Annual Services (Appropriation Bill No. 1) | 4,340 | 4,092 | 248 |
| Other Services (Appropriation Bill No. 2) | - | - | - |
| Special appropriations | - | - | - |
| Special Accounts | - | - | - |
| Departmental expenses | | | |
| Departmental appropriation | 1,859 | 2,106 | (247) |
| Special Accounts | - | - | - |
| Expenses not requiring appropriation in the Budget year | 154 | 122 | 32 |
| Total for Program 3.2 | 6,353 | 6,320 | 33 |

| Outcome 3 | Budget⁽¹⁾ 2011–12 | Actual expenses 2011–12 | Variation 2011–12 |
|---|---|--|------------------------------|
| | \$'000 | \$'000 | \$'000 |
| | (a) | (b) | (a) – (b) |
| Outcome 3 totals by appropriation type | | | |
| Administered expenses | | | |
| Ordinary Annual Services (Appropriation Bill No. 1) | 30,044 | 28,221 | 1,823 |
| Other Services (Appropriation Bill No. 2) | - | - | - |
| Special appropriations | - | - | - |
| Special Accounts | 16 | 130 | (114) |
| Departmental expenses | | | |
| Departmental appropriation | 18,690 | 23,744 | (5,054) |
| Special Accounts | - | - | - |
| Expenses not requiring appropriation in the Budget year | 1,545 | 1,989 | (444) |
| Total expenses for Outcome 3 | 50,295 | 54,084 | (3,789) |
| | 2010–11 | 2011–12 | |
| Average staffing level (number) | 132 | 147 | |

1. Full year budget, including any subsequent adjustment made to the 2011–12 Budget.

2. The actual expense totals may differ from the 2011–12 Financial Statements due to Special Accounts and rounding adjustments.

Appendix D Data Matching Program Report on Progress in 2011–12

Introduction

In the 1990–91 Budget, the then government announced new measures to detect incorrect payments in the income support system. This involved a program of computerised matching of identity and income data held by a limited number of government agencies, including the Australian Taxation Office (ATO).

In order to validate these matches, people claiming Australian government financial assistance have to provide a Tax File Number (TFN) as a condition of grant of pension or allowance.

The legal authority for data matching is contained in the *Data-matching Program (Assistance and Tax) Act 1990* (the Act). The Act provides for participating agencies holding personal data to match that information through a central Data Matching Agency (DMA) located within the Department of Human Services (DHS).

Under subsections 12(2B) and 12(2C) of the Act, each agency is required to table in Parliament a standard report every year and a comprehensive report every three years. A comprehensive report was last submitted by DVA in 2010 and will next be submitted in 2013.

This report focuses on the operation of the program within DVA in the 2011–12 financial year.

For a full explanation of the progress of the Data Matching Program within the Department, this report should be read in conjunction with previous data matching annual reports.

Overview of the Data Matching Program

Legislation

The Act provides the authority for matching specific data held by source agencies.

Data Matching Agency

The establishment of the DMA within the Department of Human Services (DHS) is authorised under section 4 of the Act.

Assistance agencies

The following departments are involved in the Data Matching Program and are known as assistance agencies under the Act:

- Department of Families, Housing, Community Services and Indigenous Affairs
- DHS
- DVA.

Source agencies

The Act defines the ATO and assistance agencies as source agencies.

Specific data

The ATO provides details of identity and tax data for people in receipt of income support payment for comparison with the details provided by the assistance agencies.

Objectives of the Data Matching Program

The objectives of the Data Matching Program are:

1. To detect invalid Tax File Numbers (TFNs).

2. To detect fictitious or assumed identities.

This is called identity matching.

3. To detect instances where people are receiving incorrect or dual payments from one or more assistance agencies.

This is called payment matching. Payment matching detects people in receipt of two payments from the same or different agencies, where the receipt of one precludes or limits the payment of the other.

4. To detect instances where the income declared to the ATO varies from the income disclosed to assistance agencies.

This is called income matching. Income matching detects instances where the income information disclosed to the assistance agency differs from the income declared to the ATO.

5. To detect instances of tax evasion.

DVA is not directly involved in this form of matching. Income matching can, however, also detect instances where the client of an assistance agency has disclosed more income to that agency than has been declared to the ATO. DVA provides details of those cases to the ATO for it to investigate.

Action Taken on Discrepancies

Information Required as per Act guidelines 9(i) and 9(vi)

The Act requires that each source agency report on matters as described in paragraphs 9(i) and 9(vi) of the *Data-matching Program (Assistance and Tax) Guidelines* such as the number of matches undertaken and the proportion of discrepancies. This chapter contains the details of information required by these guidelines.

Prosecutions

Reviews of entitlement by the Department may bring to notice cases where an offence may have been committed under the *Veterans' Entitlements Act 1986*, *Safety, Rehabilitation and Compensation Act 1988*, *Military Rehabilitation and Compensation Act 2004*, *Criminal Code Act 1995* or *Commonwealth Crimes Act 1914*.

The Department's role in the prosecution process is to investigate cases where it appears an offence may have been committed and to forward these cases, if warranted, to the Commonwealth Director of Public Prosecutions (CDPP) for a decision on whether prosecution action should proceed.

Depending on the type of investigation required, a case may be referred to the Australian Federal Police for further investigation. In 2011–12, any suspected fraud cases detected by data matching were referred to the Business Compliance Section of DVA for an initial case assessment, prioritisation, and further action if appropriate.

The Business Compliance Section, now part of the Parliamentary and Governance Branch, Corporate Division, was, until 1 March 2012, situated within the Business Integrity and Legal Services Group.

Where sufficient evidence was obtained from an investigation, the Business Compliance Section would make recommendations to an internal DVA referral board about the appropriateness or readiness of referring the matter to the CDPP.

Table D1. Prosecution statistics

| Detail | 2011–12 |
|--|----------------|
| Cases referred to the Business Compliance Section identified through data matching | 1 |
| Cases referred to the CDPP in 2011–12 identified through data matching | 0 |
| Successfully prosecuted | N/A |
| Dismissed by the CDPP due to 'insufficient evidence' or 'not in the public interest' | N/A |
| Cases with the CDPP pending consideration ⁽¹⁾ | 1 |
| Cases still under investigation by the Business Compliance Section | 0 |
| Cases finalised by the Business Compliance Section without CDPP referral | 1 |

1. This figure may include cases that were identified in previous financial years.

Notes: The case with CDPP pending consideration was a totally and permanently incapacitated (TPI) data matching case referred in an earlier financial year.

The one case referred and the one case finalised were the same case (another TPI data matching case).

Table D2. Discrepancy statistics

| No | Detail | Figures |
|-----|---|-----------|
| 1. | Total number of records read | 1,462,236 |
| 2. | Matches that resulted in discrepancies ⁽¹⁾ | 17,129 |
| 3. | Proportion of matches that resulted in discrepancies | 1.2% |
| 4. | Number of discrepancies referred for investigation | 1,233 |
| 5. | Number of discrepancies referred for investigation that resulted in a notice under section 11 of the Act being sent | 228 |
| 6. | Number of cases where the section 11 letter was followed up by action being undertaken ⁽²⁾ | 195 |
| 7. | Proportion of discrepancies that resulted in action being taken | 1.13% |
| 8. | Cases where the accuracy of data in the section 11 letter was disputed | 0 |
| 9. | Number of cases where action proceeded despite a dispute to the accuracy of the data | 0 |
| 10. | Proportion of discrepancies which did not proceed to action after a section 11 letter was sent | 14.5% |
| 11. | Number of overpayments raised | 91 |
| 12. | Cases where debt was fully recovered ⁽³⁾ | 37 |
| 13. | Number of pensions cancelled, suspended or reduced | 79 |
| 14. | Number of pensions that were continued | 106 |
| 15. | Number of pensions that were increased | 10 |
| 16. | Number of cases where the Secretary granted an extension of time to continue an investigation | 0 |

1. Discrepancies include those resulting from TFN validity checking, identity matching, payment matching and income matching. The number of discrepancies does not represent the number of pensioners: more than one discrepancy may be detected in respect of the same pensioner.

2. Action refers to the action set out in section 10 of the Act—a pension was reduced, cancelled, increased or continued.

3. This figure includes debts fully recovered from previous financial years.

Costs/benefits of the program

This section discusses the costs and benefits of the Data Matching Program. The Department's involvement in the program has shown that there are substantial savings to be gained through comparison of data held by different agencies.

Table D3. Departmental expenses for the 2011–12 reporting year

| Detail | 2011–12 expenses |
|---|-------------------------|
| Salary costs | \$198,216 |
| Administrative overheads | \$37,164 |
| Programming costs | \$0 |
| Support costs for data matching processing system | \$5,546 |
| Total | \$240,926 |

Projected savings

DVA calculates savings for clients whose payments are suspended, cancelled or reduced. For clients in receipt of a pension, it is assumed that they would have continued to receive the same rate of payment for 52 fortnights. These savings are in line with the methodology used by DHS to calculate savings.

Table D4. Projected savings – pension numbers

| Detail | Number of cases |
|--|------------------------|
| Number of pensions reduced | 75 |
| Number of pensions suspended/cancelled | 4 |
| Total | 79 |

Table D5. Total savings for the 2011–12 financial year

| Detail | 2011–12 Number |
|---|---------------------------|
| Pensions cancelled/reduced/suspended ⁽¹⁾ | 79 |
| Potential overpayments identified ⁽²⁾ | 102 |
| Overpayments raised ⁽³⁾ | 91 |
| Debts fully recovered this financial year | 37 |
| Detail | Amount |
| Value of overpayments raised | \$769,132 |
| Less waivers and write-offs | \$15,680 |
| Sub-total | \$753,452 |
| Value of projected savings | \$513,811 |
| Total gross savings | \$1,267,263 |
| Less departmental expenses for 2011–12 | \$240,926 |
| Net savings | \$1,026,337 |

1. The number of cases that result in projected savings. Although a person's pension may be cancelled, reduced or suspended, an overpayment may not necessarily exist.

2. Where a case officer believes there may be an overpayment, a potential debt identifier is registered. The figure reflects the number of potential debts identified.

3. The discrepancy between the number of overpayments identified and the number of overpayments raised is due to the fact that, although a potential debt has been identified, further investigation may result in a determination that no debt existed. Debts may also be raised and consequently recovered separately for both members of a couple. Overpayments raised during the 2011–12 financial year may also have been identified in previous financial years.

Table D6. Cumulative savings from the Data Matching Program

| Detail | 2009–10 | 2010–11 | 2011–12 |
|-------------------------------|---------------------|---------------------|---------------------|
| Overpayments raised | \$1,256,097 | \$1,560,389 | \$769,132 |
| Less waivers and write-offs | \$169,802 | \$83,282 | \$15,680 |
| Value of projected savings | \$864,579 | \$701,268 | \$513,811 |
| Total gross savings | \$1,950,874 | \$2,178,375 | \$1,267,263 |
| Less departmental expenses | \$612,615 | \$546,042 | \$240,926 |
| Net savings | \$1,338,259 | \$1,632,333 | \$1,026,337 |
| Cumulative net savings | \$20,058,932 | \$21,691,265 | \$22,717,602 |

Note: For full explanation on previous years' savings, this table should be read in conjunction with previous data matching annual reports.

Appendix E Advertising and Market Research

In 2011–12, DVA undertook advertising and market research to assist in the development of policy and programs, and to inform the public about services, entitlements and commemorative activities. DVA also placed tender, public notices and recruitment advertisements.

In accordance with section 311A of the *Commonwealth Electoral Act 1918*, payments of less than \$11,900 have not been included. Figures are GST exclusive.

There were no payments to creative advertising agencies or polling organisations in 2011–12.

Market research organisations

Table F1 shows the market research agencies contracted by DVA and amounts paid in 2011–12.

Table E1. Market research agencies and amounts paid 2011–12

| Organisation | Service provided | Amount paid |
|-----------------------------|---|-------------|
| Orima Research | Developmental research to inform mental health literacy activities | \$90,831 |
| Colmar Brunton | Research related to a motif for the Anzac Centenary | \$104,671 |
| Colmar Brunton | Community social research to support Anzac Centenary planning | \$20,000 |
| Colmar Brunton | Brief the Anzac Centenary Working Groups on the findings of the social research conducted to assist in planning for the Anzac Centenary | \$2,500 |
| Colmar Brunton | Review of the Veterans' Satisfaction Survey | \$39,560 |
| Elliott & Shanahan Research | The provision of qualitative research into the promotion of Operation <i>Life</i> workshops, and provision of online training and resources | \$70,000 |
| Westwood Spice Pty Ltd | Research on the experiences of younger DVA clients who have been seriously injured or wounded | \$37,000 |

Media advertising organisations

Media advertising organisations are the master advertising agencies that place government advertising (both campaign and non-campaign) in the media. Advertising for recruitment and tenders is included here. Table F2 shows the media advertising agencies contracted by DVA and amounts paid in 2011–12.

Table E2. Media advertising agencies and amounts paid 2011–12

| Organisation | Service provided | Amount paid |
|----------------------|--|--------------|
| Adcorp Australia Ltd | Tender, public notices and recruitment advertising | \$303,527.26 |
| Universal McCann | Advertising campaigns | \$417,720.52 |

During 2011–12, DVA conducted the following advertising campaigns: compensation for F-111 fuel maintenance workers, Defence Service Homes Insurance Scheme, the *Wellbeing Toolbox* and the registration service for Anzac Day commemorations in Gallipoli and France.

Further information on these advertising campaigns is available on the DVA website. Information does not appear in the reports on Australian government advertising prepared by the Department of Finance and Deregulation as the campaigns all fell below the threshold for reporting.

Direct mail organisations

Direct mail organisations handle the sorting and mailing of informational material to the public. The amount paid relates to handling, sorting, packaging and related activities and not the cost of postage or of producing the material sent out. Table F3 shows the direct mail organisations contracted by DVA and amounts paid in 2011–12.

Table E3. Direct mail organisations and amounts paid 2011–12

| Organisation | Service provided | Amount paid |
|---|--|-------------|
| Independent Print Media Group | Vetaffairs packaging and lodgement | \$88,423.83 |
| Canprint Communications National Mailing and Marketing | Schools and calendar mail-out 2011 | \$26,945.62 |
| National Mailing and Marketing | Distribution of Remembrance Day poster 2011 | \$36,186.36 |
| Canprint Communications | Education Resources 2012 mail-out | \$12,720.00 |
| Canprint Communications | Anzac Day Posters 2012 – Education | \$19,801.00 |
| Canprint Communications | Anzac Day Posters 2012 – Community Awareness | \$11,629.10 |
| Canprint Communications | Medical and Allied Health Fees Schedules | \$8,150.00 |

Appendix F Carer Recognition Act

Compliance with the Carer Recognition Act 2010

On 18 November 2010, the Australian government introduced the *Carer Recognition Act 2010* (the Act).

The Act includes the principle that carers should have the same rights, choices and opportunities as other Australians. The Act also includes reporting and consultation obligations for certain Australian public service (APS) agencies.

The Act identifies the Department's obligations which include:

- awareness and understanding of the Statement for Australia's Carers
- human resource policies
- reflecting the principles in the Statement for Australia's Carers
- consultation with carers.

Awareness and understanding of the Statement for Australia's Carers

Subsection 7(1) of the Act requires each public service agency 'to take all practicable measures to ensure that its employees and agents have an awareness and understanding of the Statement for Australia's Carers'.

The Department is a member of the Commonwealth Carers Forum, which develops and implements the National Carer Strategy, and regularly participates in meetings and consultation workshops.

The Department provides respite services to the veteran community and their carers through the veterans' home care (VHC) program. The VHC *Guidelines for assessment agencies* and the VHC *Guidelines for service providers* have been amended to include reference to the rights of carers and the Statement for Australia's Carers.

Information for carers is provided on DVA's public website, including links to the National Carer Strategy and Carers Australia and contact details for a range of carer services.

Human resource policies

Subsection 7(2) of the Act requires each public service agency's internal human resources policies, so far as they may significantly affect an employee's caring role, to be developed having due regard to the Statement for Australia's Carers.

The Department supports staff with caring responsibilities and considers the principles contained in the statement when developing human resources policy.

The DVA Enterprise Agreement 2012–14 provides access to a range of paid and unpaid leave as well as flexible working arrangements for employees who have to balance work

and caring responsibilities. These provisions include personal leave for caring purposes, miscellaneous leave, flex time, and part-time work. The Department also promotes a range of wellness activities that assist employees with caring responsibilities to look after their own health.

The Department's human resources practitioners support managers and employees with caring responsibilities by assisting them to access relevant provisions under the enterprise agreement, families at work and counselling services through the Employee Assistance Program.

Reflecting the principles in the Statement for Australia's Carers

Subsection 8(1) of the Act requires each public service care agency is to take all practicable measures to ensure that it, and all its employees and agents, take action to reflect the principles of the Statement for Australia's Carers in developing, implementing, providing or evaluating care supports.

The Department has contracted Carers Victoria to provide national carer support services to develop and deliver a training package to relevant DVA contracted providers to ensure they meet their obligations under the Act.

The Department's standard deed of agreement includes an obligation for contractors to comply with relevant laws and any Commonwealth and DVA policies.

Consultation with carers

Subsection 8(2) of the Act requires each public service care agency to consult carers or bodies that represent carers when developing or evaluating care supports.

The Veterans' Affairs Consultative Framework comprises national and state/territory forums. The national forums include the ESO Round Table which meets two to three times a year. Consultation focuses on policy, including carer issues, program matters and the operations of the Department.

Appendix G Work Health and Safety

The following information about work health and safety in DVA is provided in accordance with both section 74(1) of the *Occupational Health and Safety Act 1991* (OHS Act) and Part 4 Clause 4 of the *Work Health and Safety Act 2011* (WHS Act).

The OHS Act was repealed and replaced with the WHS Act on 1 January 2012.

Health and safety management arrangements

Under the WHS Act, employers are not legislatively required to develop written health and safety management arrangements. However, in DVA, the Health and Safety Management Arrangements (HSMAs) have been retained and amended via a consultative process to comply with the different requirements of the new WHS Act. These arrangements are one way in which DVA can demonstrate its commitment to meeting its broader duty of care under the WHS Act.

The new Act describes a duty of care for DVA as a person conducting a business or undertaking, with broader definitions of worker including contractors and volunteers and a new role of officer.

The health and safety arrangements provide DVA with a flexible framework for proactively managing work health and safety. They provide workers with a forum for raising health and safety issues through national and local committees and also describe the roles and functions of officers, workers and health and safety representatives.

The Work Health and Safety Committee, the peak national consultative committee for health and safety in DVA, focuses on strategic issues. Location WHS committees deal largely with local issues but provide input into the national committee. In 2011–12, the committees were actively involved in the transitional arrangements required to ensure all consultative arrangements and structures, such as work groups and health and safety representatives, were compliant with the new Act. The committees also oversaw the provision of information and training to support the introduction of the new legislation.

Initiatives in 2011–12

Activities undertaken during the year to ensure the health, safety and welfare of DVA staff while at work included:

- having a network of human resource practitioners providing support to all locations to identify and implement best practice in WHS policies and programs
- conducting an annual vaccination program
- managing a national Employee Assistance Program that provides free, confidential counselling for employees and their families
- undertaking health promotion activities, including fitness and wellbeing programs and circulation of information on healthy lifestyle activities and the prevention of injury and illness

- investigating follow-up action to address health and wellness outcomes from employee health checks held earlier in 2011
- providing a healthy lifestyle financial subsidy to assist employees to maintain a healthy lifestyle
- providing a range of flexible working arrangements, such as part-time work, home-based work and flexible working hours
- providing a free, confidential service for employees and their immediate families to provide information and assistance on childcare, aged care, health and support services and assistance for employees who may be relocating
- providing eyesight testing and a subsidy for spectacles used with screen-based equipment
- providing updated computer-based software to prompt and encourage rest breaks from repetitive keying tasks
- conducting a program of regular and ongoing workplace inspections carried out jointly by managers and health and safety representatives
- reviewing a range of health and safety indicator data, including incident reporting, to identify national trends or action required
- providing training and information for all workers regarding the implementation of the new Act
- providing training and information for members of health and safety committees where required
- providing expert information sessions and resources for employees identified as officers under the WHS Act
- arranging for work health and safety experts to develop an Officers Manual and Due Diligence Framework to support officers to discharge their duties under the WHS Act
- undertaking a range of reviews to ensure policies, procedures and forms are compliant with new Act.

Outcomes

Health and safety outcomes achieved as a result of these initiatives included:

- having health and safety management arrangements in place and amended to provide an updated reference tool
- continuation of active, location-based WHS committees
- continuation of a national Wellness Committee as a sub-committee of the National Consultative Forum and location-based wellness committees implementing a range of wellness activities
- a decrease in claims for workers compensation
- an increase in the number of employees actively involved in health, safety and welfare activities
- a network of workers compensation case managers and a strong partnership with Comcare to put strategies into place to prevent work-based injuries and to implement return to work and rehabilitation programs for injured or ill employees.

Reporting requirements

There were no accidents or dangerous incidents during 2011–12 that required DVA to give notice under section 68, nor were any investigations conducted that required notice under sections 29, 46 or 47 under the OHS Act.

There have been no notifiable incidents, investigations or notices that have arisen out of the conduct of DVA business or undertakings under the WHS Act during 2012.

Performance measure

Our workplace – occupational health and safety

In 2011–12, 31 claims for workers compensation were received compared with 30 claims in 2010–11 and 22 claims in 2009–10.

The workers compensation premium of \$1.90 million in 2011–12 was higher than the past two years (\$1.29 million in 2010–11 and \$1.46 million in 2009–10). This reflects the increased costs of claims submitted.

Appendix H Ecologically Sustainable Development and Environmental Performance

The following summary of DVA's environmental management activities and performance is provided in accordance with section 516A of the *Environment Protection and Biodiversity Conservation Act 1999* (EPBC Act).

Environmental commitment statement

DVA is committed to integrating environmental sustainability into our business. Our key commitments are to:

- comply with relevant legislation and policies
- minimise our carbon footprint
- utilise resources effectively
- continue to look at ways to minimise waste and reduce energy and resources consumption
- create a culture where environmental considerations are integrated into business activities
- consider the environmental aspects in the purchase of products and services
- report on our environmental performance and our progress towards environmental sustainability
- promote the use of our environmental policies, practices and initiatives to staff and our business partners
- strive for continual improvement in environmental performance.

Outcomes for ecologically sustainable development

DVA's outcomes contribute to the principles of ecologically sustainable development as set out in section 3A of the EPBC Act. Our contribution is in the effective delivery of Australian government services with as little environmental impact as possible.

During 2011–12 we continued to demonstrate environmental responsibility by minimising the negative impacts on the environment through efficient use of resources, effective waste management and pollution prevention.

Environmental impact of operations

DVA has taken measures to minimise the impact of our operations on the environment as set out in the EPBC Act.

Energy consumption

Agencies were required to meet Energy Efficiency in Government Operations (EEGO) energy consumption targets of 7,500 megajoules per person per annum for office tenant light and power by 2011–12.

Table H1 shows data from 2008–09 to 2010–11. Due to energy consumption reporting requirements, information relating to energy performance for 2011–12 will not be available until the end of October 2012.

Table H1. Tenant light and power

| Tenant light and power | 2008–09 | 2009–10 | 2010–11 | EEGO⁽¹⁾ target |
|--|----------------|----------------|----------------|--------------------------------------|
| Electricity (kilowatt hours) | 5,098,821 | 4,418,830 | 4,158,594 | N/A |
| Megajoules per occupied work point per annum | 6,336 | 5,991 | 5,504 | 7,500 |

1 Energy Efficiency in Government Organisations

Fleet and fuel usage

We commenced the 2011–12 year with 57 leased vehicles. This included 17 vehicles used by the Office of Australian War Graves (OAWG) in maintaining commemorative sites. Of the 40 vehicles used by DVA, 31 (76%) had a Green Vehicle Guide (GVG) rating above 10.5. This exceeds the government's Green Car Challenge of 50% of passenger vehicles being environmentally friendly cars. Due to the specific nature of the work, and the type of commercial vehicles required, only five of the 17 OAWG vehicles (29%) had a GVG rating above 10.5. During the year, 15 vehicles were either replaced or relinquished, 12 for DVA and three for OAWG.

At the end of the 2011–12 financial year, the total number of leased vehicles was 56.

We encourage the use of E10 fuel in our fleet vehicles where the fuel is available.

Fuel usage data for 2011–12 will be reported under EEGO reporting requirements in October 2012.

Travel

DVA reduces the requirement for air and other types of travel by using video and teleconference facilities in each main office location.

Waste and recycling

DVA collects data on the amount of waste and recycled material generated. In the Canberra location, 2,540 kilograms of organic waste were collected in 2011–12 (equivalent to 21.5 cubic metres).

Environmentally friendly purchasing

Contracts

DVA promotes environmental measures that lead to the reduction of waste and emissions and the better use of resources through its procurement processes. All procurement requests include consideration of environmental issues.

Chief Executive Instructions

Our Chief Executive Instructions (CEIs) detail and encourage the procurement of environmentally friendly products and services under the *Procurement of Property and Services*. The CEIs detail environmental purchasing to purchase property or services that have less impact on the environment and human health than otherwise comparable property or services.

Office supplies

DVA promotes the procurement of a large variety of quality products made from recycled material and manufactured with environmental consideration in mind.

Paper

During 2011–12 DVA maintained previous reductions in the amount of paper purchased. We purchased 41,562 reams of white copy paper, a 0.21% increase on the 2010–11 amount.

Monitoring performance

Environmental progress in DVA is reported internally to management and in our annual report. We also report annually to the Department of Climate Change and Energy Efficiency on energy usage, and to the Department of Sustainability, Environment, Water, Population and Communities on packaging waste.

Office of Australian War Graves

The OAWG maintains official commemorations for First and Second World War dead in 75 war cemeteries and plots in Australia and PNG. The OAWG also maintains 10 official Gardens of Remembrance that provide official commemoration for veterans whose deaths are accepted as war caused.

At most sites, the dominant horticultural features include lawns, trees, headstone borders and perimeter borders. The aim of the horticultural design of a war cemetery is to give the effect of a garden rather than the common concept of a cemetery, a place where the harmonious combination of the various elements may help the visitor to achieve a sense of peace in a beautiful and serene setting.

The nature of the landscape, the climate and the availability of an adequate water supply often dictates what form particular war cemeteries take. War cemeteries are scattered through Australia, across the tropical, sub-tropical, desert, grassland, and temperate climatic zones; each zone has its own issues which need to be resolved to meet the high quality horticulture standards required.

The location of war cemeteries and Gardens of Remembrance often means that supplementary water is required to achieve active plant growth. Various types of irrigation systems, including automatic systems, and water sources are currently being used. At many sites, water has become progressively less available. In response, the OAWG has sourced non-potable water at some sites and reduced its water consumption while striving to maintain the longstanding features and standards of presentation.

Water management plans are in place for each war cemetery and Garden of Remembrance to enable the reduction, reuse or recycling of water. The OAWG also has a national water restriction recording system detailing restrictions at each site. Table H2 shows water management initiatives in states and territories during 2011–12.

Table H2. OAWG water management initiatives in states and territories 2011–12

| | |
|--------------------------|---|
| Nationally | Incorporation of water management plans and consumption reporting in the War Graves System, the new commemoration and asset management system within DVA |
| Victoria | Upgrades of irrigation controllers at rural sites |
| NSW | Phase one work on the NSW water feature was completed. Phase two will commence this year and once completed will reduce water usage by increasing hydraulic efficiency, eliminating leaks and reducing evaporation. |
| Western Australia | Perimeter garden replanting and irrigation upgrades incorporating Australian natives, more drought-tolerant species and risk/location/plant based irrigation program. |

OAWG state and regional managers are continually looking to reduce the impact of OAWG activities on the environment. Examples include the NSW team's continued use of organic products to improve soil structure and increase the water holding capacity thus reducing the demand on potable water to achieve high performance turf. The Queensland team is trialling worm products in the Lutwyche War Cemetery and the Garden of Remembrance. This has reduced the dependence on fertiliser and chemicals to maintain healthy turf free of pests and diseases.

Appendix I Consultative Committees

Consultative committees enable both Commissions and DVA to liaise and consult directly with key stakeholders in forming policies and developing communication strategies. The committees form a vital part of our governance arrangements, providing transparency and accountability. They are listed here in groups: Defence and ex-service committees; health committees; research committees; and other consultation.

Defence and ex-service committees

Current and Former Members of the ADF – Emerging Issues Forum

The Current and Former Members of the ADF – Emerging Issues Forum provides a mechanism for regular consultation and discussion about emerging issues affecting younger members of the defence force and their families, and assists in identifying priority issues that require consideration.

The forum, chaired by the Services member of the MRCC (who is also the Services Member of the Repatriation Commission), met twice during the year and considered key issues such as:

- the retention of wounded and mentally ill members in the ADF
- ADF rehabilitation programs and services
- support for soldiers and their families in the case of family breakdown
- electronic scanning of health records
- DVA's new service models.

Defence/DVA Links Steering Committee

The Defence/DVA Links Steering Committee (DLSC) was established in 1999 and continues to meet quarterly. The committee has to date provided guidance for projects and shared information. The Links Committee is co-chaired by the Deputy President of the Repatriation Commission and the Defence Deputy Secretary People Strategies and Policy.

The governance framework between DVA and Defence underwent a review in 2012 that has resulted in changes to the DLSC. The committee's membership has been refined to include a smaller core group of senior executives from each department. The committee will continue to work to meet the strategic priorities set by the Secretaries of each department. The co-chair arrangements for DLSC remain the same, while the focus of the group will be the negotiation of agreed positions on policy and programs affecting shared clients, and on implementation issues where appropriate. Working groups under the DLSC will be convened when necessary to develop policy and program detail, including implementation arrangements.

Defence/DVA Health Consultative Forum

This joint forum was set up in 2006 as a sub-committee of the Defence/DVA Links Steering Committee, replacing the Medical Advisory Panel. It provided a quarterly forum for senior Defence and DVA officials from the relevant health areas to progress health issues of mutual interest to the two departments. It was co-chaired by the Commander, Joint Health Command in Defence and the DVA Principal Medical Adviser to the Repatriation Commission and the MRCC. The forum met once in 2011–12, and the terms of reference and membership were then reviewed to reflect significant changes in the health areas of both departments. Under the new arrangements, the Commander, Joint Health Command in Defence, the Principal Medical Adviser and the First Assistant Secretary, Health and Community Services Division will meet on a regular basis to progress matters of joint interest.

Interdepartmental Working Group for Streamlining Administration of Transitioning and Former ADF Members (IWG)

The Interdepartmental Working Group (IWG) was created as a result of the government's commitment to examine ways of rationalising the administrative burden on current serving ADF members, veterans and ex-service personnel and their families. The following departments and agencies are represented on the IWG:

- DVA
- Department of Defence
- ComSuper
- Department of Human Services
- Department of Education, Employment and Workplace Relations
- Department of Families, Housing, Community Services and Indigenous Affairs

Ex-service Organisation Round Table

The Ex-service Organisation (ESO) Round Table is a strategic forum for dialogue with key national ESOs. It is a forum for leaders of ESOs to provide their views to DVA, the Commissions and the Minister.

The round table is supported by four specific national forums: the National Mental Health Forum; the National Health, Aged and Community Care Forum; the Current and Former Members of the ADF – Emerging Issues Forum; and the Operational Working Party. It met eight times during the year.

The round table is chaired by the President of the Repatriation Commission (who is also chair of the MRCC and the Secretary of the Department). It enhances the capacity of the Commissions to address issues of importance to the ex-service and defence communities and assists in setting strategic directions for DVA in the medium to long term.

Operational Working Party

The Operational Working Party focuses on DVA's service delivery performance and operational issues. The working party is chaired by the First Assistant Secretary,

Client and Commemorations Division in DVA. It met three times during the year and considered key issues such as:

- compensation and offsetting issues
- transport arrangements
- current operational activities and reviews.

Prime Ministerial Advisory Council on Ex-service Matters

The Prime Ministerial Advisory Council on Ex-service Matters considers and advises the Prime Minister and government on strategic and complex matters impacting on the ex-service and defence communities.

The council maintains close working relationships with key stakeholders in the serving and ex-service communities. This has enabled council members to develop a sound understanding of the interaction between and within the two Commissions and the Departments of Veterans' Affairs and Defence, and with other Commonwealth agencies.

The second council was appointed in November 2011. Dr Allan Hawke retired as chair in March 2012 with the Hon Graham Edwards, AM appointed as the new chair. The council met five times in the last year.

VVCS National Advisory Committee

The direction and policy of the VVCS – Veterans and Veterans Families Counselling Services is supported by a National Advisory Committee (NAC), established to monitor VVCS operations and programs and provide independent advice on VVCS performance to the Minister and senior departmental officials.

The NAC is chaired by veteran and former Head of Australian Defence Health Services, Dr Tony Austin, AM, with committee membership representing a diverse cross-section of the veteran community, including veterans from Vietnam, contemporary conflicts and peacekeeping operations, partners of veterans, sons and daughters, and mental health experts. Membership is by ministerial appointment for a fixed term.

State and territory consultation forums

The state and territory consultation forums provide ESOs with a link to DVA. They provide an avenue for deputy commissioners to liaise and consult with state ESO leaders. The forums provide a mechanism for regular conversation and discussion about systemic issues concerning the veteran and defence communities.

There is one major forum in each state and territory chaired by the respective Deputy Commissioner.

During 2011–12 the forums considered a range of matters including complaints covering a range of issues. See Appendix J for more information.

Health committees

Allied Health Advisory Committee

The Allied Health Advisory Committee facilitates the sharing of information between DVA and peak provider groups in the fields of allied health. The committee meets twice a year to discuss and progress issues of interest to both DVA and professional associations in the provision of allied health services to members of the veteran community.

Community Nursing Clinical Advisory Committee

The Community Nursing Clinical Advisory Committee (previously known as the Community Nursing Industry Advisory Committee) advises DVA on clinical issues and provides feedback on proposed clinical enhancements to the community nursing program.

This committee comprises representatives from eight industry-endorsed peak nursing bodies and a representative from the Department of Health and Ageing to ensure DVA maintains a broader understanding of Commonwealth programs, including new initiatives, health trends and community care issues.

The peak nursing bodies are: the Australian Nursing Federation; the Australian Nursing and Midwifery Council; Palliative Care Australia; the Australian College of Mental Health Nurses Inc.; the Royal College of Nursing, Australia; the Council of Remote Area Nurses of Australia Plus; the College of Nursing; and the Australian College of Nurse Practitioners.

The committee did not formally meet during 2011–12 but was consulted out of session on clinical matters.

Community Nursing Reference Group

The Community Nursing Reference Group was established in 2010–11. It comprises 16 representatives from 200 contracted community nursing providers across Australia and a representative from the Department of Health and Ageing. This committee plays an integral part in DVA's communication in the continuing development and improvement of the community nursing program, including current industry-wide advice, nursing standards, best practice, workforce and provider issues within the industry and issues relating to community nursing policy and procedures.

A meeting was held in November 2011 and focused on community nursing program issues, the Coordinated Veterans' Care (CVC) Program, palliative care, mental health training for community nursing providers, eHealth and other issues.

Coordinated Veterans' Care Program Clinical Reference Group

The Clinical Reference Group provides advice to the Repatriation Commission and DVA on the CVC Program, including program design, and is a forum for communication and the exchange of ideas. It provides ongoing feedback and acts as a conduit to the medical and ex-service communities.

The group met in August 2011 and has continued to be consulted out of session.

Membership comprises representatives from: the Australian Medical Association; the Australian Medicare Local Alliance; the Australian Practice Nurses Association; the Royal Australian College of General Practitioners; the Rural Doctors Association of Australia; the Australian Nursing Federation; the University of New South Wales; the Royal Australasian College of Physicians; and the Ex-service Organisation Round Table.

Dental Advisory Committee

The Dental Advisory Committee facilitates communication and liaison between DVA and peak associations for dental professionals on matters arising from the provision of dental services to the veteran community. The committee meets twice a year to canvass matters of interest and to develop an understanding of the issues affecting veteran patients.

Local Medical Officer Advisory Committee

The national and state local medical officer advisory committees facilitate communication and liaison between DVA and key representative bodies for general medical practitioners.

The national committee comprises local medical officers representing each state, and members of the Australian Medical Association; the Rural Doctors Association of Australia; the Royal Australian College of General Practitioners; and the Australian General Practice Network.

The national committee meets in Canberra twice a year. The state committees, with representatives of the same state organisations, meet annually.

Medical Software Industry Association Committee

The Medical Software Industry Association Committee facilitates communication and liaison between DVA (representing the Repatriation Commission) and relevant key representatives from the peak associations for the medical software industry who supply the online product to medical and allied health providers. The committee meets for the purposes of:

- canvassing matters of interest to both DVA and members of the software and broader health industry who provide services to the veteran community
- providing feedback to DVA on matters affecting our arrangements for the administration of medical services for the veteran community.

National Health, Aged and Community Care Forum

The National Health, Aged and Community Care Forum has an interest in developing and proposing better-practice residential and community care arrangements and ensuring that aged care service providers are aware of the special commemorative and cultural needs of their ex-service clients. It also provides a link between ESOs, providers,

both Commissions and DVA in the dissemination of information on health, aged and community care issues.

The forum is chaired by the Deputy President of the Repatriation Commission and membership is drawn from the major ESOs. It met three times in 2011–12, most recently in April 2012.

National Mental Health Forum

The National Mental Health Forum enables broad consultation on mental health issues with a focus on prevention, early intervention, diagnosis, assessment, rehabilitation, treatment and relapse management. It also provides a sounding board for advice on national mental health programs, services and initiatives, particularly where they affect the veteran community.

The forum, chaired by the Repatriation Commissioner, met three times in 2011–12, most recently on 19 April 2012. Membership is drawn from the major ESOs, and a representative from Defence attends meetings.

Optical Advisory Group

The Optical Advisory Group comprises representatives from all peak optical industry bodies and covers optometrists, optical dispensers, opticians and ophthalmologists. The group convenes twice a year to consider various aspects of both Commissions' arrangements for optometric services and supplies for the veteran community.

Pay for Performance Advisory Committee

The Pay for Performance Advisory Committee provides expertise to guide the implementation, ongoing development, review and evaluation of both Commissions' pay for performance framework for private hospitals, with a strong clinical focus on the performance measures. The framework provides a financial incentive for private hospitals to improve care for our veterans, in particular those with chronic conditions. Representatives ensure that policy, technical and health industry perspectives are considered throughout the various stages of pay for performance.

Rehabilitation Appliances Program Reference Committee

The Rehabilitation Appliances Program (RAP) Reference Committee comprises representatives of the Australian Medical Association, the Australian Physiotherapy Association, Occupational Therapy Australia and the Royal District Nursing Service. The committee meets twice a year to consider changes to the RAP national schedule of equipment and to provide advice to both Commissions about the clinical appropriateness of aids and appliances for the veteran community.

Repatriation Pharmaceutical Reference Committee

The Repatriation Pharmaceutical Reference Committee is responsible for ensuring the appropriateness of medicines available to veterans under the Repatriation

Pharmaceutical Benefits Scheme. Membership comprises experts from various specialties such as oncology, geriatrics, psychiatry and pharmacology. The committee meets up to three times a year to discuss new items for listing and to review existing items on the Repatriation Schedule of Pharmaceutical Benefits.

Veterans' Home Care Reference Group

The Veterans' Home Care Reference Group was established in 2004 to provide a forum for effective dialogue with the home support industry. It assists and advises DVA on relevant program issues, provides feedback for improvements to the delivery and management of the program and ensures consistency in assessment and service provision. The reference group comprises 12 representatives from DVA-contracted Veterans' Home Care (VHC) assessment agencies and service provider organisations, a representative from the Department of Health and Ageing, and a representative from the peak body, Aged and Community Services Australia. The group met twice during 2011–12, in October and again in March, to discuss implementation and performance of the revised assessment instrument, the new CVC social assistance service type, the review of VHC guidelines and fact sheets and the impact of the *Carer Recognition Act 2010* on the VHC program and providers.

Research committees

DVA Human Research Ethics Committee

The DVA Human Research Ethics Committee's primary role is to protect the welfare and rights of veterans and their eligible dependants in all relevant research proposals. The committee considers research proposals from an ethical, moral and social perspective. It considers all research proposals involving a direct approach to members of the veteran community and their eligible dependants during the collection of veterans' personal information, and/or access to and use of DVA data (including data to be used for mail-outs).

The committee comprises mainly veterans and former members of the ADF and is constituted in accordance with National Health and Medical Research Council guidelines for human research ethics committees. Membership includes: a chairperson; a layman and a laywoman; two people with knowledge and current experience in areas of relevant research; a doctor; a minister of religion, and a lawyer. The DVA provides two ex-officio members and secretariat support for the committee.

The committee reports directly to the Military Rehabilitation and Compensation Commission (MRCC) and it met six times during 2011–12. It considered 108 submissions (16.6% were new submissions, 22.2% were protocol changes to approved research re-submissions, 52.8% were final submissions and 8.3% were other). The following research studies are typical of proposals considered by the committee during the year:

- Independent monitoring and evaluation of the CVC Program
- Housing security among retired ex-service people.

DVA Serum Management Committee Gulf War

The Serum Management Committee Gulf War is responsible to the Repatriation Commission and has representatives from Monash University, ESOs, Defence and DVA. The committee provides a framework for clear communication between these key stakeholders and the university as it conducts research into the Gulf War. The committee meets annually and issues quarterly reports about the research. DVA provides secretariat support to the committee.

DVA Serum Management Committee SHOAMP

The Serum Management Committee Study of Health Outcomes in Aircraft Maintenance Personnel (SHOAMP) is responsible to the Repatriation Commission and has representatives from ESOs, SHOAMP participants and DVA. The committee evaluates the merits of continued retention and storage of serum samples and its representatives undertake annual on-site inspection of sample storage. Meeting every 18 months, the committee issues reports and DVA provides secretariat support to the committee.

Independent Scientific Adviser

The Family Study Program Independent Scientific Adviser is Professor Bryan Rodgers from the Australian Demographic and Social Research Institute at the Australian National University. Professor Rodgers provides advice to the program and chairs the Scientific Advisory Committee.

Scientific Advisory Committee

The Independent Scientific Adviser and the Scientific Advisory Committee provide advice on scientific matters related to the conduct of the Family Study Program. The committee reports to DVA and also:

- assists DVA and research organisations in aligning program research to program studies methodology
- monitors progress of program studies from a scientific viewpoint
- provides regular reports to the consultative forums through the Independent Scientific Adviser
- reviews the research for accuracy and validity.

After a study is completed, the committee is required to approve the final report which is then presented to the Minister for Veterans' Affairs through the Repatriation Commission. The committee last met on 7 June 2012.

Membership of the committee comprised:

- Professor Ilan Katz, Social Policy Research Unit, University of New South Wales
- Dr Paul Jelfs, Assistant Statistician, Social Analysis and Reporting Branch, Australian Bureau of Statistics
- Dr Lyndall Strazdins, Fellow, National Centre for Epidemiology and Population Health, Australian National University

- Professor Michael Sawyer, Head, Research and Evaluation Unit, Women's and Children's Hospital, University of Adelaide
- Professor Elizabeth Waters, Jack Brockhoff Chair of Child Public Health, Melbourne School of Population Health, University of Melbourne.

DVA's Principal Medical Adviser, the Assistant Secretary, Research and Development Branch, and the Director, Strategic Research Advisory Section act as departmental advisers to the committee. DVA provides secretariat support.

Vietnam Veterans' Family Study Consultative Forum

The consultative forum for this study comprises nominees from the range of ESOs considered to represent the interests of participant groups in the study. This includes Vietnam veterans, Vietnam-era veterans, and children and partners of these veterans.

The members of the forum provide comment to the Repatriation Commission and DVA on issues that need to be considered in relation to the various study groups. They also consult with their organisations or constituents to ensure the veteran community perspective is provided on the study. The forum acts as the conduit between the ex-service community, the Scientific Advisory Committee, the Repatriation Commission and DVA.

The Repatriation Commissioner chairs the forum, and DVA provides secretariat support. The Independent Scientific Adviser attends all meetings.

The forum has met on a number of occasions since the start of the study. It has discussed a range of issues, in particular, ways of increasing registrations from those invited as part of the two random sample groups and their families. The forum last met on 7 June 2012.

Timor-Leste Family Study Consultative Forum

The consultative forum for the Timor-Leste Family Study comprises nominees of Defence and ESOs considered to represent the interests of participant groups in the study. These include Defence Families Australia, the Defence Community Organisation, the Australian Peacekeeper and Peacemaker Veterans' Association, the Returned and Services League of Australia and the ADF.

The roles of the members and chair of the forum are the same as for the Vietnam Veterans' Family Study. The Independent Scientific Adviser also attends all meetings of this forum.

Research Committee

The Research Committee is responsible for the governance of DVA's Applied Research Program and the broad strategic direction of our research. The committee is supported by the Applied Research Program's Research Working Group, which advises the committee in relation to new research proposals.

The two main functions of the committee are to:

- recommend to the MRCC those research proposals to be funded from the annual Applied Research Program Budget appropriation (see Outcome 2)
- consider advice on all other research throughout DVA, however funded.

In 2011–12, the Research Committee met three times. Funding was recommended for 12 applications that aligned with MRCC, Repatriation Commission and DVA research priorities. In addition to this, additional funding was approved for one existing project, to take advantage of an unforeseen opportunity to expand the scope of a project. The committee was advised on the progress of 26 projects that were in progress during the year. The types of research that received funding included, but were not limited to: literature reviews, outcome evaluative research, surveys and data linkages.

Other consultation

Anzac Centenary Advisory Board

The Anzac Centenary Advisory Board provides strategic advice and recommendations on the planning and implementation of Anzac Centenary initiatives to the Minister.

The board is also supported by six groups in the areas of:

- education and curriculum
- military and cultural history
- business
- ceremonial and commemorations
- youth
- engagement with state, territory and local government.

The groups are responsible for considering and developing proposals for the board's consideration within the thematic and subject matter expertise of each group.

The proposals considered by the board will inform the board's recommendation to government regarding the national Anzac Centenary Program framework.

International forums

DVA participates in the Senior International Forum and supports the involvement of the Minister for Veterans' Affairs in the Ministerial Forum. These forums comprise members from veterans administrations in Australia, Canada, New Zealand and the United States.

The forums have created a tradition of beneficial exchange of information and ideas through meetings held approximately every 18 months. Although the administrative structures differ between countries, there are commonalities that provide the opportunity for member countries to work collaboratively to improve processes and to develop innovative strategies in service delivery to veterans.

The forums met in Ottawa, Canada from 31 August to 2 September 2011 to discuss research-based policy and practice for today's veterans.

Appendix J National, State and Territory Treatment Monitoring

The DVA consultation framework is responsible for treatment monitoring on behalf of both Commissions and includes the Ex-service Organisations (ESO) Round Table, four national forums and eight state and territory forums.

Membership

The ESO Round Table is chaired by the President of the Repatriation Commission, who is also Chair of Military Rehabilitation and Compensation Commission (MRCC) and Secretary of DVA. Membership of the round table and the national forums is drawn from the leadership and representatives of the following ESOs:

- Australian Federation of Totally and Permanently Incapacitated Ex-Servicemen and Women
- Australian Peacekeeper and Peacemaker Veterans' Association
- Australian Special Air Services Association
- Australian Veterans and Defence Services Council
- Defence Force Welfare Association
- Legacy Australia Council
- Naval Association of Australia
- Partners of Veterans Association
- Returned and Services League of Australia
- Royal Australian Air Force Association
- Royal Australian Regiment Association
- Vietnam Veterans' Association of Australia
- Vietnam Veterans Federation of Australia
- War Widows' Guild of Australia.

The Prime Ministerial Advisory Council on Ex-service Matters is also represented on each of the national forums. The four national forums are individually chaired by the Deputy President of the Repatriation Commission (who is also a member of the MRCC), the Services member of the Repatriation Commission (also a member of the MRCC) and the First Assistant Secretary, Client and Commemorations Division.

Membership of the state and territory forums comprises representatives from the following organisations:

- Association of Extremely Disabled War Veterans
- Australian Federation of Totally and Permanently Incapacitated Ex-Servicemen and Women
- Australian Peacekeeper and Peacemaker Veterans' Association
- Australian Special Air Services Association
- Australian Veterans and Defence Services Council
- Consultative Council of Ex-service Organisations

- Defence Force Welfare Association
- Defence Reserves Association
- Ex-Prisoners of War Association of Australia
- Korea and South East Asia Forces Association of Australia
- Korea Veterans Association
- Legacy Australia Council
- National Servicemen's Association of Australia
- Naval Association of Australia
- Partners of Veterans Association
- Returned and Services League of Australia
- Royal Australian Air Force Association
- Royal Australian Armoured Corps Association
- Royal Australian Regiment Association
- Vietnam Veterans' Association of Australia
- Vietnam Veterans Federation of Australia
- War Widows' Guild of Australia.

The state and territory forums are chaired by the respective Deputy Commissioners.

Activities and issues for 2011–12

Treatment monitoring activity was included with other agenda items considered at the following national, state and territory forums.

National consultative forums

During 2011–12 the ESO Round Table met six times, the Emerging Issues Forum four times and the Operational Working Party three times, the Mental Health Forum two times, the Health, Aged and Community Care Forum three times. The issues raised at these forums included:

- accommodation options for contemporary veterans and members in the ADF
- compensation claim processes
- new services for support for wounded, injured or ill serving members or veterans
- new transport arrangements
- communication channels with veterans and their families
- mental health initiatives
- compensation offsetting issues
- a new funding model for Building Excellence in Support and Training (BEST) grants assessment
- ESO statistical recording for grant applications.

The forums also considered a range of DVA's health policies and services as follows:

- review of mental health in the contemporary veteran cohort
- respite care and other Veterans' Home Care (VHC)
- the Productivity Commission inquiry into aged care

- quality and compliance in residential care for veterans, including mental health treatment for DVA clients in aged care facilities
- Coordinated Veterans' Care (CVC) and medication management.

State and territory consultative forums

New South Wales

Meetings were held on 7 July 2011 and 17 November 2011, and 1 March 2012 and 9 May 2012. Matters of significance considered during the year included:

- access to services and the quality of services provided
- operation of the Repatriation Private Patient Scheme
- development and implementation of new service models
- complaints and feedback reporting
- national roll-out of the Veterans' Service Centre
- implementation of the OBAS
- processing of entitlement claims and DVA's relationship with Defence
- health services, particularly in relation to hearing services, mental health services, treatment for traumatic brain injury and implementation of the CVC Program
- implementation of MyAccount
- consultation with the ex-service community and the roles of the ex-service community in supporting current and former ADF personnel.

Victoria

Meetings were held on 23 August 2011 and 15 November 2011, and 28 February 2012 and 22 May 2012. Matters of significance considered during the year included:

- eligibility for the Veterans' Pharmaceutical Reimbursement Scheme
- access issues to country Local Medical Officers for extended claim assessment consultations
- the Caring for Older Australians Review
- the Transition Management Service and move to the OBAS
- times taken to process claims from the initial claim – that is, prior to permanent and stable status
- BEST funding reductions and Service Delivery Integration (SDI) funding
- veteran homelessness
- criteria for admission to the Coral-Balmoral mental health ward at Heidelberg Repatriation Hospital.

Queensland

Meetings were held on 25 August 2011 and 24 November 2011 and 1 March 2012 and 24 May 2012. Matters of significance considered during the year included:

- access to services and the quality of services provided
- consultation and feedback from representatives
- Defence Service Homes (DSH) Insurance

- the review of DVA-funded ESO advocacy and welfare services
- the new DVA service coordinator role to ensure optimal service delivery for recently bereaved widows as well as the other new service delivery models
- advice on the Complaints Feedback Management System
- the Review of War-caused Disabilities and Pharmaceutical Costs
- transport arrangements
- MyAccount
- the On-Base Advisory Service (OBAS)
- the Veterans' Satisfaction Survey and feedback
- the Rehabilitation Appliance Program
- the Review of Military Compensation Arrangements
- the Choice and Maintainability in Veterans' Services project including MyAccount
- the clean energy supplement
- the 2011–12 Budget briefing
- the single claim form project
- the joint eHealth data and information system (JeHDI)
- the CVC Program
- health services and discharge planning
- hospital days and complaints received regarding generated through

South Australia

Meetings were held on 25 August 2011 and 23 November 2011, and 7 March 2012 and 23 May 2012. Matters of significance considered during the year included:

- a discussion on the implementation of parking fees around hospitals in the metropolitan area
- the introduction of the service coordination positions across Australia providing dependants of contemporary veterans with a single point of contact for all enquiries
- a discussion on the Volunteers for Veterans program available for staff to assist veterans in the community outside work
- the Senate's passing of legislation that improves access for Australian veterans to compensation and health care for exposure to radiation during the British nuclear tests of the 1950s and 1960s
- a discussion on Legacy's role now and into the future due to the changing demographics of their clients
- the in-home telemonitoring trial for veterans
- an update regarding the OBAS
- a discussion on the services that are now available to clients online, including MyAccount and the Entitlement Self Assessment tool
- an update on the progress of the *Military Rehabilitation and Compensation Act 2004*
- the DVA Defence familiarisation sessions where staff attended defence bases to understand the conditions defence personnel work under
- the funding of Bomber Command veterans to travel to London for the unveiling of the new memorial.

Western Australia

Meetings were held on 18 October 2011 and 21 February 2012. A special meeting to deal with the purpose and future of ESO groups titled 'Better Relationships, Better Outcomes' was held on 1 March 2012. Matters of significance considered during the year included:

- the OBAS implementation
- Training and Information (TIP) and BEST allocations and reduction in funding
- the need for medical treatment to be supplied by qualified practitioners – dental hygienists
- the Choice and Maintainability in Veterans Services project
- the Household Assistance Package
- the F-111 advertising campaign
- the nature of DVA staff interaction with ESOs – giving advice or giving information
- preparations for the Centenary of Anzac
- MyAccount
- day club refresher meeting
- Indigenous war veterans.

Tasmania

Meetings were held on 21 September 2011 and 16 November 2011 and 7 March 2012. The meeting scheduled for 9 May 2012 was an optional presentation on the 2012–13 Budget. Matters of significance considered during the year included:

- the Choice and Maintainability in Veterans Services project, including MyAccount
- the closure of the Alice Elliott Day Centre and transition of DVA clients to modern day centres
- the uptake of the CVC Program in Tasmania
- the review of the Veterans' Affairs Pharmaceutical Advisory Centre
- participation by local veterans in the In-Home Telemonitoring for Veterans Trial
- personally controlled electronic health records
- new service models for contemporary veterans, widows, widowers and dependants
- the National Commission on the Centenary of Anzac report
- mental health issues, including mental health services in the community and the ADF, and implementation of the Dunt Report recommendations
- the emerging issue of ageing partners providing care to increasingly frail, age-affected spouses or partners while themselves suffering medical and mental health issues, including dementia
- hospital reports, including discharge planning issues, bed days and treatment statistics.

Northern Territory

Meetings were held on 23 August 2011, 22 November 2011 and 28 February 2012. An informal, optional meeting was held on 9 May 2012 to brief members on the measures contained in the 2012–13 Budget. Matters of significance considered during the year included:

- service delivery performance (times taken to process claims and applications)
- Veterans' Health Week activities
- health services data that can be used to monitor access to, and the range and quality of, services in the Northern Territory (hospital activities, allied health delivery)
- the Anzac Centenary
- the CVC Program
- realigning of funding of BEST and Veteran and Community Grants
- the Household Assistance Package relating to the carbon price
- the introduction of OBAS
- telemonitoring for veterans
- personally controlled electronic health records.

Australian Capital Territory

Meetings were held on 14 July 2011, 24 November 2011 and 15 March 2012. Matters of significance considered during the year included:

- operation of the Repatriation Private Patient Scheme in the ACT
- the Department's fraud control framework
- implementation of the CVC Program
- national roll-out of the Veterans' Service Centre
- implementation of OBAS
- development of the new service models
- complaints and feedback reporting.

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Appendix L List of Corrections to Previous Annual Report

Minor errors or omissions in table totals and other instances noted in DVA's 2010–11 annual report are listed below. Most corrections appear as footnotes to the tables where the errors or omissions occurred last year.

Management and Accountability, Table 14. The number of senate estimates briefs for 2010–11 was listed as 104, but should have been 164.