Vietnam War veterans and family members march into the national service marking the 50th anniversary of the Battles at Fire Support Bases Coral and Balmoral. More than 1,700 veterans and family members attended the service, held on Anzac Parade in Canberra on 13 May 2018. DVA supported the attendance of 33 family members for the 26 servicemen killed in action.
Glossary

allied health—Fields of medical work that are not medicine, dentistry or nursing. Examples include radiography, occupational therapy, pharmacy and psychology.

contemporary veterans—Veterans of wars, conflicts and peace operations more recent than the Second World War.

corporate governance—A corporate entity's framework of authority, accountability, leadership, direction and management of human and other resources.

critical error—A failure in an administrative process, where departmental policies are not applied and/or a decision about an entitlement is significantly incorrect.

day clubs—Groups of people who meet regularly for social and recreational activities, helping to promote a healthy lifestyle. Most day clubs are operated by ex-service organisations with assistance from DVA.

delegate—A person who has legal authority to make decisions on behalf of a higher authority, such as the Secretary of the Department, the Repatriation Commission, the Military Rehabilitation and Compensation Commission or the Minister.

estimated actual—The financial year's estimated final figures as included in the budget documentation. As the Budget is released in May but the financial year does not close off until 30 June, the current year numbers used in the Budget can only be estimates.

ex-service organisation—An organisation whose members include veterans within Australia and/or persons within the Commonwealth of Nations who are receiving or eligible to receive pensions under Part II of the Veterans’ Entitlements Act 1986 (VEA) as dependants of veterans. The organisation’s objectives will include representing those persons throughout the Commonwealth.

Gold Card—The DVA health treatment card that provides eligible persons with access to health services for all medical conditions.

memorandum of understanding—An agreement made between two entities, outlining the roles and responsibilities to be assumed by each party, and providing a framework for cooperation.

Non-Liability Health Care—A DVA program that funds treatment for certain medical conditions without the need for the conditions to be accepted as service related.

outcomes and programs—Programs are government actions taken to deliver stated outcomes; outcomes are desired results, impacts or consequences for the community.

portfolio budget statements—Statements explaining the provisions of the Appropriation Bills (Budget Bills), including how appropriated funds are going to be spent, and performance targets and measures.

Statements of Principles—Legislative instruments that define the factors to establish a connection between a medical condition and service in the Australian Defence Force, used to determine liability for injuries, diseases and deaths under the Military Rehabilitation and Compensation Act 2004 and the Veterans’ Entitlements Act 1986.

White Card—The DVA health treatment card that provides eligible persons with access to health services for specific conditions accepted as related to their military service.
## Acronyms and abbreviations

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<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
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<tr>
<td>AAT</td>
<td>Administrative Appeals Tribunal</td>
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<td>ADF</td>
<td>Australian Defence Force</td>
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<td>AIHW</td>
<td>Australian Institute of Health and Welfare</td>
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<td>ANU</td>
<td>Australian National University</td>
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<td>APS</td>
<td>Australian Public Service</td>
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<td>APSC</td>
<td>Australian Public Service Commission</td>
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<td>ARP</td>
<td>Applied Research Program</td>
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<td>ATO</td>
<td>Australian Taxation Office</td>
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<tr>
<td>BEST</td>
<td>Building Excellence in Support and Training</td>
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<td>BETA</td>
<td>Behavioural Economics Team of the Australian Government</td>
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<tr>
<td>CCS</td>
<td>Coordinated Client Support</td>
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<td>CDPP</td>
<td>Commonwealth Director of Public Prosecutions</td>
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<td>CJTF 633</td>
<td>Commander Joint Task Force 633</td>
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<tr>
<td>CVC</td>
<td>Coordinated Veterans’ Care</td>
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<td>Data-matching Act</td>
<td>Data-matching Program (Assistance and Tax) Act 1990</td>
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<td>Defence</td>
<td>Refers to the Australian Defence Force and the Department of Defence</td>
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<td>DHS</td>
<td>Department of Human Services</td>
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<td>DRCA</td>
<td>Safety, Rehabilitation and Compensation (Defence-related Claims) Act 1988</td>
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<td>DSHI</td>
<td>Defence Service Homes Insurance</td>
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<td>DSS</td>
<td>Department of Social Services</td>
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<td>DTA</td>
<td>Digital Transformation Agency</td>
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<td>DVA</td>
<td>Department of Veterans’ Affairs</td>
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<td>FOI Act</td>
<td>Freedom of Information Act 1982</td>
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<td>GP</td>
<td>general practitioner</td>
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<td>GST</td>
<td>goods and services tax</td>
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<td>ICT</td>
<td>information and communications technology</td>
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<td>MOU</td>
<td>memorandum of understanding</td>
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<td>MRCA</td>
<td>Military Rehabilitation and Compensation Act 2004</td>
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<td>MRCC</td>
<td>Military Rehabilitation and Compensation Commission</td>
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<td>NCF</td>
<td>National Consultation Framework</td>
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<td>NLHC</td>
<td>Non-Liability Health Care</td>
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<td>OAWG</td>
<td>Office of Australian War Graves</td>
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<td>OBAS</td>
<td>On Base Advisory Service</td>
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<td>Abbreviation</td>
<td>Full Form</td>
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<td>PBS</td>
<td>Portfolio Budget Statements</td>
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<td>PGPA Act</td>
<td>Public Governance, Performance and Accountability Act 2013</td>
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<td>PTSD</td>
<td>posttraumatic stress disorder</td>
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<td>RMA</td>
<td>Repatriation Medical Authority</td>
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<td>Senior Executive Service</td>
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<td>Specialist Medical Review Council</td>
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<td>SRCA</td>
<td>Safety, Rehabilitation and Compensation Act 1988</td>
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<td>VAN</td>
<td>Veterans’ Access Network</td>
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<td>VEA</td>
<td>Veterans’ Entitlements Act 1986</td>
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<td>Veterans’ MATES</td>
<td>Veterans’ Medicines Advice and Therapeutics Education Services</td>
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<td>VIS</td>
<td>Veterans’ Information Service</td>
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<td>VRB</td>
<td>Veterans’ Review Board</td>
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<td>VVCS</td>
<td>Veterans and Veterans Families Counselling Service</td>
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<td>work health and safety</td>
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<td>Purpose as included in corporate plan</td>
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<td>Portfolio structure</td>
<td>Portfolio departments—mandatory</td>
<td>10–12</td>
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<td>Where the outcomes and programs</td>
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<td>administered by the entity</td>
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<td>and reasons for change</td>
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<td><strong>Report on performance</strong></td>
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<td>Annual performance statements</td>
<td>Mandatory</td>
<td>74–89</td>
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<td><strong>Report on financial performance</strong></td>
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<td>A discussion and analysis of the</td>
<td>Mandatory</td>
<td>90</td>
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<td>entity’s financial performance</td>
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<td>A table summarising the total</td>
<td>Mandatory</td>
<td>214–222</td>
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<td>resources and total payments of the</td>
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<td>entity</td>
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<td>If there may be significant changes in the financial results during or after the previous or current reporting period, information on those changes, including the cause of any operating loss of the entity, how the entity has responded to the loss and the actions that have been taken in relation to the loss, and any matter or circumstances that it can reasonably be anticipated will have a significant impact on the entity's future operation or financial results</td>
<td>If applicable, mandatory</td>
<td>Not applicable</td>
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**Management and accountability**

**Corporate governance**

- Information on compliance with section 10 (fraud systems)  
  Mandatory  
  93–94

- Certification by the accountable authority that fraud risk assessments and fraud control plans have been prepared  
  Mandatory  
  v

- Certification by the accountable authority that appropriate mechanisms for preventing, detecting incidents of, investigating or otherwise dealing with, and recording or reporting fraud that meet the specific needs of the entity are in place  
  Mandatory  
  v

- Certification by the accountable authority that all reasonable measures have been taken to deal appropriately with fraud relating to the entity  
  Mandatory  
  v

- Outline of structures and processes in place for the entity to implement principles and objectives of corporate governance  
  Mandatory  
  92

- Statement of significant issues reported to the Minister that relates to non-compliance with the finance law and action taken to remedy non-compliance  
  If applicable, mandatory  
  106

**External scrutiny**

- Significant developments in external scrutiny  
  Mandatory  
  95–97

- Judicial decisions and decisions of administrative tribunals and the Australian Information Commissioner  
  Mandatory  
  95–97

- Reports by the Auditor-General, parliamentary committees or the Commonwealth Ombudsman  
  Mandatory  
  97

- Capability reviews released during the reporting period  
  If applicable, mandatory  
  Not applicable

**Management of human resources**

- Assessment of effectiveness in managing and developing employees  
  Mandatory  
  85–86

- Statistics on the entity’s APS employees on an ongoing and non-ongoing basis  
  Mandatory  
  208–210

- Information on any enterprise agreements, individual flexibility arrangements, Australian workplace agreements, common law contracts and determinations under section 24(1) of the Public Service Act 1999  
  Mandatory  
  102
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<th>Part of report</th>
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<td>Information on the number of SES and non-SES employees covered by enterprise</td>
<td>Mandatory</td>
<td>102</td>
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<td>arrangements, individual flexibility arrangements, Australian workplace</td>
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<td>agreements, common law contracts and determinations</td>
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<td>Salary ranges available for APS employees by classification level</td>
<td>Mandatory</td>
<td>210–213</td>
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<td>Description of non-salary benefits provided to employees</td>
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<td>Information on aggregate amounts of performance pay at each classification</td>
<td>If applicable, mandatory</td>
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<td>level</td>
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<td>Information on the average amount of performance payment, and range of such</td>
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<td>Information on aggregate amount of performance payments</td>
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<td>Assets management</td>
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<td>Assessment of effectiveness of assets management</td>
<td>If applicable, mandatory</td>
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<td>Purchasing</td>
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<td>Assessment of entity performance against the Commonwealth Procurement Rules</td>
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<td>Consultants</td>
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<td>A summary statement detailing the number of new contracts engaging consultants</td>
<td>Mandatory</td>
<td>106–107</td>
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<td>entered into during the period; the total actual expenditure on all new</td>
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<td>consultancy contracts entered into during the period (inclusive of GST); the</td>
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<td>number of ongoing consultancy contracts that were entered into during a</td>
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<td>previous reporting period; and the total actual expenditure in the</td>
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<td>reporting year on the ongoing consultancy contracts (inclusive of GST)</td>
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<td>A statement that 'During [reporting period], [specified number] new</td>
<td>Mandatory</td>
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<tr>
<td>consultancy contracts were entered into involving total actual expenditure</td>
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<td>of $[specified million]. In addition, [specified number] ongoing consulting</td>
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<td>contracts were active during the period, involving total actual expenditure</td>
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<td>of $[specified million].'</td>
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<td>Policies and procedures for selecting and engaging consultants and the main</td>
<td>Mandatory</td>
<td>106</td>
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<td>categories of purposes for which consultants were selected and engaged</td>
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<td>A statement that 'Annual reports contain information about actual expenditure</td>
<td>Mandatory</td>
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<td>on contracts for consultancies. Information on the value of contracts and</td>
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<td>consultancies is available on the AusTender website.'</td>
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<tr>
<td>Australian National Audit Office access clauses</td>
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<tr>
<td>Absence of provisions in contracts allowing access by the Auditor-General</td>
<td>Mandatory</td>
<td>107</td>
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<td>Part of report</td>
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<td>Exempt contracts</td>
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<td>Contracts exempt from publication in AusTender</td>
<td>Mandatory</td>
<td>106</td>
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<tr>
<td>Small business</td>
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<tr>
<td>A statement that the entity supports small business participation in the Commonwealth Government procurement market and that participation statistics are available on the Department of Finance’s website</td>
<td>Mandatory</td>
<td>107</td>
</tr>
<tr>
<td>An outline of the ways in which the procurement practices of the entity support small and medium enterprises</td>
<td>Mandatory</td>
<td>107</td>
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<tr>
<td>If the entity is considered by the department administered by the Finance Minister as material in nature, a statement that [Name of entity] recognises the importance of ensuring that small businesses are paid on time. The results of the Survey of Australian Government Payments to Small Business are available on the Treasury’s website.</td>
<td>If applicable, mandatory</td>
<td>107</td>
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<td>Financial statements</td>
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<td>Financial statements</td>
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<td>120–206</td>
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<tr>
<td>Other mandatory information</td>
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<tr>
<td>If the entity conducted advertising campaigns, a statement that ‘During [reporting period], the [name of entity] conducted the following advertising campaigns: [name of advertising campaigns undertaken]. Further information on those advertising campaigns is available at [address of entity's website] and in the reports on Australian Government advertising prepared by the Department of Finance. Those reports are available on the Department of Finance’s website.’</td>
<td>If applicable, mandatory</td>
<td>235</td>
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<tr>
<td>If the entity did not conduct advertising campaigns, a statement to that effect</td>
<td>If applicable, Mandatory</td>
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<td>A statement that ‘Information on grants awarded by [name of entity] during [reporting period] is available at [address of entity's website].’</td>
<td>If applicable, Mandatory</td>
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<td>Outline of mechanisms of disability reporting, including reference to website for further information</td>
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<tr>
<td>Website reference to where the entity's Information Publication Scheme statement pursuant to Part II of the Freedom of Information Act 1982 can be found</td>
<td>Mandatory</td>
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<td>Correction of material errors in previous annual report</td>
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