

Australian Government

Department of Veterans' Affairs

ELECTRONIC RECORDS

NB: These documents have been obtained from an electronic record. An original hard-copy version of this record does not exist.

From:	Stuart, Jane
To:	s 47E McLaren, Alison; Sloan, Lauren; Cameron, Leanne; Goodwin, Paula
Cc:	Mahmoud; Jarrad; s 47E ; s 47F Rebecca
Subject:	0900 FRIDAY: IAU DASHBOARD - IAU Fortnightly Catch-up [SEC=OFFICIAL]
Date:	Thursday, 17 October 2024 6:10:00 PM
Attachments:	IAU Performance Dashboard - 14 Oct 24.pptx image001.png image002.png image003.png image004.png image005.jpg image006.jpg

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Evening All,

My sincere apologies for the late email, in preparation for the **IAU fortnightly catch-up at 0900 tomorrow morning** please find attached latest dashboard.

Kind regards, Jane

Jane Stuart
Assistant Secretary
Client and Information Access Branch
Ministerial Engagement and Communications Division
Department of Veterans' Affairs
Tel s 47F
Jane.Stuart@dva.gov.au
www.dva.gov.au

Information Access Unit – Weekly summary

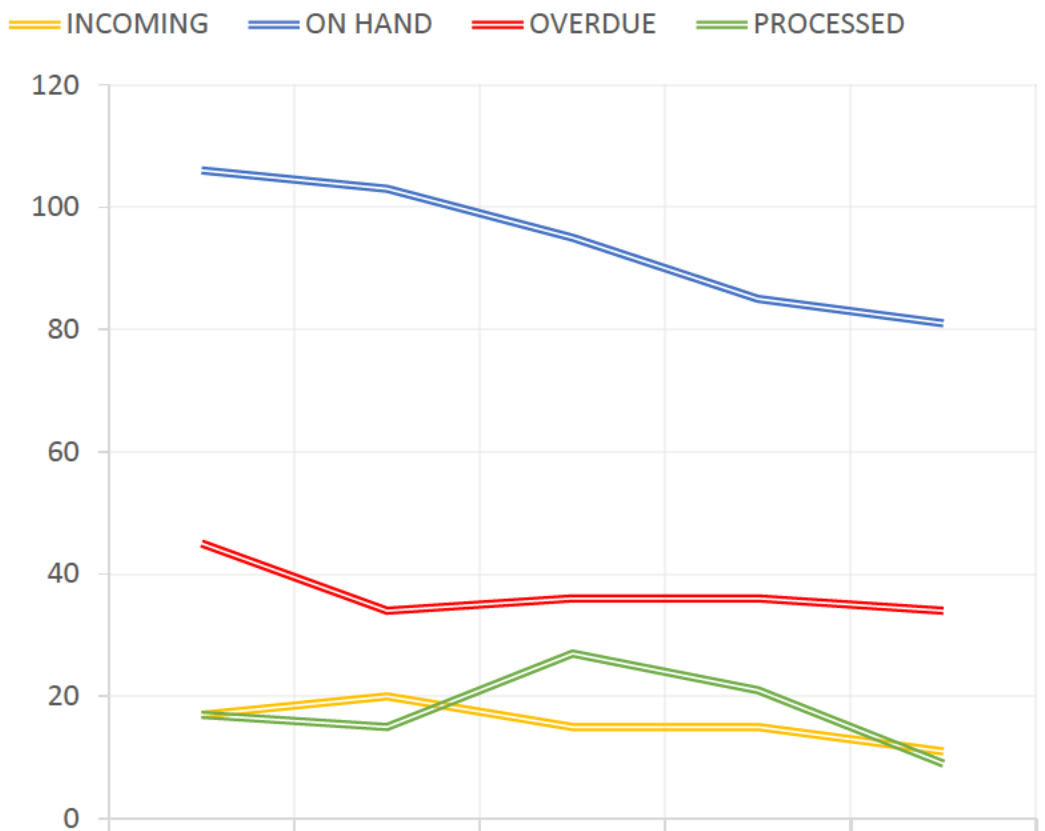
18 October 2024 | Data as at 14 October 2024

TOTAL FOI ON HAND: 81 (34 overdue to applicant)*

Australian Government
Department of Veterans' Affairs

transforming DVA

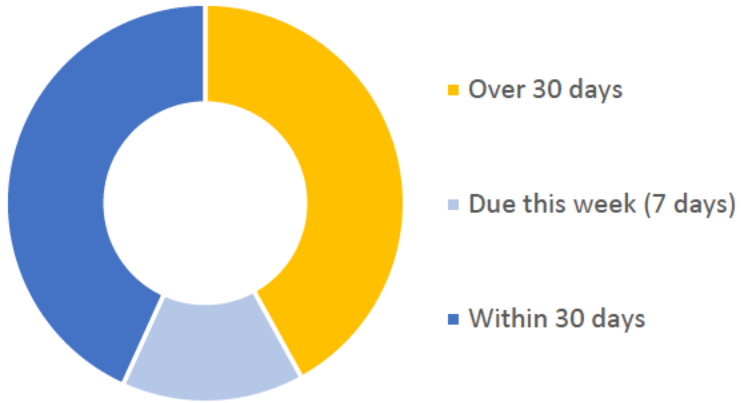
FREEDOM OF INFORMATION*



	19-Aug-24	2-Sep-24	16-Sep-24	30-Sep-24	14-Oct-24
INCOMING	17	20	15	15	11
ON HAND	106	103	95	85	81
OVERDUE	45	34	36	36	34
PROCESSED	17	15	27	21	9

s 47C

58% on time



* **Note:** Excludes requests relating to MATES personal information captured at slide 3.

s 22 - Out of scope

s 22 - Out of scope

From:	Stuart, Jane
To:	Cameron, Leanne; Goodwin, Paula; s 47F Mahmoud; s 47F Jarrad
Cc:	s 47F Vivienne
Subject:	PAPERS - IAU Fortnightly Pre-Brief [SEC=OFFICIAL]
Date:	Wednesday, 16 October 2024 5:44:00 PM
Attachments:	IAU Fortnightly Agenda with Talking Points 18102024.docx IAU Performance Dashboard - 14 Oct 24.pptx image001.png image002.png image003.png image004.png image005.jpg image006.jpg

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Hi All,

In preparation for tomorrow's IAU Fortnightly Pre-Brief between 11.30am-12noon, please find attached the papers.

Vivienne – Please save the attached version in the TRIM container (thanks!).

Kind regards, Jane

Jane Stuart
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www.dva.gov.au

s 22 - Out of scope

s 22 - Out of scope

Information Access Unit – Weekly summary

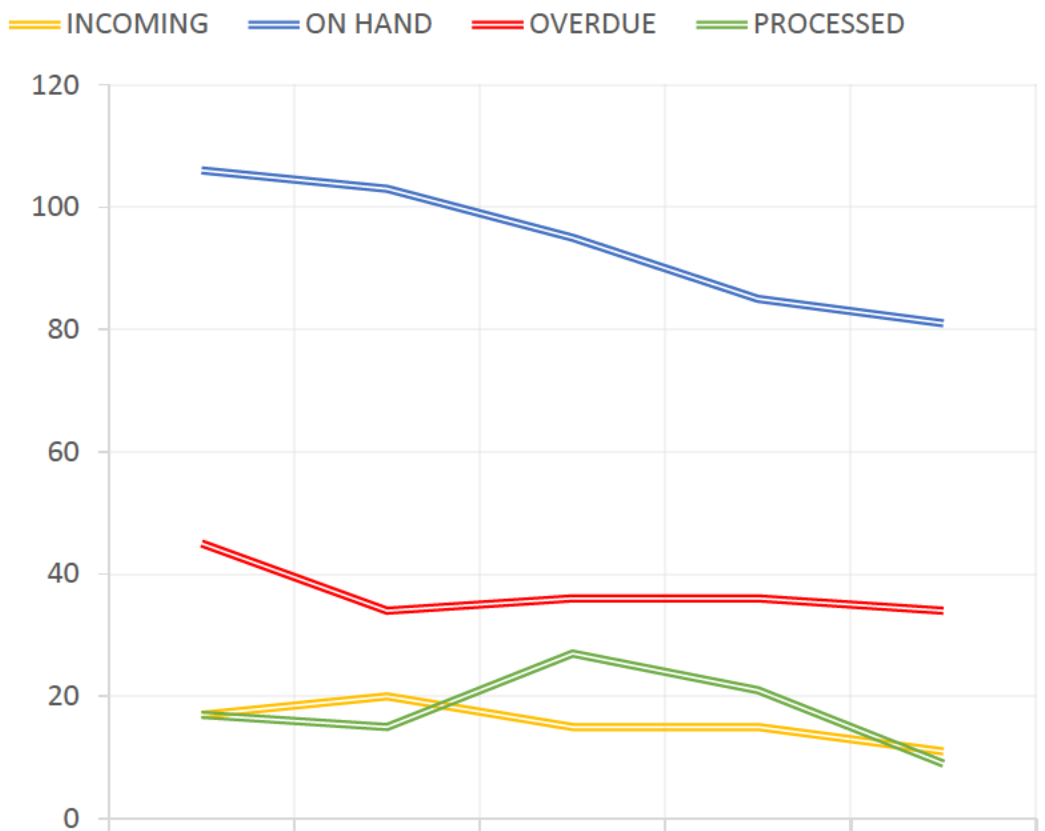
18 October 2024 | Data as at 14 October 2024

TOTAL FOI ON HAND: 81 (34 overdue to applicant)*

Australian Government
Department of Veterans' Affairs

transforming DVA

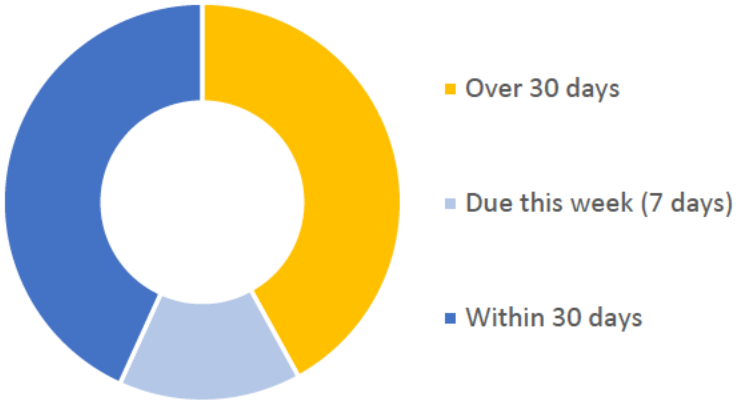
FREEDOM OF INFORMATION*



	19-Aug-24	2-Sep-24	16-Sep-24	30-Sep-24	14-Oct-24
INCOMING	17	20	15	15	11
ON HAND	106	103	95	85	81
OVERDUE	45	34	36	36	34
PROCESSED	17	15	27	21	9

s 47C

58% on time



* **Note:** Excludes requests relating to MATES personal information captured at slide 3.

s 22 - Out of scope

s 22 - Out of scope

From:	Stuart, Jane
To:	McLaren, Alison; Goodwin, Paula; s 47F Mahmoud; s 47F Jarrad
Cc:	s 47F Rylie; s 47F Elise; s 47F Rebecca
Subject:	Papers for IAU pre-brief at 9.30am TOMORROW (THURSDAY 4 SEPT) [SEC=OFFICIAL]
Date:	Wednesday, 4 September 2024 5:28:00 PM
Attachments:	IAU Fortnightly Agenda with Talking Points 06092024.docx IAU Weekly Dashboard - 2 Sept 24.pptx image001.png image002.png image003.png image004.png image005.jpg image006.jpg

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Good afternoon,

In preparation of this morning's IAU pre-brief at 9.30am please find attached the Dep Sec annotated agenda and IAU dashboard.

The team have reworked the dashboard to provide further detail on the case load:

- INCOMING – new cases received in last seven days
- ON HAND – total cases on hand
- OVERDUE – cases outside of 30 days
- PROCESSED – decisions issued in last seven days

Thanks, Jane

Jane Stuart
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s 22 - Out of scope

s 22 - Out of scope

Information Access Unit – Weekly summary

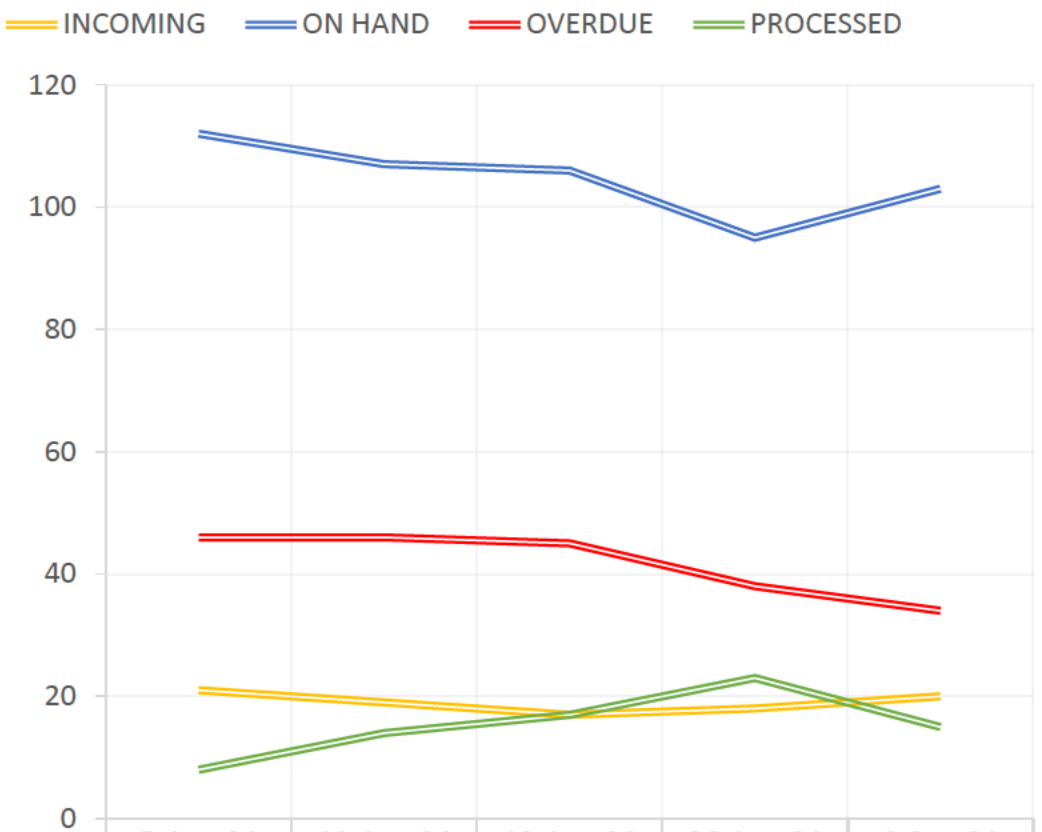
6 September 2024 | Data as at 2 September 2024

TOTAL FOI ON HAND: 183 (112 overdue to applicant)

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Department of Veterans' Affairs

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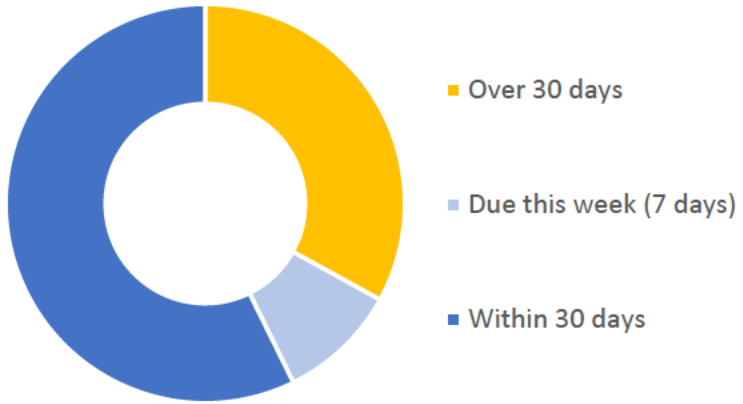
FREEDOM OF INFORMATION



	5-Aug-24	12-Aug-24	19-Aug-24	26-Aug-24	2-Sep-24
INCOMING	21	19	17	18	20
ON HAND	112	107	106	95	103
OVERDUE	46	46	45	38	34
PROCESSED	8	14	17	23	15

s 47C

67% on time



s 22 - Out of scope

s 22 - Out of scope

From:	Stuart, Jane
To:	McLaren, Alison; Pettitt, Liane; s 47F Mahmoud; s 47F Jarrad
Cc:	Smythe, Rebecca; s 47F Allison; s 47F Anna; s 47F Vivienne
Subject:	IAU Pre-brief - 3PM TODAY [SEC=OFFICIAL]
Date:	Wednesday, 3 July 2024 12:31:00 PM
Attachments:	IAU Weekly Agenda with Talking Points 04072026.docx image001.png image002.png image003.png image004.png image005.jpg image006.jpg IAU Weekly Dashboard - 1 July 24.pptx

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Hi All,

Please find below the papers for the IAU pre-brief at 3.30pm TODAY.

I will distribute the agenda and dashboard following the pre-brief.

Thanks, Jane

Jane Stuart

Assistant Secretary

Client and Information Access Branch

Ministerial Engagement and Communications Division

Department of Veterans' Affairs

Tel s 47F

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www.dva.gov.au

s 22 - Out of scope

s 22 - Out of scope

Information Access Unit – Weekly summary

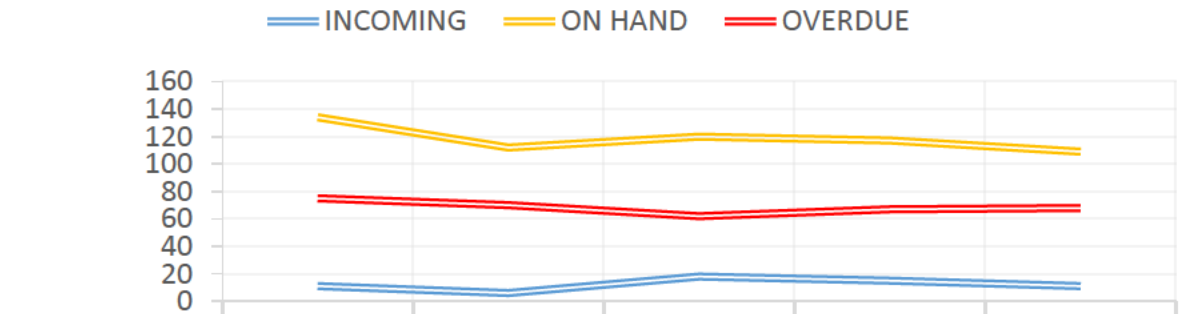
3 July 2024 | Data as at 1 July 2024

TOTAL FOI ON HAND: 204 (163 overdue to applicant)
TOTAL ADMIN ACCESS ON HAND: 738 (580 outside 30 day target)

Australian Government
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FREEDOM OF INFORMATION



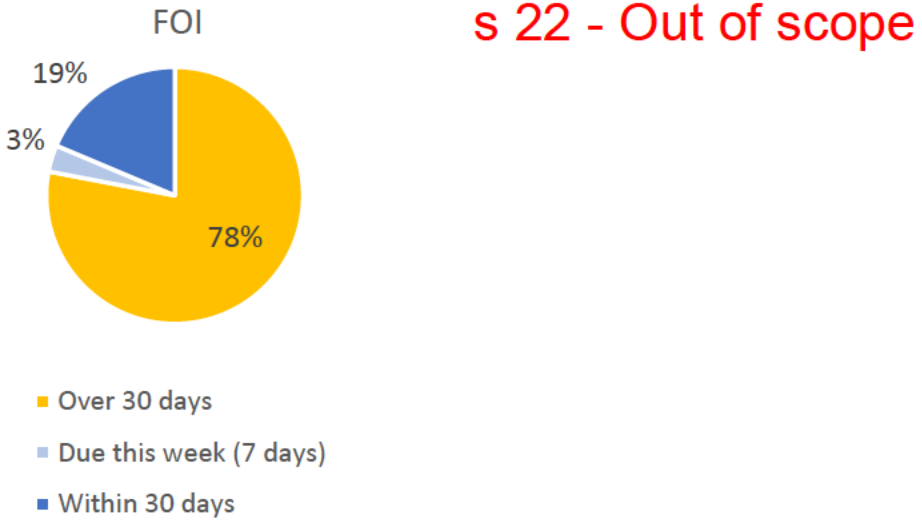
	3-Jun-24	10-Jun-24	17-Jun-24	24-Jun-24	1-Jul-24
INCOMING	11	6	18	15	11
ON HAND	134	112	120	117	109
OVERDUE	75	70	62	67	68

s 22 - Out of scope

S 47C

DAYS ON HAND / OVERDUE

s 22 - Out of scope



s 22 - Out of scope

s 22 - Out of scope

From: Stuart, Jane
To: Pettitt, Liane; McLaren, Alison
Cc: s 47E ; s 47F Jarrad; s 47F Mahmoud
Subject: FW: IAU Weekly Dashboard and Meeting Agenda [SEC=OFFICIAL]
Date: Thursday, 13 June 2024 5:42:00 PM
Attachments: IAU Weekly Dashboard - 12 June 2024.pptx
IAU Weekly Catchup Agenda 14062024.docx
image001.png
image002.png
image003.png
image004.png
image005.jpg
image006.jpg
IAU Weekly Catchup Agenda with talking points 14062024.docx

Hi Liane and Ali,
Apologies for the delay, please find attached the Deputy Secretary talking points. The pre-brief booked for 2pm tomorrow, with the meeting commencing at 2.30pm.
For information, I have forwarded the invitation to Petra Gartmann.
Thanks, Jane

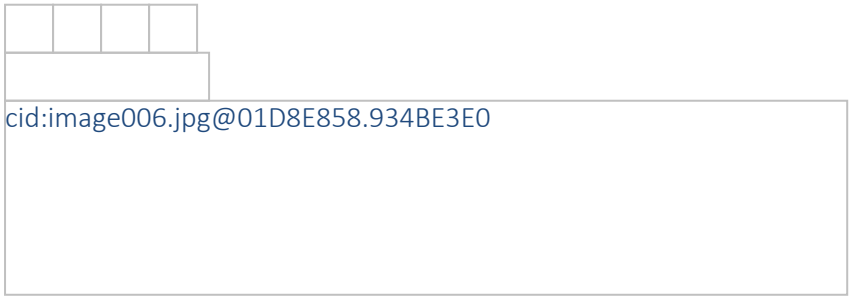
Assistant Secretary
Client and Information Access Branch
Ministerial Engagement and Communications Division
Department of Veterans' Affairs
Tel s 47F
Jane.Stuart@dva.gov.au
www.dva.gov.au

cid:image006.jpg@01D8E858.934BE3E0

From: Stuart, Jane
Sent: Thursday, 13 June 2024 5:36 PM
To: s 47E Foat, Ally <Ally.Foat@dva.gov.au>; Gartmann, Petra <Petra.Gartmann@dva.gov.au>; s 47F Greg s 47F @dva.gov.au>; Pullar, Susan <Susan.Pullar@dva.gov.au>; s 47F Rebecca s 47F @dva.gov.au>; Pettitt, Liane <Liane.Pettitt@dva.gov.au>; McLaren, Alison <Alison.McLaren@dva.gov.au>
Cc: Frame, Alison <Alison.Frame@dva.gov.au>; s 47E @dva.gov.au>; s 47F Mahmoud s 47F @dva.gov.au>; s 47F Jarrad s 47F @dva.gov.au>
Subject: IAU Weekly Dashboard and Meeting Agenda [SEC=OFFICIAL]
Hi All,
Please find attached the agenda and IAU dashboard for tomorrow afternoon's IAU Weekly Catch-up.
Let me know if you have any questions.
Thanks, Jane

Jane Stuart
Assistant Secretary

Client and Information Access Branch
Ministerial Engagement and Communications Division
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Information Access Unit – Workload and staffing

12 June 2024 | Data as at COB 7 June 2024

Australian Government
Department of Veterans' Affairs

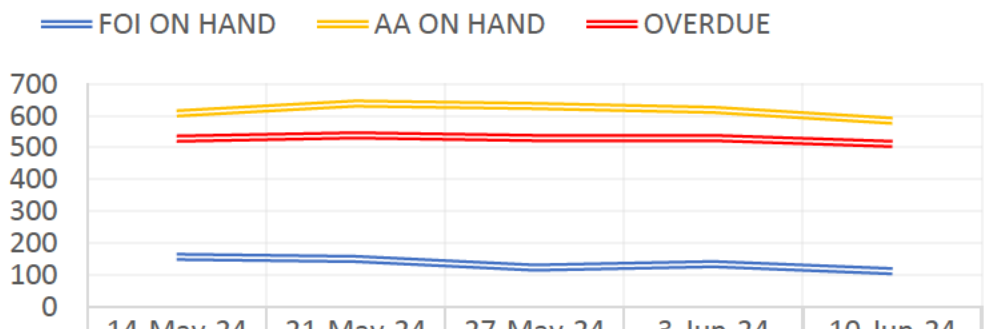
transforming DVA

s 22 - Out of scope

IAU CASELOAD

TOTAL FOI ON HAND: 211 (164 overdue to applicant)
TOTAL ADMIN ACCESS ON HAND: 779 (627 outside 30 day target)

s 22 - Out of scope

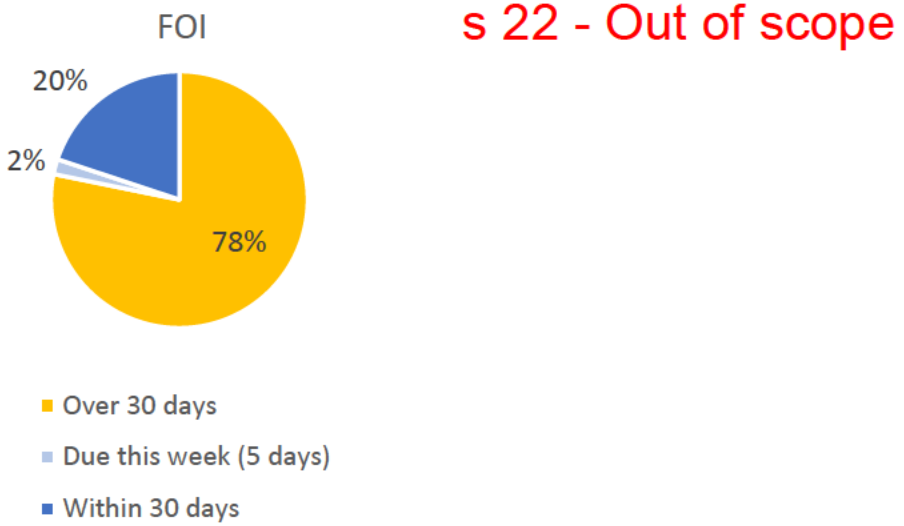


	14-May-24	21-May-24	27-May-24	3-Jun-24	10-Jun-24
FOI ON HAND	157	150	123	134	112
AA ON HAND	608	639	631	619	585
OVERDUE	529	539	531	531	512

s 47C

DAYS ON HAND / OVERDUE

s 22 - Out of scope



s 22 - Out of scope

s 22 - Out of scope

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s 22 - Out of scope

From:	Stuart, Jane
To:	s 47F Foat, Ally; Gartmann, Petra; s 47F Greg; Pullar, Susan; s 47F Rebecca; Pettitt, Liane; McLaren, Alison
Cc:	Frame, Alison; s 47E ; s 47F , Mahmoud; s 47F Jarrad
Subject:	IAU Weekly Dashboard and Meeting Agenda [SEC=OFFICIAL]
Date:	Thursday, 13 June 2024 5:35:00 PM
Attachments:	IAU Weekly Dashboard - 12 June 2024.pptx IAU Weekly Catchup_ Agenda 14062024.docx image001.png image002.png image003.png image004.png image005.jpg image006.jpg

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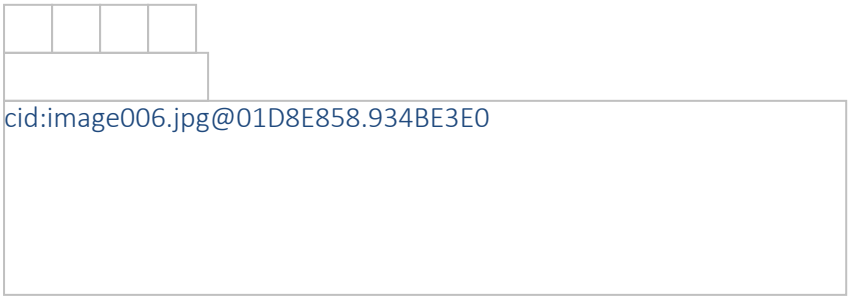
Hi All,

Please find attached the agenda and IAU dashboard for tomorrow afternoon's IAU Weekly Catch-up.

Let me know if you have any questions.

Thanks, Jane

Jane Stuart
Assistant Secretary
Client and Information Access Branch
Ministerial Engagement and Communications Division
Department of Veterans' Affairs
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Jane.Stuart@dva.gov.au
www.dva.gov.au



Information Access Unit – Workload and staffing

12 June 2024 | Data as at COB 7 June 2024

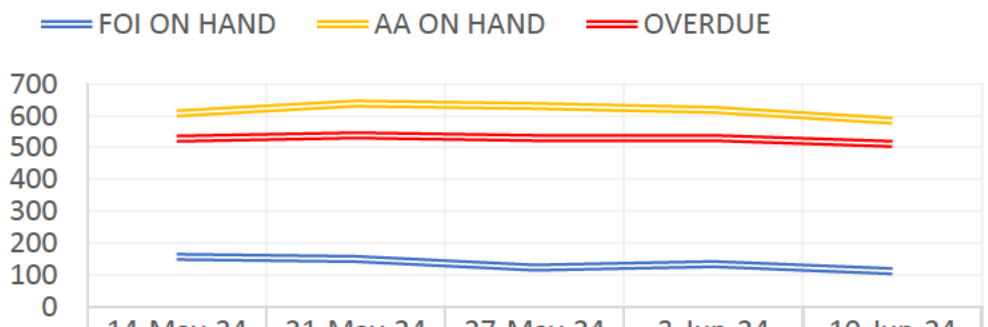
Australian Government
Department of Veterans' Affairs

transforming DVA

s 22 - Out of scope

IAU CASELOAD

TOTAL FOI ON HAND: 211 (164 overdue to applicant)
TOTAL ADMIN ACCESS ON HAND: 779 (627 outside 30 day target)



	14-May-24	21-May-24	27-May-24	3-Jun-24	10-Jun-24
FOI ON HAND	157	150	123	134	112
AA ON HAND	608	639	631	619	585
OVERDUE	529	539	531	531	512

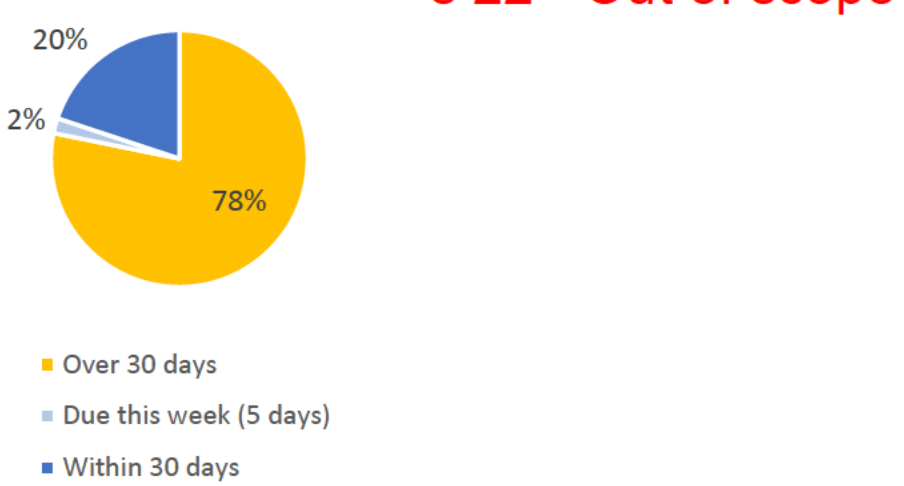
s 22 - Out of scope

s 47C

DAYS ON HAND / OVERDUE

FOI

s 22 - Out of scope



s 22 - Out of scope

s 22 - Out of scope

s 22 - Out of scope

From: Stuart, Jane
To: Pettitt, Liane; McLaren, Alison
Cc: s 47F , Mahmoud; s 47F Jarrad
Subject: FW: FOR CLEARANCE: IAU information for DVA website - draft [SEC=OFFICIAL]
Date: Sunday, 2 June 2024 9:38:00 PM
Attachments: image008.png
IAU content for DVA website.docx
image001.png
image002.png
image003.png
image004.png
image005.jpg
image006.jpg

Hi Liane and Ali,
s 47C

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Thanks, Jane
Jane Stuart
Assistant Secretary
Client and Information Access Branch
Ministerial Engagement and Communications Division
Department of Veterans' Affairs
Tel s 47F
Jane.Stuart@dva.gov.au
www.dva.gov.au

cid:image006.jpg@01D8E858.934BE3E0

From: Stuart, Jane
Sent: Thursday, 9 May 2024 3:11 PM
To: Pettitt, Liane <Liane.Pettitt@dva.gov.au>
Cc: s 47F Mahmoud s 47F @dva.gov.au>; s 47F Jarrad s 47F @dva.gov.au>
Subject: FOR CLEARANCE: IAU information for DVA website - draft [SEC=OFFICIAL]
Hi Liane,
Please find attached the updated high-level Information Access website content for consideration. s 47C

Happy to discuss. Thanks, Jane
Jane Stuart
Assistant Secretary
Client and Information Access Branch
Ministerial Engagement & Communications
Department of Veterans' Affairs
Tel s 47F
Jane.Stuart@dva.gov.au
www.dva.gov.au

cid:image006.jpg@01D8E858.934BE3E0

From: Kalleske, Mark <Mark.Kalleske@dva.gov.au>
Sent: Thursday, 11 April 2024 1:34 PM
To: McLaren, Alison <Alison.McLaren@dva.gov.au>
Cc: s 47E Pettitt, Liane <Liane.Pettitt@dva.gov.au>; s 47F Angela-Grace s 47F @dva.gov.au>; s 47F Mahmoud s 47F @dva.gov.au>
Subject: FOR CLEARANCE: IAU information for DVA website - draft [SEC=OFFICIAL]
Hello Alison
Liane has asked that I provide this information to you for consideration.
s 47C

Thanks
Mark

IAU information for DVA website

s 47C

From:	Stuart, Jane
To:	Pettitt, Liane; McLaren, Alison
Cc:	Mahmoud; Jarrad; s 47F Vivienne
Subject:	Agenda and papers for tomorrow"s IAU meeting [SEC=OFFICIAL]
Date:	Thursday, 16 May 2024 6:37:00 PM
Attachments:	IAU Workflow Stages_Immediate improvements.pptx IAU Weekly Dashboard - 14 May 2024.pdf Weekly s.55T tracker SECOFFICIALSensitive ACCESSLegal-Privilege.msg IAU Weekly Catchup_Agenda with Talking Points 17052024.docx IAU Weekly Catchup_Agenda 17052024.docx image001.png image002.png image003.png image004.png image005.jpg image006.jpg

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Hi Ali and Liane,

My sincere apologies for the late email. Following yesterday's IAU pre-brief please find attached:

- Agenda
- Agenda – *Dep Sec version with talking points*
- IAU Dashboard – *Data as at 13 May 2024*
- IAU Workflow – *Summary of immediate changes*
- s.55T tracker - *Not on the agenda, but possibly raised*

s 47C

Happy to discuss. Thanks, Jane

Jane Stuart
Assistant Secretary
Client and Information Access Branch
Ministerial Engagement & Communications
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www.dva.gov.au

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s 22 - Out of scope

Information Access Unit – Workload and staffing

17 May 2024 | Data as at COB 13 May 2024

Australian Government
Department of Veterans' Affairs

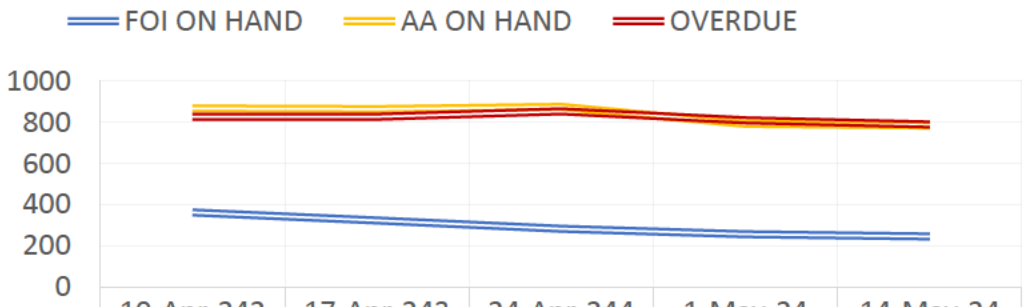
transforming DVA

TOTAL FOI ON HAND: 245 (163 Overdue to applicant)
TOTAL ADMIN ACCESS ON HAND: 784 (627 outside 30 day target)

s 22 - Out of scope

s 22 - Out of scope

IAU CASELOAD



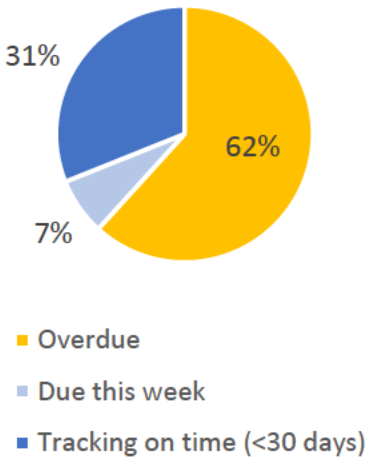
	10-Apr-242	17-Apr-243	24-Apr-244	1-May-24	14-May-24
FOI ON HAND	362	323	283	257	245
AA ON HAND	867	864	875	793	784
OVERDUE	826	826	853	810	790

s 47C

DAYS ON HAND / OVERDUE

FOI

s 22 - Out of scope



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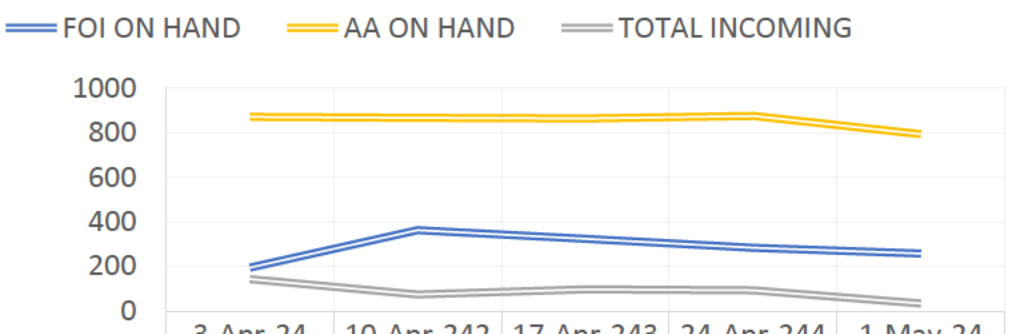
Information Access Unit – Workload and staffing

6 May 2024 | Data as at COB 1 May 2024

Australian Government
Department of Veterans' Affairs

transforming DVA

IAU CASELOAD



	3-Apr-24	10-Apr-242	17-Apr-243	24-Apr-244	1-May-24
FOI ON HAND	194	362	323	283	257
AA ON HAND	871	867	864	875	793
TOTAL INCOMING	143	74	96	92	33

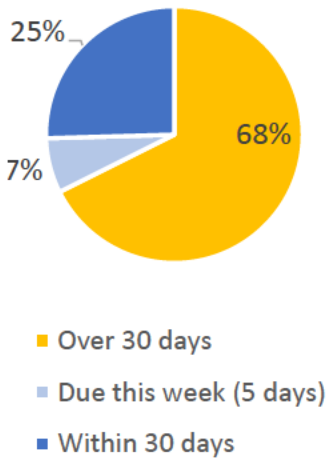
s 22 - Out of scope

s 47C

DAYS ON HAND / OVERDUE

FOI

s 22 - Out of scope



s 22 - Out of scope

s 22 - Out of scope