



# Budget 2019-20

## **Portfolio Budget Statements 2019-20 Budget Related Paper No. 1.4B**

Defence Portfolio

(Department of Veterans' Affairs)

Budget Initiatives and Explanations of  
Appropriations Specified by Outcomes  
and Programs by Entity

© Commonwealth of Australia 2019

ISBN 978-0-6482602-5-7

This publication is available for your use under a Creative Commons BY Attribution 3.0 Australia licence, with the exception of the Commonwealth Coat of Arms, the Department of Veterans' Affairs logo, photographs, images, signatures and where otherwise stated. The full licence terms are available from

<http://creativecommons.org/licenses/by/3.0/au/legalcode>



Use of the Department of Veterans' Affairs material under a Creative Commons BY Attribution 3.0 Australia licence requires you to attribute the work (but not in any way that suggests that the Department of Veterans' Affairs endorses you or your use of the work).

*Department of Veterans' Affairs material used 'as supplied'*

Provided you have not modified or transformed the Department of Veterans' Affairs material in any way including, for example, by changing the Department of Veterans' Affairs text; calculating percentage changes; graphing or charting data; or delivering new statistics from published Department of Veterans' Affairs statistics – then the Department of Veterans' Affairs prefers the following attribution:

*Source: The Australian Government Department of Veterans' Affairs*

### **Derivative material**

If you have modified or transformed the Department of Veterans' Affairs material, or derived new material from those of the Department of Veterans' Affairs in any way, then the Department of Veterans' Affairs prefers the following attribution:

*Based on The Australian Government Department of Veterans' Affairs data*

### **Use of the Coat of Arms**

The terms under which the Coat of Arms can be used are set out on the It's an Honour website (see [www.itsanhonour.gov.au](http://www.itsanhonour.gov.au))

### **Other uses**

Enquiries regarding this licence and any other use of this document are welcome at:

Graeme Rochow, Chief Finance Officer, Department of Veterans' Affairs 02 6289 6620.

Printed by CanPrint Communications Pty Ltd



## **The Hon Darren Chester MP**

Minister for Veterans' Affairs

Minister for Defence Personnel

Minister Assisting the Prime Minister for the Centenary of ANZAC

Parliament House  
CANBERRA ACT 2600

Telephone: 02 6277 7820

President of the Senate  
Australian Senate  
Parliament House  
CANBERRA ACT 2600

Speaker  
House of Representatives  
Parliament House  
CANBERRA ACT 2600

Dear Mr President  
Dear Mr Speaker

I hereby submit Portfolio Budget Statements in support of the 2019-20 Budget for the Department of Veterans' Affairs portfolio.

These statements have been developed, and are submitted to the Parliament, as a statement on the outcomes for the Portfolio.

I present these statements to provide accountability to the Parliament and, through it, the public.

Yours sincerely

A handwritten signature in black ink, consisting of a large, stylized 'D' followed by a horizontal line.

**DARREN CHESTER**

## Abbreviations and conventions

The following notation may be used:

NEC/nec	not elsewhere classified
-	nil
..	not zero, but rounded to zero
na	not applicable (unless otherwise specified)
nfp	not for publication
\$m	\$ million
\$b	\$ billion

Figures in tables and in the text may be rounded. Figures in text are generally rounded to one decimal place, whereas figures in tables are generally rounded to the nearest thousand. Discrepancies in tables between totals and sums of components are due to rounding.

## Enquiries

Should you have any enquiries regarding this publication please contact Graeme Rochow, Chief Finance Officer, Department of Veterans' Affairs on 02 6289 6620.

Links to Portfolio Budget Statements (including Portfolio Additional Estimates Statements and Portfolio Supplementary Additional Statements) can be located on the Australian Government Budget website at: [www.budget.gov.au](http://www.budget.gov.au).

**USER GUIDE  
TO THE  
PORTFOLIO BUDGET STATEMENTS**

# USER GUIDE

The purpose of the *2019-20 Portfolio Budget Statements* (PB Statements) is to inform Senators and Members of Parliament of the proposed allocation of resources to government outcomes by entities within the portfolio. Entities receive resources from the annual appropriations acts, special appropriations (including standing appropriations and special accounts), and revenue from other sources.

A key role of the PB Statements is to facilitate the understanding of proposed annual appropriations in Appropriation Bills (No. 1 and No. 2) 2019-20 (or Appropriation (Parliamentary Departments) Bill (No. 1) 2019-20 for the parliamentary departments). In this sense, the PB Statements are Budget related papers and are declared by the Appropriation Acts to be 'relevant documents' to the interpretation of the Acts according to section 15AB of the *Acts Interpretation Act 1901*.

The PB Statements provide information, explanation and justification to enable Parliament to understand the purpose of each outcome proposed in the Bills.

As required under section 12 of the *Charter of Budget Honesty Act 1998*, only entities within the general government sector are included as part of the Commonwealth general government sector fiscal estimates and produce PB Statements where they receive funding (either directly or via portfolio departments) through the annual appropriation acts.

## **The Enhanced Commonwealth Performance Framework.**

The following diagram outlines the key components of the enhanced Commonwealth performance framework. The diagram identifies the content of each of the publications and the relationship between them. Links to the publications for each entity within the portfolio can be found in the introduction to Section 2: Outcomes and planned performance.

## Enhanced Commonwealth Performance Framework

- key components of relevant publications

### Portfolio Budget Statements (May)

*Portfolio based*

Supports Annual Appropriations. Informs Senators and Members of Parliament of the proposed allocation of other resources to **government outcomes and programs**.

Provides links to **relevant programs** undertaken by other Commonwealth entities.

Provides high level performance information for current, ongoing programs, particularly a **forecast of performance for the current year**.

Provides **detailed** prospective performance information for proposed new budget measures that require a **new program** or **significantly change an existing program**.

### Corporate Plan (August)

*Entity based*

**Primary planning document** of a Commonwealth entity.

Sets out the **purposes** of the entity, the **activities** it will undertake to achieve its purposes and the **results** it expects to achieve over a minimum four year period.

Describes the **environment** in which the entity **operates**, the **capability** it requires to undertake **activities** and a discussion of **risk**.

Explains how the entity's **performance** will be **measured** and **assessed**.



### Annual Performance Statement (October following year)

*Entity based*

Included in the Commonwealth entity's Annual Report. Focuses on **recent performance**.

Reports on the **actual performance results** for the year against the **forecasts** made in the **corporate plan** and **Portfolio Budget Statements**, and provides other performance information relevant to the entity.

Provides an **analysis** of the factors that **contributed** to the **entity's performance results**.





# CONTENTS

<b>Department of Veterans' Affairs Portfolio Overview.....</b>	<b>3</b>
<b>Entity Resources and Planned Performance.....</b>	<b>9</b>
Department of Veterans' Affairs .....	11
Australian War Memorial .....	83
<b>Glossary .....</b>	<b>121</b>



# **PORTFOLIO OVERVIEW**



# **DEPARTMENT OF VETERANS' AFFAIRS PORTFOLIO OVERVIEW**

## **Minister and Portfolio Responsibilities**

The Department of Veterans' Affairs (DVA) and several other legal entities that are administered by the Minister for Veterans' Affairs are formally part of the Defence Portfolio. The schedule to the annual Appropriation Acts refers to the Veterans' Affairs Portfolio and lists both DVA and the Australian War Memorial as receiving monies appropriated from the Consolidated Revenue Fund. The other entities in the Veterans' Affairs Portfolio receive their funding under agreements with DVA, as their administrative staff are employees of the department. These entities include:

- the Repatriation Commission
- the Military Rehabilitation and Compensation Commission
- Open Arms – Veterans & Families Counselling (formerly the Veterans and Veterans Families Counselling Service)
- the Veterans' Review Board
- the Veterans' Children Education Boards
- the Office of Australian War Graves
- the Repatriation Medical Authority
- the Specialist Medical Review Council.

The Veterans' Affairs Portfolio is responsible for carrying out government policy and implementing programs to fulfil Australia's obligations to veterans, war widow/ers, families, serving and former members of the Australian Defence Force (ADF), certain Australian Federal Police officers with overseas service and Australian participants in British nuclear tests in Australia and their families/dependants.

DVA continues to support the Government on harmonising and simplifying portfolio legislation to achieve greater efficiency and effectiveness in the provision of support to veterans and their families, and in the decision-making process for determination of claims.

Future legislative change is subject to Government priorities and any recommendations accepted by the Government following the Productivity Commission Report which is due to be released mid-2019.

Over the last year, the Government has continued to make amendments to the legislation to streamline processes, simplify the complexity of the portfolio legislation, and introduce expanded support services for veterans and their families.

In early 2018, the *Veterans' Affairs Legislation Amendment (Veteran-centric Reforms No.2) Act 2018* was enacted. This Act provides financial support to a veteran on incapacity payments; provides financial support for grandchildren of a Vietnam veteran where they are studying; extended the time period for widows and widowers to decide how to receive compensation after the death of their veteran partner; and a new pilot program to provide support to veterans at risk of suicide. In addition, three significant legislative instruments commenced to create mechanisms for improved level of support to veterans. These instruments provide financial support to a veteran while their claim for a mental health condition is being determined; provide a range of support services to help veterans achieve their rehabilitation goals and support widows and widowers during a period of grief and adjustment; and provide an appropriate level of household and attendant care services for those who have been catastrophically injured.

During late 2018, the *Veterans' Affairs Legislation (Omnibus) Act 2018* was enacted to simplify the claim process to enable the Chief of the Defence Force to make a claim on behalf of a member where they consent. In addition, the Act enables the Commission to obtain information held by third parties where it is relevant to a claim; clarifies the operation of overpayments in relation to bereavement payments; and ensures certain lump sum payments are excluded from the income test under the *Veterans' Entitlements Act 1986*.

The entities within the Veterans' Affairs Portfolio are described in more detail below. Figure 1 on page 7 shows the portfolio structure and outcomes.

The current Minister, the Hon Darren Chester MP (Gippsland, Victoria), was sworn in as the Minister for Veterans' Affairs, Minister for Defence Personnel and Minister Assisting the Prime Minister for the Centenary of Anzac on 5 March 2018.

## **The Department of Veterans' Affairs**

The purpose of the Department of Veterans' Affairs (DVA) is to support the wellbeing of those who serve or have served in the defence of our nation, and their families, and commemorate their service and sacrifice. DVA is therefore the primary Australian Government service delivery entity responsible for developing and implementing programs that assist the veteran and ex-service communities. It provides administrative support to the Repatriation Commission and the Military Rehabilitation and Compensation Commission and is responsible for advising the Commissions on policies and programs for beneficiaries and administering these policies and programs. DVA also administers legislation such as the *Defence Service Homes Act 1918* and the *War Graves Act 1980*, and conducts commemorative programs to acknowledge the service and sacrifice of Australian servicemen and women.

DVA maintains a variety of information and service delivery channels, which include face-to-face, telephony and online channels. Digitisation of client files and incoming mail is continuing to improve access to client information. Updating the DVA website and consolidation of online services through myGov continues to be a priority.

## The Repatriation Commission

The Repatriation Commission is responsible under the *Veterans' Entitlements Act 1986* (VEA) for granting pensions, allowances and other benefits, providing treatment and other services and generally administering the VEA.

The functions and powers of the Repatriation Commission are set out in sections 180 and 181 of the VEA.

## Military Rehabilitation and Compensation Commission

The Military Rehabilitation and Compensation Commission (MRCC) is responsible for the administration of benefits and arrangements under the *Military Rehabilitation and Compensation Act 2004* (MRCA). The Commission also determines and manages claims relating to defence service under the *Safety, Rehabilitation and Compensation (Defence-related Claims) Act 1988* (DRCA).

The functions of the MRCC are set out in section 362 of the MRCA and Part XI of the DRCA.

Under the direction of these Commissions, DVA provides wide-ranging programs and services that can be broadly grouped into three main areas: care, compensation and commemoration.

## Open Arms – Veterans & Families Counselling

Open Arms – Veterans & Families Counselling (Open Arms), formerly the Veterans and Veterans Families Counselling Service (VVCS), is a nationally accredited mental health service that provides free and confidential counselling and mental health support to current and former ADF members with at least one day of service, and their partners and children.

Open Arms provides support to more than 27,000 members of the veteran community annually, through an integrated 24/7 national network, including centres located across Australia, and a network of over 1,200 outreach counsellors nationally. Open Arms also provides relationship and family support to address issues that can arise due to the unique nature of military service.

## The Veterans' Review Board

The Veterans' Review Board (VRB) is an independent tribunal that reviews certain decisions of the Repatriation Commission and decisions made under the *Military Rehabilitation and Compensation Act 2004* (MRCA). The Board was established by the *Repatriation Legislation Amendment Act 1984* and began operating on 1 January 1985. The *Veterans' Entitlements Act 1986* preserves the continuing role of the VRB, as does the MRCA.

## **The Veterans' Children Education Boards**

The Veterans' Children Education Board in each state is responsible to the Repatriation Commission and the Military Rehabilitation and Compensation Commission for the administration of the Veterans' Children Education Scheme and Military Rehabilitation and Compensation Act Education and Training Scheme in each state and territory.

## **Office of Australian War Graves**

The Office of Australian War Graves (OAWG) commemorates Australian service personnel who have died in or as a result of war. The OAWG maintains individual graves and memorials, war cemeteries and Gardens of Remembrance. The OAWG maintains existing national memorials overseas and constructs new memorials as determined by government processes.

## **The Repatriation Medical Authority**

The Repatriation Medical Authority (RMA) is an independent statutory authority established under section 196A of the *Veterans' Entitlements Act 1986* (VEA). Its role is to determine statements of principles in relation to medical or scientific evidence connecting injuries, diseases or death with the circumstances of a particular veteran's service. Its membership comprises five eminent medical-scientific experts.

## **The Specialist Medical Review Council**

The Specialist Medical Review Council (SMRC) is an independent statutory body established under section 196V of the VEA. It has power, under section 196W of the VEA, to review determinations by the RMA. It does not review individual cases, but rather, examines the evidence upon which the decisions of the RMA are based. Members of SMRC are eminent medical practitioners and medical scientists.

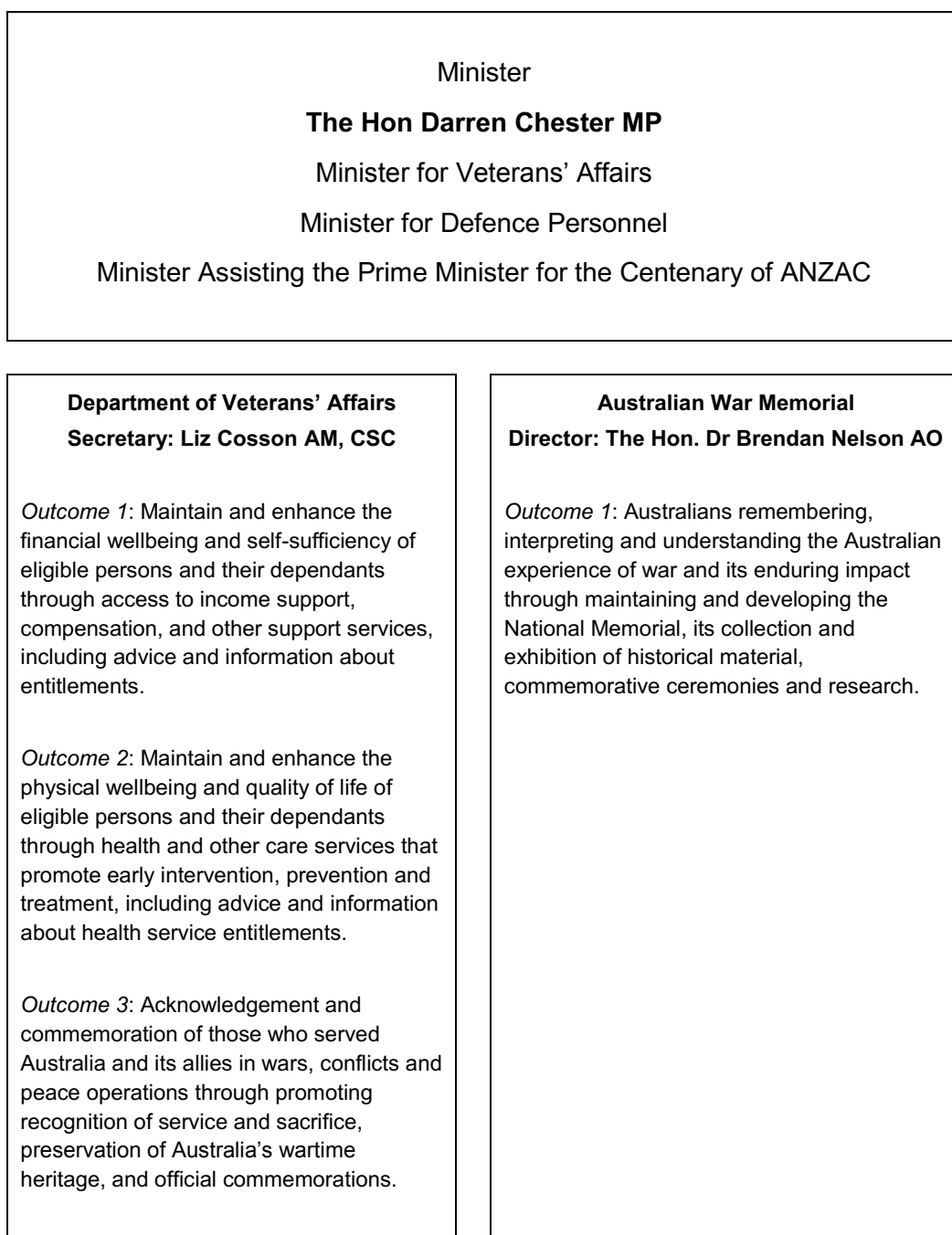
## **The Australian War Memorial**

The Australian War Memorial (AWM) was established as a body corporate under the *Australian War Memorial Act 1980*. It operates within the Veterans' Affairs Portfolio as a discrete entity.

The AWM is responsible for maintaining and developing the national memorial to Australians who have died in wars or warlike operations. It also develops, maintains and exhibits a national collection of historical material and conducts and fosters research into Australian military history.



**Figure 1: Department of Veterans' Affairs portfolio structure and outcomes**





# ENTITY RESOURCES AND PLANNED PERFORMANCE

Department of Veterans' Affairs.....	11
Australian War Memorial.....	83



# **DEPARTMENT OF VETERANS' AFFAIRS**

## **ENTITY RESOURCES AND PLANNED PERFORMANCE**



# DEPARTMENT OF VETERANS' AFFAIRS

<b>SECTION 1: ENTITY OVERVIEW AND RESOURCES .....</b>	<b>15</b>
1.1 Strategic direction statement .....	15
1.2 Entity resource statement.....	17
1.3 Budget measures.....	22
<b>SECTION 2: OUTCOMES AND PLANNED PERFORMANCE .....</b>	<b>28</b>
2.1 Budgeted expenses and performance for Outcome 1.....	29
2.2 Budgeted expenses and performance for Outcome 2.....	42
2.3 Budgeted expenses and performance for Outcome 3.....	57
<b>SECTION 3: BUDGETED FINANCIAL STATEMENTS .....</b>	<b>62</b>
3.1 Budgeted financial statements .....	62
3.2 Budgeted financial statements tables.....	64





# DEPARTMENT OF VETERANS' AFFAIRS

## Section 1: Entity overview and resources

### 1.1 STRATEGIC DIRECTION STATEMENT

For more than a century the Department of Veterans' Affairs (DVA) has supported the wellbeing of those who serve or have served in the defence of our nation, and their families, and commemorated their service and sacrifice. Over successive budgets, the Australian Government has been investing in the department to put veterans and their families first.

The 2019–20 Budget will see the transformation of DVA continued through the *Veteran Centric Reform — putting veterans and their families first* measure. This will provide funding over two years to enhance and expand the services available online for veterans and their families. MyService, DVA's online claiming platform, now services more than 50,000 veterans and their families who are experiencing faster and easier access to services and support. This measure will continue to improve MyService by increasing the number of services available and further streamlining of claims processing.

Many veterans and their families still prefer to deal with DVA on the telephone and the department continues to invest in reducing the number of phone lines and introducing new technology to improve and simplify the client experience. For those who prefer face-to-face contact, there are more than 170 access points across all states and territories of Australia, including in regional and rural areas via a network of government service centres and agents.

DVA's partnership with the Department of Human Services (DHS) will continue to provide more opportunities for veterans and their families to connect with DVA through their network of offices and centres and through the DHS Mobile Service Centres and agent networks.

During 2018–19, the Senate Standing Committee on Foreign Affairs and Trade also completed its inquiry into the use of the Quinoline anti-malarial drugs Mefloquine and Tafenoquine in the Australian Defence Force (ADF). The Australian Government has recognised this is an ongoing concern for some in the ex-service community and will deliver a national program to concerned veterans with the option to receive a comprehensive health assessment to identify service-related illness, disease and injury.

The 2019–20 Budget also increases support for former spouses and former de-facto partners of veterans who are victims of domestic violence. The *Partner Service Pensions — eligibility alignment* measure will allow former spouses and de-facto partners to continue to receive

### *DVA Budget Statements*

the partner service pension after their relationship has ended and divorce proceedings finalised where a determination is made that special domestic circumstances apply.

The Anzac Centenary 2014–18 culminated with the centenary of Armistice on 11 November 2018 and a lasting legacy is how we continue to remember the service and sacrifice of the men and women who have served Australia in wars, conflicts and peacekeeping operations.

Funding has been provided to support the Anzac Day Dawn Service in France as well as for managing security and attendance at overseas commemorations in both France and Turkey. DVA will also conduct a scoping study for the construction of a commemorative site on the island of Lemnos, Greece – the former site of an Australian field hospital during the First World War.

The Australian Government will continue its commitment to serve veterans and their families by building on the success of recent years and looking for innovative ways to do so in the future.

## 1.2 ENTITY RESOURCE STATEMENT

Table 1.1 shows the total funding from all sources available to the entity for its operations and to deliver programs and services on behalf of the government.

The table summarises how resources will be applied by outcome (government strategic policy objectives) and by administered (on behalf of the government or the public) and departmental (for the entity's operations) classification.

For more detailed information on special accounts and special appropriations, please refer to *Budget Paper No. 4 – Agency Resourcing*.

Information in this table is presented on a resourcing (i.e. appropriations/cash available) basis, whilst the 'Budgeted expenses by Outcome' tables in Section 2 and the financial statements in Section 3 are presented on an accrual basis.

**Table 1.1: Department of Veterans' Affairs resource statement – Budget estimates for 2019-20 as at Budget April 2019**

	2018-19 <sup>(a)</sup> Estimated Actual \$'000	2019-20 Estimate \$'000
<b>Departmental</b>		
Annual appropriations - ordinary annual services <sup>(b)</sup>		
Prior year departmental appropriation <sup>(c)</sup>	16,231	44,252
Departmental appropriation	366,606	340,216
s74 Retained Revenue Receipts <sup>(d)</sup>	7,054	6,586
Departmental Capital Budget <sup>(e)</sup>	13,601	13,628
Annual appropriations - other services - non-operating <sup>(f)</sup>		
Equity injections	9,874	2,780
<b>Total departmental annual appropriations</b>	<b>413,366</b>	<b>407,462</b>
<b>Special Accounts <sup>(g)</sup></b>		
Opening balance	3,198	3,198
Appropriation Receipts <sup>(h)</sup>	120	120
Non-Appropriation receipts	36,827	38,800
<b>Total Special Accounts</b>	<b>40,145</b>	<b>42,118</b>
<i>less departmental appropriations drawn from annual/special appropriations and credited to special accounts</i>	120	120
<b>Total departmental resourcing</b>	<b>453,391</b>	<b>449,460</b>
<b>Administered</b>		
Annual appropriations - ordinary annual services <sup>(b)</sup>		
Outcome 1	52,181	55,359
Outcome 2	9,601	14,940
Outcome 3	41,305	50,846
Payments to corporate entities <sup>(i)</sup>	50,904	46,371
Annual appropriations - other services - non-operating <sup>(f)</sup>		
Payments to corporate entities - non-operating <sup>(i)</sup>	11,429	35,246
Annual appropriations - other services - Specific purpose payments to states, ACT, NT and local government <sup>(i)</sup>	-	2,700
<b>Total administered annual appropriations</b>	<b>165,420</b>	<b>205,462</b>

Continued on next page

**Table 1.1: Department of Veterans' Affairs resource statement – Budget estimates for 2019-20 as at Budget April 2019 (continued)**

	2018-19 <sup>(a)</sup> <i>Estimated Actual</i> \$'000	2019-20 Estimate \$'000
Special appropriations		
Outcome 1		
<i>Papua New Guinea (Members of the Forces Benefits) Act 1957</i>	28	28
<i>Veterans' Entitlements Act 1986 (VEA)</i>	4,982,970	4,816,959
<i>Compensation (Japanese Internment) Act 2001</i>	25	25
<i>Defence Service Homes Act 1918</i>	638	543
<i>Safety, Rehabilitation and Compensation (Defence-related Claims) Act 1988</i>	236,656	223,132
<i>Military Rehabilitation and Compensation Act 2004</i>	976,211	980,178
<b>Total Outcome 1</b>	<b>6,196,528</b>	<b>6,020,865</b>
Outcome 2		
<i>Veterans' Entitlements Act 1986 (VEA)</i>	4,297,748	4,133,467
<i>Safety, Rehabilitation and Compensation (Defence-related Claims) Act 1988</i>	43,363	45,593
<i>Military Rehabilitation and Compensation Act 2004</i>	141,446	155,710
<i>Australian Participants in British Nuclear Tests and British Commonwealth Occupation Force (Treatment) Act 2006</i>	12,763	13,961
<i>Public Governance, Performance and Accountability Act 2013 - s77 Repayments</i>	5	5
<b>Total Outcome 2</b>	<b>4,495,325</b>	<b>4,348,736</b>
<b>Total administered special appropriations</b>	<b>10,691,853</b>	<b>10,369,601</b>
Special Accounts <sup>(g)</sup>		
Opening balance	16,465	27
Appropriation Receipts <sup>(h)</sup>	-	18,300
Non-Appropriation receipts	6,430	477
<b>Total Special Accounts</b>	<b>22,895</b>	<b>18,804</b>
<i>less departmental appropriations drawn from annual/special appropriations and credited to special accounts</i>	-	18,300
<i>less payments to corporate entities from annual/special appropriations</i>	62,333	81,617
<b>Total administered resourcing</b>	<b>10,652,415</b>	<b>10,288,488</b>
<b>Total resourcing for DVA</b>	<b>11,105,806</b>	<b>10,737,948</b>
	2018-19	2019-20
<b>Average staffing level</b>	1,723	1,615

Prepared on a resourcing basis

Please note: All figures shown above are GST exclusive - these may not match figures in the cash flow statement.

## *DVA Budget Statements*

- (a) Annual appropriation amounts appearing for 2018-19 do not include the Appropriation Bills (No.3) and (No.4) 2018-19, as they had not been enacted at the time of publication.
- (b) Appropriation Bill (No. 1) 2019-20.
- (c) Estimated adjusted balance carried from previous year for annual appropriations.
- (d) Estimated retained revenue receipts under section 74 of the PGPA Act.
- (e) Departmental capital budgets are not separately identified in Appropriation Bill (No. 1) and form part of ordinary annual services items. Please refer to table 3.5 for further details. For accounting purposes, this amount has been designated as a 'contribution by owner'.
- (f) Appropriation Bill (No. 2) 2019-20.
- (g) Excludes 'Special Public Money' held in accounts like Other Trust Monies accounts (OTM), Services for Other Government and Non-agency Bodies accounts (SOG) or Services for Other Entities and Trust Moneys accounts (SOETM)). For further information on special appropriations and special accounts, please refer to *Budget Paper No. 4 - Agency Resourcing*. Please also see Table 2.1 for further information on outcome and program expenses broken down by various funding sources, e.g. annual appropriations, special appropriations and special accounts.
- (h) Appropriation receipts credited into DSHIS special account included in total departmental appropriation.
- (i) 'Corporate entities' are corporate Commonwealth entities and Commonwealth companies as defined under the PGPA Act.
- (j) Related to appropriations sought for payments to the States, ACT, NT and local governments in Appropriation Bill (No.2) 2019-20.

Continue on next page

**Table 1.1: Department of Veterans' Affairs resource statement – Budget estimates for 2019-20 as at Budget April 2019 (continued)****Third party payments from and on behalf of other entities**

	2018-19 \$'000	2019-20 \$'000
Receipts received from the Department of Defence for the provision of	7,324	7,435
Payments made to corporate entities within the Portfolio		
Australian War Memorial - Bill 1	50,904	46,371
Australian War Memorial - Bill 2	11,429	35,246
Payments made on behalf of Department of Social Services		
<i>Social Security (Administration) Act 1999</i>	44,226	39,415
Payments made on behalf of Department of Social Services for the provision of services	149	147
Payments made by the Department of Human Services (DHS) on behalf of DVA		
<i>Veterans' Entitlements Act 1986,</i>	3,245,488	3,132,633
<i>Military Rehabilitation and Compensation Act 2004, and</i>	82,986	94,488
<i>Safety, Rehabilitation and Compensation (Defence-related Claims) Act     1988</i>	14,358	14,847
<i>Australian Participants in British Nuclear Tests and British Commonwealth     Occupation Force (Treatment) Act 2006</i>	12,763	13,961
Payments made to DHS for processing payment of health care provider treatment accounts and the provision of IT services.	66,875	87,215
Payments made to DSS for the Community Grant Hub	2,459	3,460

### 1.3 BUDGET MEASURES

Budget measures in Part 1 relating to the Department of Veterans' Affairs are detailed in Budget Paper No. 2 and are summarised below.

**Table 1.2: Department of Veterans' Affairs 2019-20 Budget measures**  
**Part 1: Measures announced since the 2018-19 Mid-Year Economic and Fiscal Outlook (MYEFO)**

	Program	2018-19 \$'000	2019-20 \$'000	2020-21 \$'000	2021-22 \$'000	2022-23 \$'000
<b>Expense measures</b>						
<b>Outcome 1</b>						
Partner Service Pensions — eligibility alignment	1.1					
Administered expenses		—	1,167	1,455	1,352	1,383
Departmental expenses		—	109	—	—	—
<b>Total</b>		<b>—</b>	<b>1,276</b>	<b>1,455</b>	<b>1,352</b>	<b>1,383</b>
Single Touch Payroll — expansion <sup>(a)</sup>	1.1					
Administered expenses		—	—	—	—	—
Departmental expenses		—	4,795	5,880	1,173	1,201
<b>Total</b>		<b>—</b>	<b>4,795</b>	<b>5,880</b>	<b>1,173</b>	<b>1,201</b>
Energy Assistance Payment <sup>(b)</sup>	1.1 - 1.3, 1.6					
Administered expenses		16,564	—	—	—	—
Departmental expenses		—	809	—	—	—
<b>Total</b>		<b>16,564</b>	<b>809</b>	<b>—</b>	<b>—</b>	<b>—</b>
Improved Access to Health Care for Australian Civilian Surgical and Medical Team members who worked in Vietnam between 1964 and 1972 <sup>(c)</sup>	1.2					
Administered expenses		—	33	—	—	—
Departmental expenses		—	—	—	—	—
<b>Total</b>		<b>—</b>	<b>33</b>	<b>—</b>	<b>—</b>	<b>—</b>

Continued on next page



**Table 1.2: Department of Veterans' Affairs 2019-20 Budget measures (continued)**

	Program	2018-19 \$'000	2019-20 \$'000	2020-21 \$'000	2021-22 \$'000	2022-23 \$'000
<b>Expense measures</b>						
<b>Outcome 1</b>						
Supporting Veterans <sup>(d)</sup>	1.4					
Administered expenses		—	3,874	3,760	3,616	3,760
Departmental expenses		—	580	201	203	204
<b>Total</b>		<b>—</b>	<b>4,454</b>	<b>3,961</b>	<b>3,819</b>	<b>3,964</b>
<b>Total Outcome 1</b>						
Administered expenses		16,564	5,074	5,215	4,968	5,143
Departmental expenses		—	6,293	6,081	1,376	1,405
<b>Total</b>		<b>16,564</b>	<b>11,367</b>	<b>11,296</b>	<b>6,344</b>	<b>6,548</b>
<b>Outcome 2</b>						
Assistance for veterans prescribed anti-malarial medications	2.1					
Administered expenses		—	398	509	234	118
Departmental expenses		—	323	198	150	126
<b>Total</b>		<b>—</b>	<b>721</b>	<b>707</b>	<b>384</b>	<b>244</b>
Guaranteeing Medicare — improved access to diagnostic imaging <sup>(e)</sup>	2.1					
Administered expenses		59	168	(71)	242	502
Departmental expenses		—	—	—	—	—
<b>Total</b>		<b>59</b>	<b>168</b>	<b>(71)</b>	<b>242</b>	<b>502</b>
Guaranteeing Medicare — Medicare Benefits Schedule Review — response to Taskforce recommendations <sup>(e)</sup>	2.1					
Administered expenses		—	35	176	160	167
Departmental expenses		—	—	—	—	—
<b>Total</b>		<b>—</b>	<b>35</b>	<b>176</b>	<b>160</b>	<b>167</b>

Continued on next page

**Table 1.2: Department of Veterans' Affairs 2019-20 Budget measures (continued)**

	Program	2018-19 \$'000	2019-20 \$'000	2020-21 \$'000	2021-22 \$'000	2022-23 \$'000
<b>Expense measures</b>						
<b>Outcome 2</b>						
Guaranteeing Medicare — strengthening primary care <sup>(e)</sup>	2.1					
Administered expenses		—	858	393	399	419
Departmental expenses		—	—	—	—	—
<b>Total</b>		<b>—</b>	<b>858</b>	<b>393</b>	<b>399</b>	<b>419</b>
Improving Access to Medicines — Pharmaceutical Benefits Scheme — new and amended listings <sup>(e) (f)</sup>	2.1 & 2.3					
Administered expenses		1,100	2,661	238	292	320
Departmental expenses		—	—	—	—	—
<b>Total</b>		<b>1,100</b>	<b>2,661</b>	<b>238</b>	<b>292</b>	<b>320</b>
Improved Access to Health Care for Australian Civilian Surgical and Medical Team members who worked in Vietnam between 1964 and 1972 <sup>(e)</sup>	2.2					
Administered expenses		—	4,649	—	—	—
Departmental expenses		—	131	(33)	—	—
<b>Total</b>		<b>—</b>	<b>4,780</b>	<b>(33)</b>	<b>—</b>	<b>—</b>
Improving Access to Medicines — supporting community pharmacy <sup>(e) (f)</sup>	2.3					
Administered expenses		—	(99)	1,372	1,387	1,385
Departmental expenses		—	—	—	—	—
<b>Total</b>		<b>—</b>	<b>(99)</b>	<b>1,372</b>	<b>1,387</b>	<b>1,385</b>

Continued on next page

**Table 1.2: Department of Veterans' Affairs 2019-20 Budget measures (continued)**

		2018-19	2019-20	2020-21	2021-22	2022-23
	Program	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Expense measures</b>						
<b>Outcome 2</b>						
Repatriation Pharmaceutical Benefits Scheme — new and amended listings	2.3					
Administered expenses		—	(20)	(21)	(28)	(30)
Departmental expenses		—	—	—	—	—
<b>Total</b>		<b>—</b>	<b>(20)</b>	<b>(21)</b>	<b>(28)</b>	<b>(30)</b>
Supporting Veterans <sup>(d)</sup>	2.5 & 2.6					
Administered expenses		—	8,435	1,254	1,279	270
Departmental expenses		—	—	—	—	—
<b>Total</b>		<b>—</b>	<b>8,435</b>	<b>1,254</b>	<b>1,279</b>	<b>270</b>
<b>Total Outcome 2</b>						
Administered expenses		1,159	17,085	3,850	3,965	3,151
Departmental expenses		—	454	165	150	126
<b>Total</b>		<b>1,159</b>	<b>17,539</b>	<b>4,015</b>	<b>4,115</b>	<b>3,277</b>
<b>Outcome 3</b>						
Commemoration of Australians who served overseas in World War I	3.1 & 3.2					
Administered expenses		—	2,477	—	—	—
Departmental expenses		—	1,071	—	—	—
<b>Total</b>		<b>—</b>	<b>3,548</b>	<b>—</b>	<b>—</b>	<b>—</b>
<b>Total Outcome 3</b>						
Administered expenses		—	2,477	—	—	—
Departmental expenses		—	1,071	—	—	—
<b>Total</b>		<b>—</b>	<b>3,548</b>	<b>—</b>	<b>—</b>	<b>—</b>

Continued on next page

**Table 1.2: Department of Veterans' Affairs 2019-20 Budget measures (continued)**

		2018-19	2019-20	2020-21	2021-22	2022-23
	Program	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Expense measures</b>						
<b>All Outcomes</b>						
Veteran Centric Reform — putting veterans and their families first	All					
Administered expenses		—	(22,424)	(51,994)	(49,680)	(49,728)
Departmental expenses		—	51,091	23,631	(21,856)	(22,016)
<b>Total</b>		<b>—</b>	<b>28,667</b>	<b>(28,363)</b>	<b>(71,536)</b>	<b>(71,744)</b>
<b>Total All Outcomes</b>						
Administered expenses		—	(22,424)	(51,994)	(49,680)	(49,728)
Departmental expenses		—	51,091	23,631	(21,856)	(22,016)
<b>Total</b>		<b>—</b>	<b>28,667</b>	<b>(28,363)</b>	<b>(71,536)</b>	<b>(71,744)</b>
<b>Total expense measures</b>						
Administered		17,723	2,212	(42,929)	(40,747)	(41,434)
Departmental		—	58,909	29,877	(20,330)	(20,485)
<b>Total</b>		<b>17,723</b>	<b>61,121</b>	<b>(13,052)</b>	<b>(61,077)</b>	<b>(61,919)</b>

Continued on next page

**Table 1.2: Department of Veterans' Affairs 2019-20 Budget measures (continued)**

	Program	2018-19 \$'000	2019-20 \$'000	2020-21 \$'000	2021-22 \$'000	2022-23 \$'000
<b>Capital measures</b>						
Partner Service Pensions — eligibility alignment	1.1					
Administered Capital		—	—	—	—	—
Departmental Capital		—	769	—	—	—
<b>Total</b>		<b>—</b>	<b>769</b>	<b>—</b>	<b>—</b>	<b>—</b>
Single Touch Payroll — expansion <sup>(a)</sup>	1.1					
Administered Capital		—	—	—	—	—
Departmental Capital		—	1,404	2,681	—	—
<b>Total</b>		<b>—</b>	<b>1,404</b>	<b>2,681</b>	<b>—</b>	<b>—</b>
Improved Access to Health Care for Australian Civilian Surgical and Medical Team members who worked in Vietnam between 1964 and 1972 <sup>(c)</sup>	2.2					
Administered Capital		—	—	—	—	—
Departmental Capital		—	311	—	—	—
<b>Total</b>		<b>—</b>	<b>311</b>	<b>—</b>	<b>—</b>	<b>—</b>
<b>Total capital measures</b>						
Administered		—	—	—	—	—
Departmental		—	2,484	2,681	—	—
<b>Total</b>		<b>—</b>	<b>2,484</b>	<b>2,681</b>	<b>—</b>	<b>—</b>

Prepared on a Government Finance Statistics (fiscal) basis.

- (a) The lead entity for this measure is the Australian Tax Office. The full measure description and package details appear in *Budget Paper No. 2* under the Treasury portfolio.
- (b) The lead entity for this measure is the Department of Social Services. The full measure description and package details appear in *Budget Paper No. 2* under the Social Services portfolio.
- (c) The total funding impact of this measure was published in DVA's 2018-19 Portfolio Additional Estimates Statements. The line items are republished to reconcile with *Budget Paper No. 2* for the 2019-20 Budget.
- (d) Some of the funding for this measure has already been provided for by the Government in the 2018-19 MYEFO: 2019-20 \$1.2 million; 2020-21 \$1.3 million; 2021-22 \$1.3 million; 2022-23 \$0.3 million. The figures published represent the total funding for this measure for DVA.
- (e) The lead entity for this measure is the Department of Health. The full measure description and package details appear in *Budget Paper No. 2* under the Health portfolio.
- (f) Some of the funding for this measure has already been provided for by the Government. The figures published represent the total funding for this measure for DVA.

The measure titled More Choices for a Longer Life — improving the quality, safety and accessibility of aged care services in *Budget Paper No. 2* was published in DVA's 2018-19 Portfolio Additional Estimates Statements under the title More Choices for a Longer Life — healthy ageing and high quality care. DVA's funding for this measure is \$23.5 million in 2018-19.

## Section 2: Outcomes and planned performance

Government outcomes are the intended results, impacts or consequences of actions by the Government on the Australian community. Commonwealth programs are the primary vehicle by which government entities achieve the intended results of their outcome statements. Entities are required to identify the programs which contribute to Government outcomes over the Budget and forward years.

Each outcome is described below together with its related programs. The following provides detailed information on expenses for each outcome and program, further broken down by funding source.

**Note:**

Performance reporting requirements in the Portfolio Budget Statements are part of the enhanced Commonwealth performance framework established by the *Public Governance, Performance and Accountability Act 2013*. It is anticipated that the performance criteria described in Portfolio Budget Statements will be read with broader information provided in an entity's corporate plans and annual performance statements – included in Annual Reports – to provide an entity's complete performance story.

The most recent corporate plan for Department of Veterans' Affairs can be found at:

<https://www.dva.gov.au/about-dva/publications/corporate/corporate-plans>

The most recent annual performance statement can be found at:

<https://www.dva.gov.au/about-dva/accountability-and-reporting/annual-reports>

## 2.1 BUDGETED EXPENSES AND PERFORMANCE FOR OUTCOME 1

**Outcome 1: 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.**

### Linked programs

<b>Department of Human Services</b>
<ul style="list-style-type: none"> <li>• Program 1.1 – Services to the Community – Social Security and Welfare</li> </ul>
<b>Department of Social Services</b>
<ul style="list-style-type: none"> <li>• Program 1.6 – Income Support for Seniors</li> <li>• Program 1.7 – Allowances and Concessions for Seniors</li> </ul>
<b>Contribution to Outcome 1 made by linked programs</b> Outcome 1 contributes to the linked programs above by the provision of services and payments on behalf of entities listed

**Budgeted expenses for Outcome 1**

This table shows how much the entity intends to spend (on an accrual basis) on achieving the outcome, broken down by program, as well as Administered and Departmental funding sources.

**Table 2.1.1: Budgeted expenses for Outcome 1**

	2018-19 Estimated actual \$'000	2019-20 Budget \$'000	2020-21 Forward estimate \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000
<b>Program 1.1: Veterans' Income Support and Allowances</b>					
Administered Expenses					
Special Appropriations	2,121,749	2,065,116	1,992,781	1,964,580	1,912,148
<b>Administered total</b>	<b>2,121,749</b>	<b>2,065,116</b>	<b>1,992,781</b>	<b>1,964,580</b>	<b>1,912,148</b>
Departmental Expenses					
Departmental appropriation <sup>(a)</sup>	71,428	89,520	72,549	33,953	34,263
Expenses not requiring appropriation in the Budget year <sup>(b)</sup>	4,909	4,785	4,824	4,477	3,993
<b>Departmental total</b>	<b>76,337</b>	<b>94,305</b>	<b>77,373</b>	<b>38,430</b>	<b>38,256</b>
<b>Total expenses for program 1.1</b>	<b>2,198,086</b>	<b>2,159,421</b>	<b>2,070,154</b>	<b>2,003,010</b>	<b>1,950,404</b>
<b>Program 1.2: Veterans' Disability Support</b>					
Administered Expenses					
Ordinary annual services (Appropriation Bill No. 1 & 3)	23,246	19,949	18,671	19,054	19,329
Special Appropriations	1,489,395	1,504,170	1,541,220	1,573,550	1,534,205
<b>Administered total</b>	<b>1,512,641</b>	<b>1,524,119</b>	<b>1,559,891</b>	<b>1,592,604</b>	<b>1,553,534</b>
Departmental Expenses					
Departmental appropriation <sup>(a)</sup>	52,470	39,618	38,997	38,686	39,000
Expenses not requiring appropriation in the Budget year <sup>(b)</sup>	3,606	3,405	3,175	2,779	2,424
<b>Departmental total</b>	<b>56,076</b>	<b>43,023</b>	<b>42,172</b>	<b>41,465</b>	<b>41,424</b>
<b>Total expenses for program 1.2</b>	<b>1,568,717</b>	<b>1,567,142</b>	<b>1,602,063</b>	<b>1,634,069</b>	<b>1,594,958</b>
<b>Program 1.3: Assistance to Defence Widow/ers and Dependants</b>					
Administered Expenses					
Special Appropriations	1,359,210	1,256,892	1,174,483	1,151,019	1,042,966
<b>Administered total</b>	<b>1,359,210</b>	<b>1,256,892</b>	<b>1,174,483</b>	<b>1,151,019</b>	<b>1,042,966</b>
Departmental Expenses					
Departmental appropriation <sup>(a)</sup>	14,592	11,018	10,845	10,759	10,846
Expenses not requiring appropriation in the Budget year <sup>(b)</sup>	1,003	947	883	773	674
<b>Departmental total</b>	<b>15,595</b>	<b>11,965</b>	<b>11,728</b>	<b>11,532</b>	<b>11,520</b>
<b>Total expenses for program 1.3</b>	<b>1,374,805</b>	<b>1,268,857</b>	<b>1,186,211</b>	<b>1,162,551</b>	<b>1,054,486</b>

Continued on next page



**Table 2.1.1: Budgeted expenses for Outcome 1 (continued)**

	2018-19 Estimated actual \$'000	2019-20 Budget \$'000	2020-21 Forward estimate \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000
<b>Outcome 1:</b>					
<b>Program 1.4: Assistance and Other Compensation for Veterans and Dependants</b>					
Administered Expenses					
Ordinary annual services (Appropriation Bill No. 1 & 3)	11,020	12,556	12,660	12,650	12,950
Special Appropriations	9,898	8,594	7,500	6,576	5,822
<b>Administered total</b>	<b>20,918</b>	<b>21,150</b>	<b>20,160</b>	<b>19,226</b>	<b>18,772</b>
Departmental Expenses					
Departmental appropriation <sup>(a)</sup>	31,023	24,004	23,258	23,076	23,262
Expenses not requiring appropriation in the Budget year <sup>(b)</sup>	2,132	2,013	1,877	1,643	1,433
Special Accounts <sup>(c)</sup>	43,293	39,394	38,940	40,625	42,317
<b>Departmental total</b>	<b>76,448</b>	<b>65,411</b>	<b>64,075</b>	<b>65,344</b>	<b>67,012</b>
<b>Total expenses for program 1.4</b>	<b>97,366</b>	<b>86,561</b>	<b>84,235</b>	<b>84,570</b>	<b>85,784</b>
<b>Program 1.5: Veterans' Children Education Scheme</b>					
Administered Expenses					
Ordinary annual services (Appropriation Bill No. 1 & 3)	14,645	14,429	14,311	14,171	14,488
<b>Administered total</b>	<b>14,645</b>	<b>14,429</b>	<b>14,311</b>	<b>14,171</b>	<b>14,488</b>
Departmental Expenses					
Departmental appropriation <sup>(a)</sup>	4,481	3,383	3,330	3,304	3,331
Expenses not requiring appropriation in the Budget year <sup>(b)</sup>	308	291	271	237	207
<b>Departmental total</b>	<b>4,789</b>	<b>3,674</b>	<b>3,601</b>	<b>3,541</b>	<b>3,538</b>
<b>Total expenses for program 1.5</b>	<b>19,434</b>	<b>18,103</b>	<b>17,912</b>	<b>17,712</b>	<b>18,026</b>
<b>Program 1.6: Military Rehabilitation and Compensation Acts Payments - Income Support and Compensation</b>					
Administered Expenses					
Ordinary annual services (Appropriation Bill No. 1 & 3)	7,313	8,563	8,929	9,140	9,421
Special Appropriations	1,214,036	1,204,310	1,201,588	1,212,535	1,211,338
Special Accounts	360	60	150	30	32
<b>Administered total</b>	<b>1,221,709</b>	<b>1,212,933</b>	<b>1,210,667</b>	<b>1,221,705</b>	<b>1,220,791</b>
Departmental Expenses					
Departmental appropriation <sup>(a)</sup>	72,156	54,767	53,628	53,200	53,632
Expenses not requiring appropriation in the Budget year <sup>(b)</sup>	4,959	4,682	4,366	3,822	3,333
<b>Departmental total</b>	<b>77,115</b>	<b>59,449</b>	<b>57,994</b>	<b>57,022</b>	<b>56,965</b>
<b>Total expenses for program 1.6</b>	<b>1,298,824</b>	<b>1,272,382</b>	<b>1,268,661</b>	<b>1,278,727</b>	<b>1,277,756</b>

Continued on next page

**Table 2.1.1: Budgeted expenses for Outcome 1 (continued)**

	2018-19 Estimated actual \$'000	2019-20 Budget \$'000	2020-21 Forward estimate \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000
<b>Outcome 1:</b>					
<b>Program 1.7: Adjustment to the Military Rehabilitation and Compensation Acts Liability Provision - Income Support and Compensation</b>					
Administered Expenses					
Expenses not requiring appropriation in the Budget year	163,600	356,700	368,700	377,500	377,500
<b>Administered total</b>	<b>163,600</b>	<b>356,700</b>	<b>368,700</b>	<b>377,500</b>	<b>377,500</b>
<b>Total expenses for program 1.7</b>	<b>163,600</b>	<b>356,700</b>	<b>368,700</b>	<b>377,500</b>	<b>377,500</b>
<b>Outcome 1 Totals by appropriation type</b>					
Administered Expenses					
Ordinary annual services (Appropriation Bill No. 1 & 3)	56,224	55,497	54,571	55,015	56,188
Special Appropriations	6,194,288	6,039,082	5,917,572	5,908,260	5,706,479
Special Accounts	360	60	150	30	32
Expenses not requiring appropriation in the Budget year	163,600	356,700	368,700	377,500	377,500
<b>Administered total</b>	<b>6,414,472</b>	<b>6,451,339</b>	<b>6,340,993</b>	<b>6,340,805</b>	<b>6,140,199</b>
Departmental Expenses					
Departmental appropriation <sup>(a)</sup>	246,150	222,310	202,607	162,978	164,334
Expenses not requiring appropriation in the Budget year <sup>(b)</sup>	16,917	16,123	15,396	13,731	12,064
Special Accounts <sup>(c)</sup>	43,293	39,394	38,940	40,625	42,317
<b>Departmental total</b>	<b>306,360</b>	<b>277,827</b>	<b>256,943</b>	<b>217,334</b>	<b>218,715</b>
<b>Total Expenses for Outcome 1</b>	<b>6,720,832</b>	<b>6,729,166</b>	<b>6,597,936</b>	<b>6,558,139</b>	<b>6,358,914</b>

	2018-19	2019-20
<b>Average Staffing Level (number)</b>	1,107	1,038

- (a) Departmental Appropriation combines 'Ordinary annual services (Appropriation Bill No. 1)' and 'Revenue from independent sources (s74)'.
- (b) Expenses not requiring appropriation in the Budget year are made up of depreciation expenses, amortisation expenses, audit fees and Australian Taxation Office data matching services.
- (c) DSHIS expenses.

Figures displayed as negative (-) represent a decrease in funds and a positive (+) represent an increase in funds.

Note: Departmental appropriation splits and totals are indicative estimates and may change in the course of the budget year as government priorities change.

**Table 2.1.2: Program components of Outcome 1****Program 1.1: Veterans' Income Support and Allowances**

	2018-19 Estimated actual \$'000	2019-20 Budget \$'000	2020-21 Forward estimate \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000
Special Appropriations:					
<i>Veterans' Entitlements Act 1986 (VEA)</i>					
Income support pensions	2,115,390	2,060,011	1,987,662	1,959,461	1,907,020
Other allowances	6,359	5,105	5,119	5,119	5,128
Program support	71,428	89,520	72,549	33,953	34,263
Expenses not requiring appropriation in the Budget year	4,909	4,785	4,824	4,477	3,993
<b>Total program expenses</b>	<b>2,198,086</b>	<b>2,159,421</b>	<b>2,070,154</b>	<b>2,003,010</b>	<b>1,950,404</b>

**Program 1.2: Veterans' Disability Support**

	2018-19 Estimated actual \$'000	2019-20 Budget \$'000	2020-21 Forward estimate \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000
Annual Administered Expenses:					
Appropriation Bill No. 1 & 3					
Medical examinations, fares and expenses	22,420	19,197	17,971	18,338	18,592
Vehicle Assistance Scheme	826	752	700	716	737
Special Appropriations:					
<i>Veterans' Entitlements Act 1986 (VEA)</i>					
Disability pensions	1,487,749	1,502,672	1,539,841	1,572,283	1,532,943
Loss of earnings	391	400	416	425	438
Recreation transport allowance	1,255	1,098	963	842	824
Program support	52,470	39,618	38,997	38,686	39,000
Expenses not requiring appropriation in the Budget year	3,606	3,405	3,175	2,779	2,424
<b>Total program expenses</b>	<b>1,568,717</b>	<b>1,567,142</b>	<b>1,602,063</b>	<b>1,634,069</b>	<b>1,594,958</b>

**Program 1.3: Assistance to Defence Widow/ers and Dependants**

	2018-19 Estimated actual \$'000	2019-20 Budget \$'000	2020-21 Forward estimate \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000
Special Appropriations:					
<i>Veterans' Entitlements Act 1986 (VEA)</i>					
War & Defence Widows pension	1,359,210	1,256,892	1,174,483	1,151,019	1,042,966
Program support	14,592	11,018	10,845	10,759	10,846
Expenses not requiring appropriation in the Budget year	1,003	947	883	773	674
<b>Total program expenses</b>	<b>1,374,805</b>	<b>1,268,857</b>	<b>1,186,211</b>	<b>1,162,551</b>	<b>1,054,486</b>

### Program 1.4: Assistance and Other Compensation for Veterans and Dependants

	2018-19	2019-20	2020-21	2021-22	2022-23
	Estimated actual	Budget	Forward estimate	Forward estimate	Forward estimate
	\$'000	\$'000	\$'000	\$'000	\$'000
Annual administered expenses:					
Appropriation Bill No. 1 & 3					
Compensation and Legal Expenses	2,200	1,755	1,800	1,827	1,858
Defective Administration	2,988	255	261	264	269
Payments to ESOs (BEST & TIP)	5,039	9,294	9,315	9,254	9,495
Veterans' Access to Community Information	728	1,185	1,214	1,233	1,254
Act of Grace	65	67	70	72	74
Special Appropriations					
<i>Veterans' Entitlements Act 1986 (VEA)</i>					
Funeral benefits	6,711	6,052	5,458	4,922	4,440
POW (E)	2,141	1,641	1,258	964	739
Compensation payments for BCAL veterans	355	305	263	228	228
<i>Compensation (Japanese Internment) Act 2001</i>					
POW (J)	25	25	25	25	25
<i>Papua New Guinea (Members of the Forces Benefits) Act 1957</i>					
PNG pensions	28	28	28	28	28
<i>Defence Service Homes Act 1918</i>					
Interest subsidy	638	543	468	409	362
Special Account expenses:					
DSHIS	43,293	39,394	38,940	40,625	42,317
Program support	31,023	24,004	23,258	23,076	23,262
Expenses not requiring appropriation in the Budget year	2,132	2,013	1,877	1,643	1,433
<b>Total program expenses</b>	<b>97,366</b>	<b>86,561</b>	<b>84,235</b>	<b>84,570</b>	<b>85,784</b>

### Program 1.5: Veterans' Children Education Scheme

	2018-19	2019-20	2020-21	2021-22	2022-23
	Estimated actual	Budget	Forward estimate	Forward estimate	Forward estimate
	\$'000	\$'000	\$'000	\$'000	\$'000
Annual administered expenses:					
Appropriation Bill No. 1 & 3					
Veterans' Children Education Scheme	14,645	14,429	14,311	14,171	14,488
Program support	4,481	3,383	3,330	3,304	3,331
Expenses not requiring appropriation in the Budget year	308	291	271	237	207
<b>Total program expenses</b>	<b>19,434</b>	<b>18,103</b>	<b>17,912</b>	<b>17,712</b>	<b>18,026</b>

### Program 1.6: Military Rehabilitation and Compensation Acts Payments - Income Support and Compensation

	2018-19 Estimated actual \$'000	2019-20 Budget \$'000	2020-21 Forward estimate \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000
Annual administered expenses:					
Appropriation Bill No. 1 & 3					
Other income support and compensation-related payments - DRCA	3,445	4,489	4,675	4,782	4,922
Other income support and compensation-related payments - MRCA	3,868	4,074	4,254	4,358	4,499
Special Appropriations:					
<i>Safety, Rehabilitation and Compensation (Defence-related Claims) Act 1988</i>					
Permanent impairment	127,569	120,056	117,912	115,833	113,926
Benefits for eligible dependants	28,627	29,861	30,486	30,736	31,550
Incapacity payments	67,500	67,613	68,477	69,977	72,570
Medical examinations	3,400	2,100	899	1,033	965
Death payments	3,435	3,547	4,173	4,369	4,681
Other income support and compensation-related payments	6,606	345	360	369	379
<i>Military Rehabilitation and Compensation Act 2004</i>					
Permanent impairment	747,549	746,475	737,081	725,590	716,199
Benefits for eligible dependants	24,280	26,147	28,546	30,824	32,110
Income maintenance payments	184,141	188,221	194,557	214,076	219,116
Medical examinations	20,436	19,424	18,553	19,171	19,269
Other income support and compensation-related payments	493	521	544	557	573
Special Account Expenses:					
Military death claim compensation	360	60	150	30	32
Program support	72,156	54,767	53,628	53,200	53,632
Expenses not requiring appropriation in the Budget year	4,959	4,682	4,366	3,822	3,333
<b>Total program expenses</b>	<b>1,298,824</b>	<b>1,272,382</b>	<b>1,268,661</b>	<b>1,278,727</b>	<b>1,277,756</b>

### Program 1.7: Adjustment to the Military Rehabilitation and Compensation Acts Liability Provision - Income Support and Compensation

	2018-19 Estimated actual \$'000	2019-20 Budget \$'000	2020-21 Forward estimate \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000
Administered Expenses:					
Expenses not requiring appropriation in the Budget year	163,600	356,700	368,700	377,500	377,500
<b>Total program expenses</b>	<b>163,600</b>	<b>356,700</b>	<b>368,700</b>	<b>377,500</b>	<b>377,500</b>

**Table 2.1.3: Performance criteria for Outcome 1**

Table 2.1.3 below details the performance criteria for each program associated with Outcome 1. It also summarises how each program is delivered and where 2019-20 Budget measures have created new programs or materially changed existing programs.

<b>Outcome 1: 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.</b>			
<b>Program 1.1</b> – To deliver means tested income support pensions and other allowances to eligible veterans and dependants under the <i>Veterans’ Entitlements Act 1986</i> and related legislation. As an agent of Department of Social Services pay other forms of income support to eligible veterans, members and former members of the Defence Force and Peacekeeping Force. Income support payments provide a regular source of income for eligible veterans, partners, widow/ers, and other eligible people with limited means.			
<b>Delivery</b>	Deliver means tested income support pensions and other allowances to veterans under the <i>Veterans’ Entitlement Act 1986</i> and related legislation, by: <ul style="list-style-type: none"><li>• Processing new claims for income support pensions to eligible veterans and dependants;</li><li>• Processing claims for Commonwealth Seniors Health Card and the DVA Health Card – For Pharmaceutical Only (Orange Card);</li><li>• Processing claims to determine qualifying service;</li><li>• Processing aged care means test assessments; and</li><li>• Processing departmental and pensioner-initiated reviews (PIRs).</li></ul>		
<b>Performance information</b>			
<b>Year</b>	<b>Performance criteria</b>	<b>Targets</b>	<b>Forecasts</b>
2018-19	<i>Measurement:</i> The number of days within which 50% of cases will be processed (days) <i>Quality:</i> Correctness rate	New claims: 30 PIRs: 10  New claims: >95% PIRs: >95%	9 8  >95% >95%
2019-20	The percentage of new claims processed within 30 days  The percentage of pensioner-initiated reviews processed within 10 days <i>Quality:</i> Correctness rate  The percentage of clients satisfied with the level of customer service they received when accessing their entitlements	Percentage increase over previous year (a)  Percentage increase over previous year (a)  New claims: >95% PIRs: >95%  80% (a)	
2020-21 and beyond	As per 2019-20.	As per 2019-20.	
<b>Purposes (b)</b>	To support the wellbeing of those who serve or have served in the defence of our nation, and their families, and commemorate their service and sacrifice.		

(a) These performance criteria are in-line with recommendations from the Australian National Audit Office's 2018 report, *Efficiency of Veterans Service Delivery* by the Department of Veterans' Affairs (report number 52/2017-18).

(b) Refers to updated purpose that will be reflected in the 2019–2023 Corporate Plan.

**Program 1.2** – To deliver disability pensions, allowances and special purpose assistance to eligible veterans and members of the Defence Force or Peacekeeping Force under the *Veterans' Entitlements Act 1986* and related legislation.

The program provides compensation to eligible veterans (including Australian merchant mariners) and members of the Defence Force or Peacekeeping Force for the tangible effects of war or defence service. Eligible persons receive disability pensions and ancillary benefits.

<b>Delivery</b>	Deliver disability pensions and related allowances to veterans under the <i>Veterans' Entitlements Act 1986</i> and related legislation by: <ul style="list-style-type: none"> <li>• Processing new claims for the disability pension;</li> <li>• Processing applications for assessments of disability pension rates;</li> <li>• Processing applications for Loss of Earnings and Recreation Allowance;</li> <li>• Processing repayments of medical transport and maintenance deductions; and</li> <li>• Processing applications for Vehicle Assistance.</li> </ul>
-----------------	--

#### Performance information

Year	Performance criteria	Targets	Forecasts
2018-19	<i>Measurement:</i> The number of days within which 50% of claims will be finalised (days) <i>Quality:</i> Correctness rate	100  >95%	95  90%
2019-20	The percentage of claims processed within 100 days <i>Quality:</i> Correctness rate The percentage of clients satisfied with the level of customer service they received when accessing their entitlements	Percentage increase over previous year (a) >95% 80% (a)	
2020-21 and beyond	As per 2019-20.	As per 2019-20.	
<b>Purposes (b)</b>	To support the wellbeing of those who serve or have served in the defence of our nation, and their families, and commemorate their service and sacrifice.		

(a) These performance criteria are in-line with recommendations from the Australian National Audit Office's 2018 report, *Efficiency of Veterans Service Delivery* by the Department of Veterans' Affairs (report number 52/2017-18).

(b) Refers to updated purpose that will be reflected in the 2019–2023 Corporate Plan.

<b>Program 1.3</b> – Deliver war widow/ers and Defence pensions, allowances and special purpose assistance to the dependants of veterans under the <i>Veterans' Entitlements Act 1986</i> and related legislation including the payment of war widow/ers claims for compensation.			
<b>Delivery</b>	Deliver pensions, allowances and other support to war and Defence widow/ers under the <i>Veterans' Entitlements Act 1986</i> and related legislation, by processing new claims for the war widow/ers and other dependants' pension.		
<b>Performance information</b>			
<b>Year</b>	<b>Performance criteria</b>	<b>Targets</b>	<b>Forecasts</b>
2018-19	<i>Measurement:</i> The number of days within which 50% of claims will be finalised (days) <i>Quality:</i> Correctness rate	30  >95%	28  90%
2019-20	The percentage of claims processed within 30 days  <i>Quality:</i> Correctness rate  The percentage of clients satisfied with the level of customer service they received when accessing their entitlements	Percentage increase over previous year (a) >95% 80% (a)	
2020-21 and beyond	As per 2019-20.	As per 2019-20.	
<b>Purposes (b)</b>	To support the wellbeing of those who serve or have served in the defence of our nation, and their families, and commemorate their service and sacrifice.		

- (a) These performance criteria are in-line with recommendations from the Australian National Audit Office's 2018 report, *Efficiency of Veterans Service Delivery* by the Department of Veterans' Affairs (report number 52/2017-18).
- (b) Refers to updated purpose that will be reflected in the 2019–2023 Corporate Plan.



<b>Program 1.4</b> – To deliver other allowances and assistance to eligible veterans and dependants under the <i>Veterans’ Entitlements Act 1986</i> and related legislation including home support loans, funeral benefits, prisoner of war ex gratia payments and payments on behalf of Commonwealth and allied countries. The Department also provides assistance to the Ex-Service Organisations (ESO) community through Building Excellence in Support and Training (BEST) grants and funding the Training and Information Program (TIP).			
<b>Delivery</b>	To deliver other allowances and assistance to eligible veterans and dependants under the <i>Veterans’ Entitlements Act 1986</i> and related legislation, by: <ul style="list-style-type: none"><li>• Processing funeral benefit claims;</li><li>• Processing claims for and maintain housing loans;</li><li>• Providing grants funding to eligible ESOs for provision of services to support the veteran community; and</li><li>• Providing ESO representatives with essential skills for pension and compensation claims and welfare work.</li></ul>		
<b>Performance information</b>			
<b>Year</b>	<b>Performance criteria</b>	<b>Targets</b>	<b>Forecasts</b>
2018-19	<b>Funeral Benefits</b> <i>Measurement:</i> The number of days within which 50% of claims will be processed (days) <i>Quality:</i> Correctness rate <b>Defence Home Loans</b> <i>Measurement:</i> The number of days within which 50% of claims will be finalised (days) <i>Quality:</i> Correctness rate	10  >95%  18  >95%	1  >95%  6  100%
2019-20	<b>Funeral Benefits</b> The percentage of claims processed within 10 days  <i>Quality:</i> Correctness rate The percentage of clients satisfied with the level of customer service they received when accessing their entitlements <b>Defence Home Loans</b> <i>Measurement:</i> The number of days within which 50% of claims will be finalised (days) <i>Quality:</i> Correctness rate	Percentage increase over previous year (a)  >95% 80% (a)  18  >95%	
2020-21 and beyond	As per 2019-20.	As per 2019-20.	
<b>Purposes (b)</b>	To support the wellbeing of those who serve or have served in the defence of our nation, and their families, and commemorate their service and sacrifice.		

(a) These performance criteria are in-line with recommendations from the Australian National Audit Office's 2018 report, *Efficiency of Veterans Service Delivery* by the Department of Veterans' Affairs (report number 52/2017-18).

(b) Refers to updated purpose that will be reflected in the 2019–2023 Corporate Plan.

## DVA Budget Statements

<b>Program 1.5</b> – To deliver financial assistance to eligible students under the <i>Veterans’ Entitlements Act 1986</i> Veterans’ Children Education Scheme (VCES) and the <i>Military Rehabilitation and Compensation Act 2004</i> Education and Training Scheme (MRCAETS) to assist with their education needs.			
<b>Delivery</b>	Deliver financial assistance and allowances to eligible students, by: <ul style="list-style-type: none"><li>Processing new claims under VCES and MRCAETS.</li></ul>		
<b>Performance information</b>			
<b>Year</b>	<b>Performance criteria</b>	<b>Targets</b>	<b>Forecasts</b>
2018-19	<i>Measurement:</i> The number of days within which 50% of claims will be finalised (days) <i>Quality:</i> Correctness rate <i>Quality (Client satisfaction):</i> Percentage of responses to the annual Education Schemes Satisfaction Survey indicating that clients thought the support provided helped the student reach their academic potential <i>Quality (Achieving the Schemes’ Outcomes):</i> Percentage of the Education Schemes’ clients progressing through each level of their education or career training.	28  >95% >75%     >85%	15  >95% >75%     >85%
2019-20	The percentage of claims processed within 28 days  <i>Quality:</i> Correctness rate <i>Quality (Client satisfaction):</i> Percentage of responses to the annual Education Schemes Satisfaction Survey indicating that clients thought the support provided helped the student reach their academic potential <i>Quality (Achieving the Schemes’ Outcomes):</i> Percentage of the Education Schemes’ clients progressing through each level of their education or career training.	Percentage increase over previous year (a)  >95% >75%     >85%	
2020-21 and beyond	As per 2019-20.	As per 2019-20.	
<b>Purposes (b)</b>	To support the wellbeing of those who serve or have served in the defence of our nation, and their families, and commemorate their service and sacrifice.		

- (a) These performance criteria are in-line with recommendations from the Australian National Audit Office's 2018 report, *Efficiency of Veterans Service Delivery* by the Department of Veterans' Affairs (report number 52/2017-18).
- (b) Refers to updated purpose that will be reflected in the 2019–2023 Corporate Plan.

<b>Program 1.6</b> – To provide compensation to current and former members of the Australian Defence Force and their dependants under the <i>Safety, Rehabilitation and Compensation (Defence-related Claims) Act 1988</i> and the <i>Military Rehabilitation and Compensation Act 2004</i> and related legislation.			
<b>Delivery</b>	Deliver income support and compensation to veterans eligible under the <i>Safety, Rehabilitation and Compensation (Defence-related Claims) Act 1988</i> (DRCA) and the <i>Military Rehabilitation and Compensation Act 2004</i> (MRCA) and related legislation, by: <ul style="list-style-type: none"><li>• Processing new claims to determine liability;</li><li>• Processing incapacity payments for injuries resulting in permanent disability;</li><li>• Processing non-economic loss lump sums or pensions for injuries resulting in permanent disability; and</li><li>• Processing payments to the dependants of deceased veterans under the DRCA and MRCA.</li></ul> <i>Abbreviation: PI used for Permanent Impairment</i>		
<b>Performance information</b>			
<b>Year</b>	<b>Performance criteria</b>	<b>Targets</b>	<b>Forecasts</b>
2018-19	<i>Measurement:</i> The number of days within which 50% of claims determined under DRCA will be finalised (days) <i>Quality:</i> Correctness rate of DRCA claims  <i>Measurement:</i> The number of days within which 50% of claims determined under MRCA will be finalised (days) <i>Quality:</i> Correctness rate of MRCA claims	Liability: 100 PI: 100 Incapacity: 50  Liability: >95% PI: >95% Incapacity: >95%  Liability: 100 PI: 100 Incapacity: 50  Liability: >95% PI: >95% Incapacity: >95%	Liability: 120 PI: 75 Incapacity: 45  Liability: >95% PI: 90% Incapacity: >95%  Liability: 65 PI: 70 Incapacity: 42  Liability: >95% PI: >95% Incapacity: >95%
2019-20	The percentage of DRCA liability claims processed within 100 days The percentage of DRCA permanent impairment claims processed within 100 days The percentage of DRCA incapacity claims processed within 100 days <i>Quality:</i> Correctness rate of DRCA claims  The percentage of MRCA liability claims processed within 100 days The percentage of MRCA permanent impairment claims processed within 100 days The percentage of MRCA incapacity claims processed within 100 days <i>Quality:</i> Correctness rate of MRCA claims  The percentage of clients satisfied with the level of customer service they received when accessing their entitlements	Percentage increase over previous year (a) Percentage increase over previous year (a) Percentage increase over previous year (a) Liability: >95% PI: >95% Incapacity: >95% Percentage increase over previous year (a) Percentage increase over previous year (a) Percentage increase over previous year (a) Liability: >95% PI: >95% Incapacity: >95% 80% (a)	
2020-21 and beyond	As per 2019-20.	As per 2019-20.	
<b>Purposes (b)</b>	To support the wellbeing of those who serve or have served in the defence of our nation, and their families, and commemorate their service and sacrifice.		

(a) These performance criteria are in-line with recommendations from the Australian National Audit Office's 2018 report, *Efficiency of Veterans Service Delivery* by the Department of Veterans' Affairs (report number 52/2017-18).

(b) Refers to updated purpose that will be reflected in the 2019–2023 Corporate Plan.

## 2.2 BUDGETED EXPENSES AND PERFORMANCE FOR OUTCOME 2

**Outcome 2: 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.**

### Linked programs

<b>Department of Health</b>
<ul style="list-style-type: none"><li>• Program 4.3 – Pharmaceutical Benefits</li><li>• Program 2.3 – Health Workforce</li><li>• Program 6.2 – Aged Care Services</li><li>• Program 4.1 – Medical Benefits</li></ul>
<b>Department of Human Services</b>
<ul style="list-style-type: none"><li>• Program 1.1 – Services to the Community – Social Security and Welfare</li><li>• Program 1.2 – Services to the Community - Health</li></ul>
<b>The Treasury</b>
<ul style="list-style-type: none"><li>• Program 1.9 – National Partnership Payments to the States</li></ul>
<b>Contribution to Outcome 2 made by linked programs</b> DVA works closely with other Commonwealth entities to ensure that health and community programs for veterans align with the mainstream health system, and to realise effective delivery of health and community services to the veteran community.

## Budgeted expenses for Outcome 2

This table shows how much the entity intends to spend (on an accrual basis) on achieving the outcome, broken down by program, as well as Administered and Departmental funding sources.

**Table 2.2.1: Budgeted expenses for Outcome 2**

	2018-19 Estimated actual \$'000	2019-20 Budget \$'000	2020-21 Forward estimate \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000
<b>Program 2.1: General Medical Consultations and Services</b>					
Administered Expenses					
Special Appropriations	763,734	740,444	720,197	716,867	729,772
<b>Administered total</b>	<b>763,734</b>	<b>740,444</b>	<b>720,197</b>	<b>716,867</b>	<b>729,772</b>
Departmental Expenses					
Departmental appropriation <sup>(a)</sup>	10,839	19,628	12,970	1,005	995
Expenses not requiring appropriation in the Budget year <sup>(b)</sup>	745	703	656	574	501
<b>Departmental total</b>	<b>11,584</b>	<b>20,331</b>	<b>13,626</b>	<b>1,579</b>	<b>1,496</b>
<b>Total expenses for program 2.1</b>	<b>775,318</b>	<b>760,775</b>	<b>733,823</b>	<b>718,446</b>	<b>731,268</b>
<b>Program 2.2: Veterans' Hospital Services</b>					
Administered Expenses					
Other services (Appropriation Bill No. 2 & 4)	4,000	2,700	-	-	-
Special Appropriations	1,360,433	1,280,839	1,190,022	1,152,555	1,139,888
<b>Administered total</b>	<b>1,364,433</b>	<b>1,283,539</b>	<b>1,190,022</b>	<b>1,152,555</b>	<b>1,139,888</b>
Departmental Expenses					
Departmental appropriation <sup>(a)</sup>	6,970	13,615	10,440	10,459	10,540
Expenses not requiring appropriation in the Budget year <sup>(b)</sup>	479	474	466	413	366
<b>Departmental total</b>	<b>7,449</b>	<b>14,089</b>	<b>10,906</b>	<b>10,872</b>	<b>10,906</b>
<b>Total expenses for program 2.2</b>	<b>1,371,882</b>	<b>1,297,628</b>	<b>1,200,928</b>	<b>1,163,427</b>	<b>1,150,794</b>
<b>Program 2.3: Veterans' Pharmaceuticals Benefits</b>					
Administered Expenses					
Special Appropriations	333,143	322,014	309,291	309,344	309,480
<b>Administered total</b>	<b>333,143</b>	<b>322,014</b>	<b>309,291</b>	<b>309,344</b>	<b>309,480</b>
Departmental Expenses					
Departmental appropriation <sup>(a)</sup>	4,213	3,181	3,131	3,106	3,131
Expenses not requiring appropriation in the Budget year <sup>(b)</sup>	290	273	255	223	195
<b>Departmental total</b>	<b>4,503</b>	<b>3,454</b>	<b>3,386</b>	<b>3,329</b>	<b>3,326</b>
<b>Total expenses for program 2.3</b>	<b>337,646</b>	<b>325,468</b>	<b>312,677</b>	<b>312,673</b>	<b>312,806</b>

Continued on next page

**Table 2.2.1: Budgeted expenses for Outcome 2 (continued)**

	2018-19 Estimated actual \$'000	2019-20 Budget \$'000	2020-21 Forward estimate \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000
<b>Outcome 2:</b>					
<b>Program 2.4: Veterans' Community Care and Support</b>					
Administered Expenses					
Ordinary annual services (Appropriation Bill No. 1 & 3)	3,304	3,506	3,558	3,626	3,677
Special Appropriations	1,198,374	1,126,238	1,132,936	1,105,626	1,021,693
<b>Administered total</b>	<b>1,201,678</b>	<b>1,129,744</b>	<b>1,136,494</b>	<b>1,109,252</b>	<b>1,025,370</b>
Departmental Expenses					
Departmental appropriation <sup>(a)</sup>	20,184	15,240	15,001	14,881	15,002
Expenses not requiring appropriation in the Budget year <sup>(b)</sup>	1,387	1,310	1,221	1,069	932
<b>Departmental total</b>	<b>21,571</b>	<b>16,550</b>	<b>16,222</b>	<b>15,950</b>	<b>15,934</b>
<b>Total expenses for program 2.4</b>	<b>1,223,249</b>	<b>1,146,294</b>	<b>1,152,716</b>	<b>1,125,202</b>	<b>1,041,304</b>
<b>Program 2.5: Veterans' Counselling and Other Health Services</b>					
Administered Expenses					
Ordinary annual services (Appropriation Bill No. 1 & 3)	7,510	8,009	8,816	6,665	4,650
Special Appropriations	659,788	685,118	719,236	736,360	757,787
<b>Administered total</b>	<b>667,298</b>	<b>693,127</b>	<b>728,052</b>	<b>743,025</b>	<b>762,437</b>
Departmental Expenses					
Departmental appropriation <sup>(a)</sup>	40,444	31,205	30,059	29,819	30,061
Expenses not requiring appropriation in the Budget year <sup>(b)</sup>	2,780	2,624	2,447	2,142	1,868
<b>Departmental total</b>	<b>43,224</b>	<b>33,829</b>	<b>32,506</b>	<b>31,961</b>	<b>31,929</b>
<b>Total expenses for program 2.5</b>	<b>710,522</b>	<b>726,956</b>	<b>760,558</b>	<b>774,986</b>	<b>794,366</b>
<b>Program 2.6: Military Rehabilitation and Compensation Acts - Health and Other Care Services</b>					
Administered Expenses					
Special Appropriations	184,809	201,303	197,109	203,476	207,733
<b>Administered total</b>	<b>184,809</b>	<b>201,303</b>	<b>197,109</b>	<b>203,476</b>	<b>207,733</b>
Departmental Expenses					
Departmental appropriation <sup>(a)</sup>	22,980	17,351	17,079	16,943	17,080
Expenses not requiring appropriation in the Budget year <sup>(b)</sup>	1,579	1,491	1,390	1,217	1,061
<b>Departmental total</b>	<b>24,559</b>	<b>18,842</b>	<b>18,469</b>	<b>18,160</b>	<b>18,141</b>
<b>Total expenses for program 2.6</b>	<b>209,368</b>	<b>220,145</b>	<b>215,578</b>	<b>221,636</b>	<b>225,874</b>

Continued on next page

**Table 2.2.1: Budgeted expenses for Outcome 2 (continued)**

	2018-19 Estimated actual \$'000	2019-20 Budget \$'000	2020-21 Forward estimate \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000
<b>Outcome 2:</b>					
<b>Program 2.7: Adjustment to the Military Rehabilitation and Compensation Acts Liability Provision - Health and Other Care Services</b>					
Administered Expenses					
Expenses not requiring appropriation in the Budget year	276,800	262,300	270,300	279,400	279,400
<b>Administered total</b>	<b>276,800</b>	<b>262,300</b>	<b>270,300</b>	<b>279,400</b>	<b>279,400</b>
<b>Total expenses for program 2.7</b>	<b>276,800</b>	<b>262,300</b>	<b>270,300</b>	<b>279,400</b>	<b>279,400</b>
<b>Outcome 2 Totals by appropriation type</b>					
Administered Expenses					
Ordinary annual services (Appropriation Bill No. 1 & 3)	10,814	11,515	12,374	10,291	8,327
Other services (Appropriation Bill No. 2 & 4)	4,000	2,700	-	-	-
Special Appropriations	4,500,281	4,355,956	4,268,791	4,224,228	4,166,353
Expenses not requiring appropriation in the Budget year	276,800	262,300	270,300	279,400	279,400
<b>Administered total</b>	<b>4,791,895</b>	<b>4,632,471</b>	<b>4,551,465</b>	<b>4,513,919</b>	<b>4,454,080</b>
Departmental Expenses					
Departmental appropriation <sup>(a)</sup>	105,630	100,220	88,680	76,213	76,809
Expenses not requiring appropriation in the Budget year <sup>(b)</sup>	7,260	6,875	6,435	5,638	4,923
<b>Departmental total</b>	<b>112,890</b>	<b>107,095</b>	<b>95,115</b>	<b>81,851</b>	<b>81,732</b>
<b>Total expenses for Outcome 2</b>	<b>4,904,785</b>	<b>4,739,566</b>	<b>4,646,580</b>	<b>4,595,770</b>	<b>4,535,812</b>
	2018-19	2019-20			
<b>Average Staffing Level (number)</b>	<b>475</b>	<b>446</b>			

(a) Departmental Appropriation combines 'Ordinary annual services (Appropriation Bill No. 1)' and 'Revenue from independent sources (s74)'.

(b) Expenses not requiring appropriation in the Budget year are made up of depreciation expenses, amortisation expenses, audit fees and Australian Taxation Office data matching services.

Figures displayed as negative (-) represent a decrease in funds and a positive (+) represent an increase in funds.

Note: Departmental appropriation splits and totals are indicative estimates and may change in the course of the budget year as government priorities change.

**Table 2.2.2: Program components of Outcome 2****Program 2.1: General Medical Consultations and Services**

	2018-19 Estimated actual \$'000	2019-20 Budget \$'000	2020-21 Forward estimate \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000
Special Appropriations:					
<i>Veterans' Entitlements Act 1986 (VEA)</i>					
GP consultations	143,918	139,475	135,208	136,772	139,024
Specialist consultations	134,371	131,913	129,642	130,935	133,163
Medical services	406,626	393,703	381,805	374,563	381,720
Dental	78,819	75,353	73,542	74,597	75,865
Program support	10,839	19,628	12,970	1,005	995
Expenses not requiring appropriation in the Budget year	745	703	656	574	501
<b>Total program expenses</b>	<b>775,318</b>	<b>760,775</b>	<b>733,823</b>	<b>718,446</b>	<b>731,268</b>

**Program 2.2: Veterans' Hospital Services**

	2018-19 Estimated actual \$'000	2019-20 Budget \$'000	2020-21 Forward estimate \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000
Annual Administered Expenses:					
Other services (Appropriation Bill No. 2 & 4)					
Specific purpose payment - Concord Hospital/Fussell House	4,000	2,700	-	-	-
Special Appropriations:					
<i>Veterans' Entitlements Act 1986 (VEA)</i>					
Public hospitals	593,066	568,068	544,314	520,999	498,365
Private hospitals	758,355	705,856	638,772	624,503	634,371
Nursing homes (POW)	9,012	6,915	6,936	7,053	7,152
Program support	6,970	13,615	10,440	10,459	10,540
Expenses not requiring appropriation in the Budget year	479	474	466	413	366
<b>Total program expenses</b>	<b>1,371,882</b>	<b>1,297,628</b>	<b>1,200,928</b>	<b>1,163,427</b>	<b>1,150,794</b>

**Program 2.3: Veterans' Pharmaceuticals Benefits**

	2018-19 Estimated actual \$'000	2019-20 Budget \$'000	2020-21 Forward estimate \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000
Special Appropriations:					
<i>Veterans' Entitlements Act 1986 (VEA)</i>					
Pharmaceutical services	333,143	322,014	309,291	309,344	309,480
Program support	4,213	3,181	3,131	3,106	3,131
Expenses not requiring appropriation in the Budget year	290	273	255	223	195
<b>Total program expenses</b>	<b>337,646</b>	<b>325,468</b>	<b>312,677</b>	<b>312,673</b>	<b>312,806</b>



**Program 2.4: Veterans' Community Care and Support**

	2018-19 Estimated actual \$'000	2019-20 Budget \$'000	2020-21 Forward estimate \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000
Annual administered expenses:					
Appropriation Bill No. 1 & 3					
Grants-In-Aid	145	145	145	145	145
Community Care Grants	637	713	728	741	752
Joint Venture Grants	1,125	1,220	1,246	1,267	1,286
JV Day Clubs	394	427	437	444	451
Supporting Younger Veterans Grants Program	1,003	1,001	1,002	1,029	1,043
Special Appropriations:					
<i>Veterans' Entitlements Act 1986 (VEA)</i>					
Residential care	951,681	876,533	880,157	848,216	760,331
Community nursing	134,800	136,476	138,422	141,510	143,915
Veterans' Home Care	100,369	101,949	103,277	105,032	106,818
In-home respite	10,100	9,836	9,586	9,350	9,086
Carer and volunteer support	1,419	1,439	1,489	1,513	1,538
<i>Public Governance, Performance and   Accountability Act 2013 (PGPA)</i>					
Section 77 Repayments	5	5	5	5	5
Program support	20,184	15,240	15,001	14,881	15,002
Expenses not requiring appropriation in the Budget year	1,387	1,310	1,221	1,069	932
<b>Total program expenses</b>	<b>1,223,249</b>	<b>1,146,294</b>	<b>1,152,716</b>	<b>1,125,202</b>	<b>1,041,304</b>

**Program 2.5: Veterans' Counselling and Other Health Services**

	2018-19 Estimated actual \$'000	2019-20 Budget \$'000	2020-21 Forward estimate \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000
Annual Administered Expenses:					
Appropriation Bill No. 1 & 3					
Counselling support & children's assistance	4,074	4,394	3,660	2,193	929
Compensation and legal expenses	57	61	63	64	65
Veterans' employment & training	783	765	2,242	1,508	716
Health & medical research	2,596	2,789	2,851	2,900	2,940
Special Appropriations:					
<i>Veterans' Entitlements Act 1986 (VEA)</i>					
Travel for treatment	154,000	161,715	169,798	178,464	190,530
Subsistence	6,621	6,756	7,116	7,279	7,491
Veterans and veterans families counselling services	56,285	61,744	66,755	65,955	62,824
Non-institutional care - services	193,233	202,850	224,590	233,701	243,649
Non-institutional care - products	53,046	51,470	50,082	48,552	47,111
Rehabilitation appliances	175,919	178,558	177,220	178,198	181,224
Health treatment for BCAL veterans	7,921	8,064	8,510	8,647	8,794
<i>Australian Participants in British Nuclear     Tests and British Commonwealth     Occupation Force (Treatment) Act 2006</i>					
Nuclear test health care payments	12,763	13,961	15,165	15,564	16,164
Program support	40,444	31,205	30,059	29,819	30,061
Expenses not requiring appropriation in the Budget year	2,780	2,624	2,447	2,142	1,868
<b>Total program expenses</b>	<b>710,522</b>	<b>726,956</b>	<b>760,558</b>	<b>774,986</b>	<b>794,366</b>

**Program 2.6: Military Rehabilitation and Compensation Acts - Health and Other Care Services**

	2018-19 Estimated actual \$'000	2019-20 Budget \$'000	2020-21 Forward estimate \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000
Special Appropriations:					
<i>Safety, Rehabilitation and Compensation (Defence-related Claims) Act 1988</i>					
Medical services	25,100	25,375	25,825	26,238	26,684
Rehabilitation services	8,863	9,372	9,574	8,879	8,839
Other services	9,400	10,846	8,895	9,037	9,191
<i>Military Rehabilitation and Compensation Act 2004</i>					
Medical services	105,600	108,620	110,279	115,563	117,949
Rehabilitation services	30,300	35,952	36,470	37,466	38,670
Other services	5,546	11,138	6,066	6,293	6,400
Program support	22,980	17,351	17,079	16,943	17,080
Expenses not requiring appropriation in the Budget year	1,579	1,491	1,390	1,217	1,061
<b>Total program expenses</b>	<b>209,368</b>	<b>220,145</b>	<b>215,578</b>	<b>221,636</b>	<b>225,874</b>

**Program 2.7: Adjustment to the Military Rehabilitation and Compensation Acts Liability Provision - Health and Other Care Services**

	2018-19 Estimated actual \$'000	2019-20 Budget \$'000	2020-21 Forward estimate \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000
Administered Expenses					
Expenses not requiring appropriation in the Budget year	276,800	262,300	270,300	279,400	279,400
<b>Total program expenses</b>	<b>276,800</b>	<b>262,300</b>	<b>270,300</b>	<b>279,400</b>	<b>279,400</b>

**Table 2.2.3: Performance criteria for Outcome 2**

Table 2.2.3 below details the performance criteria for each program associated with Outcome 2. It also summarises how each program is delivered and where 2019-20 Budget measures have created new programs or materially changed existing programs.

Outcome 2: 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 – Provide access to general and specialist medical and dental services to DVA clients.			
Delivery	<ul style="list-style-type: none"><li>Ensure clients have access to general and specialist medical and dental services by maintaining servicing arrangements with these practitioner groups.</li><li>Ensure a geographically diverse range of providers participate in DVA arrangements for provision of general and specialist medical and dental services to clients.</li><li>Ensure a comprehensive range of general and specialist medical and dental services are available to clients in order to meet their health care needs.</li><li>Facilitate effective payment of medical and dental practitioners under DVA arrangements.</li></ul>		
Performance information			
Year	Performance criteria	Targets	Forecasts
2018-19	<p>Ensure arrangements are in place for the access to and delivery of quality general and specialist medical and dental services for DVA Health Card holders.</p> <ul style="list-style-type: none"><li>Number of clients accessing services versus the number who have registered a complaint in relation to un-met access and/or quality.</li></ul> <p>Maintain a schedule of general and specialist medical and dental services to meet the health care needs of DVA Health Card holders and maintain consistency with trends in the delivery of health care services.</p> <ul style="list-style-type: none"><li>Number of listed services assessed versus the number of approved unlisted services.</li></ul>	<p>&gt;99%</p> <p>&gt;97%</p>	<p>&gt;99%</p> <p>&gt;99%</p>
2019-20	<p>Ensure arrangements are in place for the access to and delivery of quality general and specialist medical and dental services for DVA Health Card holders.</p> <ul style="list-style-type: none"><li>Number of clients accessing services versus the number who have registered a complaint in relation to un-met access and/or quality.</li></ul> <p>Maintain a schedule of general and specialist medical and dental services for DVA Health Card Holders that reflects trends in the delivery of health care services.</p> <ul style="list-style-type: none"><li>Percentage of total medical and dental services that are assessed through the DVA fee schedule.</li></ul>	<p>&gt;99%</p> <p>&gt;97%</p>	
2020-21 and beyond	As per 2019-20.	As per 2019-20.	
Purposes (a)	To support the wellbeing of those who serve or have served in the defence of our nation, and their families, and commemorate their service and sacrifice.		

(a) Refers to updated purpose that will be reflected in the 2019–2023 Corporate Plan.

<b>Program 2.2</b> – Provide access to hospital services for clients through arrangements with hospitals in both the private and public sectors.			
<b>Delivery</b>	<ul style="list-style-type: none"><li>• Ensure access to hospital services for clients through arrangements in both the private and public sectors.</li><li>• Ensure a comprehensive range of hospital services are made available to clients in order to meet health care needs.</li><li>• Facilitate effective payment of hospital providers under DVA arrangements.</li></ul>		
<b>Performance information</b>			
<b>Year</b>	<b>Performance criteria</b>	<b>Targets</b>	<b>Forecasts</b>
2018-19	Ensure arrangements are in place for the access to and delivery of quality private and public hospital services for DVA Health Card holders. <ul style="list-style-type: none"><li>• Number of clients accessing services versus the number who have registered a complaint in relation to un-met access and/or quality.</li></ul>	>99%	>99%
2019-20	Ensure arrangements are in place for the access to and delivery of quality private and public hospital services for DVA Health Card holders. <ul style="list-style-type: none"><li>• Number of clients accessing services versus the number who have registered a complaint in relation to un-met access and/or quality.</li></ul>	>99%	
2020-21 and beyond	As per 2019-20.	As per 2019-20.	
<b>Purposes (a)</b>	To support the wellbeing of those who serve or have served in the defence of our nation, and their families, and commemorate their service and sacrifice.		

(a) Refers to updated purpose that will be reflected in the 2019–2023 Corporate Plan.

## DVA Budget Statements

<b>Program 2.3</b> – The Repatriation Pharmaceutical Benefits Scheme (RPBS) provides clients access to a comprehensive range of pharmaceuticals and wound dressings for the treatment of their health care needs.			
<b>Delivery</b>	<ul style="list-style-type: none"><li>• Ensure clients have access to a comprehensive range of pharmaceuticals and wound dressings that meet their health care needs.</li><li>• Facilitate arrangements with pharmaceutical sponsors for the listing of the range of items appropriate to the client population.</li><li>• Facilitate effective payment of approved pharmacies for supplying items under the RPBS.</li></ul>		
<b>Performance information</b>			
<b>Year</b>	<b>Performance criteria</b>	<b>Targets</b>	<b>Forecasts</b>
2018-19	Ensure arrangements are in place for the access to and delivery of quality pharmaceutical services for DVA Health Card holders. <ul style="list-style-type: none"><li>• Number of clients accessing services versus the number who have registered a complaint in relation to un-met access and/or quality.</li></ul>	>99%	>99%
2019-20	Ensure arrangements are in place for the access to and delivery of quality pharmaceutical services for DVA Health Card holders. <ul style="list-style-type: none"><li>• Number of clients accessing services versus the number who have registered a complaint in relation to un-met access and/or quality.</li></ul>	>99%	
2020-21 and beyond	As per 2019-20.	As per 2019-20.	
<b>Purposes (a)</b>	To support the wellbeing of those who serve or have served in the defence of our nation, and their families, and commemorate their service and sacrifice.		

(a) Refers to updated purpose that will be reflected in the 2019–2023 Corporate Plan.

**Program 2.4** – The program's primary objective is to effectively manage community support and residential care programs, including development and review of policy and operational guidelines and procedures, and assessment of program effectiveness.

Veteran community care and support programs include the Veterans' Home Care (VHC) program and the Community Nursing program.

The objectives of the VHC and Community Nursing programs are to support clients to remain independent in their homes, and improve their quality of life and health. On the whole, the veteran community is ageing and increasingly requires higher levels of service. The provision of these services helps to delay entry into residential aged care and maximises independence.

DVA also provides subsidies and supplements for clients who are no longer able to live independently and who enter residential aged care.

<b>Delivery</b>	<p>Veterans' Home Care (VHC) and Community Nursing:</p> <ul style="list-style-type: none"> <li>DVA contracts with organisations across Australia to assess clients for VHC services and to deliver those services.</li> <li>DVA also has agreements with organisations across Australia to provide community nursing services to clients.</li> <li>To ensure services are of a high quality, a contract and quality management framework, together with post-payment monitoring, is in place for both programs.</li> </ul> <p>Residential Care:</p> <ul style="list-style-type: none"> <li>The management of residential aged care facilities is the responsibility of the Department of Health (Health). The Australian Government's residential aged care appropriation is shared between DVA, which pays for eligible DVA clients residing in residential care, and Health, which pays for the remainder of the residential aged care population.</li> </ul> <p>Carer and Volunteer Support:</p> <ul style="list-style-type: none"> <li>DVA contracts Community Support Advisers to provide services focusing on day clubs for frail aged care veterans, health promotion, men's health peer education and other community, recreational and social health initiatives.</li> <li>DVA also provides information and support to carers in the veteran community.</li> </ul>
-----------------	--

#### Performance information

Year	Performance criteria	Targets	Forecasts
2018-19	<p>Ensure arrangements are in place for the access to and delivery of quality community care services for DVA Health Card holders.</p> <ul style="list-style-type: none"> <li>Number of clients accessing services versus the number who have registered a complaint in relation to un-met access and/or quality.</li> </ul>	>99%	>99%
2019-20	<p>Ensure arrangements are in place for the access to and delivery of quality community care services for DVA Health Card holders.</p> <ul style="list-style-type: none"> <li>Number of clients accessing services versus the number who have registered a complaint in relation to un-met access and/or quality.</li> </ul>	>99%	
2020-21 and beyond	As per 2019-20.	As per 2019-20.	
<b>Purposes (a)</b>	To support the wellbeing of those who serve or have served in the defence of our nation, and their families, and commemorate their service and sacrifice.		

(a) Refers to updated purpose that will be reflected in the 2019–2023 Corporate Plan.

<b>Program 2.5</b> – To provide a wide range of mental and allied health care services, including counselling and referral services for veterans, war widow/ers, serving members, former defence force members and their families.			
<b>Delivery</b>	<ul style="list-style-type: none"><li>• Ensure arrangements are in place to assist clients to reach treatment locations through a variety of systems and transport modes. This includes reimbursing travel costs privately incurred (including financial assistance towards the costs for meals and accommodation), arranging taxi/hire car and air travel, and purchasing ambulance services from public and private sector providers.</li><li>• Ensure arrangements are in place to provide an extensive range of rehabilitation aids which assist independent living and which are provided through a comprehensive system of prescribers and contracted suppliers.</li><li>• Maintain arrangements with allied health providers for the delivery of a comprehensive range of allied health services to clients in order to meet their health care needs.</li><li>• Ensure effective payment arrangements are in place for allied health providers.</li><li>• Provide access to counselling services through Open Arms including use of outreach counsellors and through relevant providers in the public and private health sectors:<ul style="list-style-type: none"><li>– intake and referral services</li><li>– counselling services</li><li>– after-hours counselling, and</li><li>– group programme intervention.</li></ul></li></ul>		
<b>Performance information</b>			
<b>Year</b>	<b>Performance criteria</b>	<b>Targets</b>	<b>Forecasts</b>
2018-19	<p><b>Access to Services</b></p> <p>Ensure arrangements are in place for the access and delivery of quality mental and allied health services for DVA Health Card holders.</p> <ul style="list-style-type: none"><li>• Number of clients accessing services versus the number who have registered a complaint in relation to un-met access and/or quality.</li></ul> <p>Maintain a schedule of allied services for DVA Health Card holders that reflects trends in the delivery of health care services.</p> <ul style="list-style-type: none"><li>• Percentage of total allied services that are accessed through the DVA fee schedule.</li></ul> <p><b>Travel</b></p> <p>Target percentage of claims for reimbursement processed within the Service Charter timeframe (28 days)</p> <p>Degree of complaints about arranged travel relative to the quantity of bookings</p> <p><b>Open Arms</b></p> <p>Percentage of clients in receipt of an episode of care, who access an Open Arms clinician (centre based or outreach) within two weeks of intake and assessment occurring</p> <p>Client satisfaction</p> <p><b>Veterans Vocational Rehabilitation Scheme</b></p> <p>Clients with successful return to work</p>	<p>&gt;99%</p> <p>&gt;97%</p> <p>100%</p> <p>&lt;0.05%</p> <p>&gt;65%</p> <p>&gt;80%</p> <p>&gt;50%</p>	<p>&gt;99%</p> <p>&gt;99%</p> <p>99.9%</p> <p>0.02%</p> <p>75%</p> <p>91%</p> <p>&gt;50%</p>
2019-20	<p><b>Access to Services</b></p> <p>Ensure arrangements are in place for the access and delivery of quality mental and allied health services for DVA Health Card holders.</p> <ul style="list-style-type: none"><li>• Number of clients accessing services versus the number who have registered a complaint in relation to un-met access and/or quality.</li></ul>	<p>&gt;99%</p>	



	<p>Maintain a schedule of allied services for DVA Health Card holders that reflects trends in the delivery of health care services.</p> <ul style="list-style-type: none"> <li>Percentage of total allied services that are accessed through the DVA fee schedule.</li> </ul> <p><b>Travel</b></p> <p>Target percentage of claims for reimbursement processed within the Service Charter timeframe (28 days)</p> <p>Degree of complaints about arranged travel relative to the quantity of bookings</p> <p><b>Open Arms</b></p> <p>Percentage of clients in receipt of an episode of care, who access an Open Arms clinician (centre based or outreach) within two weeks of intake and assessment occurring</p> <p>Client satisfaction</p> <p>Accreditation as a Mental Health Service is maintained</p> <p><b>Veterans Vocational Rehabilitation Scheme</b></p> <p>Clients with successful return to work</p>	<p>&gt;97%</p> <p>100%</p> <p>&lt;0.05%</p> <p>&gt;65%</p> <p>&gt;80%</p> <p>Evidence of current Mental Health Accreditation (a)</p> <p>&gt;50%</p>
2020-21 and beyond	As per 2019-20.	As per 2019-20.
<b>Purposes (b)</b>	To support the wellbeing of those who serve or have served in the defence of our nation, and their families, and commemorate their service and sacrifice.	

- (a) As Open Arms is providing clinical Mental Health Services to a population of Veterans and their families, this performance criterion to benchmark Open Arms against similar mental health services nationally is able to provide reassurance to this population that the clinical services provided have been assessed independently and found to be consistent with the National Standards for Mental Health Services.
- (b) Refers to updated purpose that will be reflected in the 2019–2023 Corporate Plan.

<b>Program 2.6</b> – To arrange for the provision of rehabilitation, medical and other related services under the <i>Safety, Rehabilitation and Compensation (Defence-related Claims) Act 1988</i> (DRCA) and the <i>Military Rehabilitation and Compensation Act 2004</i> (MRCA) and related legislation. This includes payment for medical treatment, rehabilitation services, attendant care and household services.			
<b>Delivery</b>	<ul style="list-style-type: none"><li>Rehabilitation program goals measured for effectiveness using agreed outcome aspirations against actual results achieved.</li><li>Veterans who claim incapacity payments for the first time because of an inability to work due to accepted conditions are assessed for rehabilitation.</li><li>Clients who are identified for a rehabilitation assessment are referred to an approved service provider within 30 days.</li></ul>		
<b>Program deliverables (a)</b>	<ul style="list-style-type: none"><li>The number of individuals who have participated in the rehabilitation program over the financial year.</li><li>The number of individuals who have completed a rehabilitation plan over the financial year.</li></ul>		
<b>Performance information</b>			
<b>Year</b>	<b>Performance criteria</b>	<b>Targets</b>	<b>Forecasts</b>
2018-19	<i>Timeliness:</i> The percentage of rehabilitation assessments that were made within 30 days of referral for assessment	75%	81%
	<i>Quality/Quantity:</i> Percentage of clients where rehabilitation goals were met or exceeded	75%	78%
	<i>Quality/Quantity:</i> An annual survey of client satisfaction with the rehabilitation program	75%	75%
2019-20	<i>Timeliness:</i> The percentage of rehabilitation assessments that were made within 30 days of referral for assessment	75%	
	<i>Quality/Quantity:</i> Percentage of clients where rehabilitation goals were met or exceeded	75%	
	<i>Quality:</i> An annual survey of client satisfaction with the rehabilitation program	75%	
2020-21 and beyond	As per 2019-20.	As per 2019-20.	
<b>Purposes (b)</b>	To support the wellbeing of those who serve or have served in the defence of our nation, and their families, and commemorate their service and sacrifice.		

- (a) The introduction of program deliverables from 2018-19 provides context to the performance criteria and the extent of rehabilitation support provided. There is no target set as this reflects the actual number of participants in the uncapped rehabilitation program.
- (b) Refers to updated purpose that will be reflected in the 2019–2023 Corporate Plan.

## 2.3 BUDGETED EXPENSES AND PERFORMANCE FOR OUTCOME 3

**Outcome 3: 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.**

### Budgeted expenses for Outcome 3

This table shows how much the entity intends to spend (on an accrual basis) on achieving the outcome, broken down by program, as well as Administered and Departmental funding sources.

**Table 2.3.1: Budgeted expenses for Outcome 3**

	2018-19 Estimated actual \$'000	2019-20 Budget \$'000	2020-21 Forward estimate \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000
<b>Program 3.1: War Graves</b>					
Administered Expenses					
Ordinary annual services (Appropriation Bill No. 1 & 3)	21,693	19,053	19,836	20,292	20,881
Special Accounts	72	72	72	72	72
<b>Administered total</b>	<b>21,765</b>	<b>19,125</b>	<b>19,908</b>	<b>20,364</b>	<b>20,953</b>
Departmental Expenses					
Departmental appropriation <sup>(a)</sup>	29,299	23,046	21,661	21,441	21,615
Expenses not requiring appropriation in the Budget year <sup>(b)</sup>	2,014	1,901	1,815	1,552	1,353
<b>Departmental total</b>	<b>31,313</b>	<b>24,947</b>	<b>23,476</b>	<b>22,993</b>	<b>22,968</b>
<b>Total expenses for program 3.1</b>	<b>53,078</b>	<b>44,072</b>	<b>43,384</b>	<b>43,357</b>	<b>43,921</b>
<b>Program 3.2: Commemorative Activities</b>					
Administered Expenses					
Ordinary annual services (Appropriation Bill No. 1 & 3)	27,156	31,793	11,349	11,548	11,788
Special Accounts	22,078	18,300	-	-	-
Less Special Account Expenses funded by annual appropriation	-	18,300	-	-	-
<b>Administered total</b>	<b>49,234</b>	<b>31,793</b>	<b>11,349</b>	<b>11,548</b>	<b>11,788</b>
Departmental Expenses					
Departmental appropriation <sup>(a)</sup>	1,915	2,517	1,423	1,412	1,423
Expenses not requiring appropriation in the Budget year <sup>(b)</sup>	132	124	116	101	88
<b>Departmental total</b>	<b>2,047</b>	<b>2,641</b>	<b>1,539</b>	<b>1,513</b>	<b>1,511</b>
<b>Total expenses for program 3.2</b>	<b>51,281</b>	<b>34,434</b>	<b>12,888</b>	<b>13,061</b>	<b>13,299</b>

Continued on next page

**Table 2.3.1: Budgeted expenses for Outcome 3 (continued)**

	2018-19 Estimated actual \$'000	2019-20 Budget \$'000	2020-21 Forward estimate \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000
<b>Outcome 3 Totals by appropriation type</b>					
Administered Expenses					
Ordinary annual services (Appropriation Bill No. 1 & 3)	48,849	50,846	31,185	31,840	32,669
Special Accounts	22,150	18,372	72	72	72
Less Special Account Expenses funded by annual appropriation	-	18,300	-	-	-
<b>Administered total</b>	<b>70,999</b>	<b>50,918</b>	<b>31,257</b>	<b>31,912</b>	<b>32,741</b>
Departmental Expenses					
Departmental appropriation <sup>(a)</sup>	31,214	25,563	23,084	22,853	23,038
Expenses not requiring appropriation in the Budget year <sup>(b)</sup>	2,146	2,025	1,931	1,653	1,441
<b>Departmental total</b>	<b>33,360</b>	<b>27,588</b>	<b>25,015</b>	<b>24,506</b>	<b>24,479</b>
<b>Total expenses for Outcome 3</b>	<b>104,359</b>	<b>78,506</b>	<b>56,272</b>	<b>56,418</b>	<b>57,220</b>

	2018-19	2019-20
<b>Average Staffing Level (number)</b>	<b>141</b>	<b>131</b>

(a) Departmental Appropriation combines 'Ordinary annual services (Appropriation Bills No. 1)' and 'Revenue from independent sources (s74)'.

(b) Expenses not requiring appropriation in the Budget year are made up of depreciation expenses, amortisation expenses, audit fees and Australian Taxation Office data matching services.

Figures displayed as negative (-) represent a decrease in funds and a positive (+) represent an increase in funds.

Note: Departmental appropriation splits and totals are indicative estimates and may change in the course of the budget year as government priorities change.

**Table 2.3.2: Program components of Outcome 3****Program 3.1: War Graves**

	2018-19 Estimated actual \$'000	2019-20 Budget \$'000	2020-21 Forward estimate \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000
Annual administered expenses:					
Appropriation Bill No. 1 & 3					
War graves care & maintenance	20,659	17,915	18,651	19,080	19,634
OAWG refurbishment, reconstruction & relocation	1,029	1,133	1,180	1,207	1,242
Compensation and legal expenses	5	5	5	5	5
Special Account Expenses:					
Services for Other Entities and Trust Moneys	72	72	72	72	72
Program support	29,299	23,046	21,661	21,441	21,615
Expenses not requiring appropriation in the Budget year	2,014	1,901	1,815	1,552	1,353
<b>Total program expenses</b>	<b>53,078</b>	<b>44,072</b>	<b>43,384</b>	<b>43,357</b>	<b>43,921</b>

**Program 3.2: Commemorative Activities**

	2018-19 Estimated actual \$'000	2019-20 Budget \$'000	2020-21 Forward estimate \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000
Annual administered expenses:					
Appropriation Bill No. 1 & 3					
Veterans' commemorative activities	27,156	31,793	11,349	11,548	11,788
Special Account Expenses:					
Anzac Centenary Public Fund	22,078	18,300	-	-	-
Program support	1,915	2,517	1,423	1,412	1,423
Expenses not requiring appropriation in the Budget year	132	124	116	101	88
Less Special Account Expenses funded by annual appropriation	-	18,300	-	-	-
<b>Total program expenses</b>	<b>51,281</b>	<b>34,434</b>	<b>12,888</b>	<b>13,061</b>	<b>13,299</b>

**Table 2.3.3: Performance criteria for Outcome 3**

Table 2.3.3 below details the performance criteria for each program associated with Outcome 3. It also summarises how each program is delivered and where 2019-20 Budget measures have created new programs or materially changed existing programs.

<b>Outcome 3: 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.</b>			
<b>Program 3.1 – Acknowledge and commemorate the service and sacrifice of the men and women who served Australia and its allies in wars, conflicts and peace operations.</b>			
<b>Delivery</b>	<ul style="list-style-type: none"><li>• Maintain, construct and refurbish war graves and post war commemorations within war cemeteries, gardens of remembrance, cemeteries and crematoria in Australia and Papua New Guinea; process claims for and provide official post war commemorations; and provide and maintain national memorials overseas.</li></ul>		
<b>Performance information</b>			
<b>Year</b>	<b>Performance criteria</b>	<b>Targets</b>	<b>Forecasts</b>
2018-19	The condition of graves that are the primary place of official commemoration and sites of collective commemoration that are maintained by OAWG meets CWGC standards.	Complaints received relate to 10 or less graves or sites of collective commemoration	Achieved
2019-20	The condition of graves that are the primary place of official commemoration and sites of collective commemoration that are maintained by OAWG meets CWGC standards.	Complaints received relate to 10 or less graves or sites of collective commemoration	
2020-21 and beyond	As per 2019-20.	As per 2019-20.	
<b>Purposes (a)</b>	To support the wellbeing of those who serve or have served in the defence of our nation, and their families, and commemorate their service and sacrifice.		

(a) Refers to updated purpose that will be reflected in the 2019–2023 Corporate Plan.

<b>Program 3.2</b> – Acknowledge and commemorate the service and sacrifice of the men and women who served Australia and its allies in wars, conflicts and peace operations.			
<b>Delivery</b>	<ul style="list-style-type: none"><li>• Provide support and funding for commemorative programs and community initiatives and promote community awareness and preservation of Australia's wartime and service heritage and veterans' experiences.</li><li>• Planning for and conduct of annual Anzac Day services at Gallipoli in Turkey, in addition to the 2020 Villers-Bretonneux, France service.</li><li>• Lead and manage the Anzac Centenary and the Century of Service 2014-18 through the development and delivery of national and international commemorative services.</li></ul>		
<b>Performance information</b>			
<b>Year</b>	<b>Performance criteria</b>	<b>Targets</b>	<b>Forecasts</b>
2018-19	Events are delivered safely, on schedule and within budget.  Government is satisfied with quality.	The number of safety incidents reported is less than 1% of those attendance.100% of events are delivered on time and with less than a 5% variation in actual expenditure compared to budget  The Minister of Veterans' Affairs confirms the Government's satisfaction with the quality of each event	Partially achieved  Achieved
2019-20	Events are delivered safely, on schedule and within budget.  Government is satisfied with quality.	The number of safety incidents reported is less than 1% of those attendance.100% of events are delivered on time and with less than a 5% variation in actual expenditure compared to budget  The Minister of Veterans' Affairs confirms the Government's satisfaction with the quality of each event	
2020-21 and beyond	As per 2019-20.	As per 2019-20.	
<b>Purposes (a)</b>	To support the wellbeing of those who serve or have served in the defence of our nation, and their families, and commemorate their service and sacrifice.		

(a) Refers to updated purpose that will be reflected in the 2019–2023 Corporate Plan.

## Section 3: Budgeted financial statements

Section 3 presents budgeted financial statements which provide a comprehensive snapshot of entity finances for the 2019-20 budget year, including the impact of budget measures and resourcing on financial statements.

### **3.1 BUDGETED FINANCIAL STATEMENTS**

#### **3.1.1 Differences in entity resourcing and financial statements**

There are differences between entity resourcing and the financial statements. These differences are caused by the accounting treatment for the departmental capital budget (DCB) that was implemented under net cost of services through Operation Sunlight. Additionally the Department has received funding where expenses have been incurred within the 2018-19 financial year and the related appropriation will be received in the 2019-20 financial year.

#### **3.1.2 Analysis of budgeted financial statements**

The Strategic Financial Plan and the Capital Management Plan provide the framework for DVA planning and response to future budgets and financial sustainability.

The budgeted financial statements are shown at three levels and reflect the financial results of the three reporting entities that comprise DVA's departmental accounts: DVA amalgamated, DVA excluding Defence Service Homes Insurance Scheme (DSHIS), and DSHIS.

##### **Departmental (amalgamated)**

The budgeted DVA and DSHIS financial statements form the basis of the financial statements that will appear in the organisation's 2018-19 Annual Report, and input into the whole-of-government accounts. The budgeted financial statements are prepared on an accrual basis in accordance with the Australian Equivalents to International Financial Reporting Standards (AEIFRS).

##### **Departmental (DVA excluding DSHIS)**

Budgeted departmental income statement

The Department (excluding DSHIS) is budgeting for a breakeven operating result before depreciation and amortisation expense in 2019-20 and the forward estimates. Total revenue for the 2019-20 financial year is \$349.0 million which represents a decrease of \$34.9 million from the 2018-19 financial year. It comprises of \$340.1 million of revenue from government and \$8.9 million from own-source income.



#### Budgeted departmental balance sheet

The Department's (excluding DSHIS) net asset (equity) position for the 2019-20 financial year is projected to be \$21.0 million, and represents a decrease of \$9.9 million from the 2018-19 position of \$30.9 million.

Budgeted total assets of \$123.5 million in 2019-20 represents a decrease of \$28.3 million from 2018-19 of \$151.8 million. This mainly comprises of a decrease in intangibles of \$16.5 million.

Budgeted liabilities of \$102.5 million in 2019-20 represents a decrease of \$18.4 million from 2018-19 of \$120.9 million and is primarily a result of a decrease in employee provisions of \$8.0 million.

#### **Departmental (DSHIS)**

##### Budgeted departmental income statement

DSHIS is budgeting for an operating surplus of \$2.1 million before depreciation and amortisation expense in 2019-20. Revenue for 2019-20 is expected to be \$43.4 million and consists of \$43.3 million of own-source income and \$0.1 million of revenue from government, an increase of \$2.3 million from 2018-19 of \$41.1 million. This increase is primarily driven by the sale of goods and services (net premium revenue) which is expected to increase from \$36.1 million in 2018-19 to \$38.5 million in the 2019-20 financial year.

##### Budgeted departmental balance sheet

DSHIS's net asset position for 2019-20 is projected to be \$37.8 million, and increase over the forward years.

Budgeted liabilities for 2019-20 are expected to be \$52.2 million and increase over the forward years.

#### **Administered statements**

##### Budgeted revenue and expenses

The Department will administer \$11.2 billion of administered funding in the 2019-20 financial year.

##### Budgeted assets and liabilities

Total administered assets are expected to remain stable at \$1.6 billion. Total administered liabilities are expected to increase by \$0.7 billion to \$14.8 billion in 2019-20 from the 2018-19 estimated actual of \$14.1 billion, represented by an increase in personal benefits provisions of \$0.4 billion and an increase in health and other provisions of \$0.2 billion.

### 3.2 BUDGETED FINANCIAL STATEMENTS TABLES

**Table 3.1a: Departmental comprehensive income statement (amalgamated)  
(Showing Net Cost of Services) (for the period ended 30 June)**

	Estimated actual 2018-19 \$'000	Budget 2019-20 \$'000	Forward estimate 2020-21 \$'000	Forward estimate 2021-22 \$'000	Forward estimate 2022-23 \$'000
<b>EXPENSE</b>					
Employee benefits	191,292	178,153	169,411	157,695	163,529
Supplier expenses	198,023	176,658	151,685	111,130	107,417
Depreciation and amortisation	26,399	25,099	23,794	21,027	18,428
Insurance claims	37,819	33,524	33,075	34,704	36,414
<b>Total expenses</b>	<b>453,533</b>	<b>413,434</b>	<b>377,965</b>	<b>324,556</b>	<b>325,788</b>
<b>LESS:</b>					
<b>OWN-SOURCE INCOME</b>					
<b>Revenue</b>					
Net premium revenue	36,056	38,522	37,660	38,593	39,545
Rendering of services	7,054	6,586	6,691	6,804	6,936
Resources received free of charge	727	727	727	727	727
Other revenue	4,916	4,700	4,800	4,900	5,000
<b>Total revenue</b>	<b>48,753</b>	<b>50,535</b>	<b>49,878</b>	<b>51,024</b>	<b>52,208</b>
<b>Total own-source income</b>	<b>48,753</b>	<b>50,535</b>	<b>49,878</b>	<b>51,024</b>	<b>52,208</b>
<b>Net cost of (contribution by) services</b>	<b>404,780</b>	<b>362,899</b>	<b>328,087</b>	<b>273,532</b>	<b>273,580</b>
Revenue from Government	374,778	340,216	306,277	253,703	255,358
<b>Surplus (Deficit) before income tax</b>	<b>(30,002)</b>	<b>(22,683)</b>	<b>(21,810)</b>	<b>(19,829)</b>	<b>(18,222)</b>

Continued on next page

**Table 3.1a: Departmental comprehensive income statement (amalgamated) (Showing Net Cost of Services) (for the period ended 30 June) (continued)**

	Estimated actual 2018-19 \$'000	Budget 2019-20 \$'000	Forward estimate 2020-21 \$'000	Forward estimate 2021-22 \$'000	Forward estimate 2022-23 \$'000
Income tax expense (competitive neutrality)	204	193	197	202	-
<b>Surplus (Deficit) after income tax</b>	<b>(30,206)</b>	<b>(22,876)</b>	<b>(22,007)</b>	<b>(20,031)</b>	<b>(18,222)</b>
<b>OTHER COMPREHENSIVE INCOME</b>					
Changes in assets revaluation reserve	-	-	-	-	-
<b>Total other comprehensive income</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total comprehensive income attributable to the Australian Government</b>	<b>(30,206)</b>	<b>(22,876)</b>	<b>(22,007)</b>	<b>(20,031)</b>	<b>(18,222)</b>
<b>Note: Reconciliation of operating result attributable to the agency</b>					
	2018-19 \$'000	2019-20 \$'000	2020-21 \$'000	2021-22 \$'000	2022-23 \$'000
<b>Total Comprehensive Income (loss) Attributable to the Australian Government</b>	<b>(30,206)</b>	<b>(22,876)</b>	<b>(22,007)</b>	<b>(20,031)</b>	<b>(18,222)</b>
Plus non-appropriated expenses:					
Depreciation and amortisation expenses	26,399	25,099	23,794	21,027	18,428
<b>Total Comprehensive Income / (loss) Attributable to the Australian Government</b>	<b>(3,807)</b>	<b>2,223</b>	<b>1,787</b>	<b>996</b>	<b>206</b>

Prepared on Australian Accounting Standards basis

**Table 3.2a: Budgeted departmental balance sheet (amalgamated) (as at 30 June)**

	Estimated actual 2018-19 \$'000	Budget 2019-20 \$'000	Forward estimate 2020-21 \$'000	Forward estimate 2021-22 \$'000	Forward estimate 2022-23 \$'000
<b>ASSETS</b>					
<b>Financial assets</b>					
Cash and equivalents	6,308	6,185	6,073	5,982	5,823
Trade and other receivables	35,389	35,172	35,303	35,366	34,282
Appropriation receivables	27,945	9,849	7,879	6,615	7,456
Investments	53,702	55,850	57,562	58,553	58,759
<b>Total financial assets</b>	<b>123,344</b>	<b>107,056</b>	<b>106,817</b>	<b>106,516</b>	<b>106,320</b>
<b>Non-financial assets</b>					
Land and buildings	27,493	35,137	36,698	34,216	40,930
Infrastructure, plant and equipment	1,110	1,325	1,494	1,558	1,622
Intangibles	78,660	62,110	53,121	48,519	37,320
Other non-financial assets	7,433	6,176	6,243	6,327	6,327
<b>Total non-financial assets</b>	<b>114,696</b>	<b>104,748</b>	<b>97,556</b>	<b>90,620</b>	<b>86,199</b>
<b>Total assets</b>	<b>238,040</b>	<b>211,804</b>	<b>204,373</b>	<b>197,136</b>	<b>192,519</b>
<b>LIABILITIES</b>					
<b>Payables</b>					
Supplier payables	58,084	49,840	46,675	45,499	45,306
Other payables	27,657	25,355	27,356	28,120	28,899
<b>Total payables</b>	<b>85,741</b>	<b>75,195</b>	<b>74,031</b>	<b>73,619</b>	<b>74,205</b>
<b>Provisions</b>					
Employee provisions	62,600	56,288	56,450	56,402	56,000
Other provisions	23,130	21,553	20,603	19,833	19,233
<b>Total provisions</b>	<b>85,730</b>	<b>77,841</b>	<b>77,053</b>	<b>76,235</b>	<b>75,233</b>
<b>Total liabilities</b>	<b>171,471</b>	<b>153,036</b>	<b>151,084</b>	<b>149,854</b>	<b>149,438</b>
<b>Net assets</b>	<b>66,569</b>	<b>58,768</b>	<b>53,289</b>	<b>47,282</b>	<b>43,081</b>
<b>Equity</b>					
Contributed equity	302,277	317,354	333,864	347,875	361,882
Asset revaluation reserve	9,634	9,634	9,634	9,634	9,634
Retained surplus (accumulated deficit)	(245,342)	(268,220)	(290,209)	(310,227)	(328,435)
<b>Total equity</b>	<b>66,569</b>	<b>58,768</b>	<b>53,289</b>	<b>47,282</b>	<b>43,081</b>

Prepared on Australian Accounting Standards basis

\*\*'Equity' is the residual interest in assets after deduction of liabilities.

**Table 3.3a: Budgeted departmental statement of cash flows (amalgamated) (for the period ended 30 June)**

	Estimated actual 2018-19 \$'000	Budget 2019-20 \$'000	Forward estimate 2020-21 \$'000	Forward estimate 2021-22 \$'000	Forward estimate 2022-23 \$'000
<b>OPERATING ACTIVITIES</b>					
<b>Cash received</b>					
Appropriations	398,372	383,678	284,004	282,575	282,799
Sale of goods and services	35,715	53,330	52,654	53,736	46,290
Net GST received	13,015	7,977	7,534	7,590	7,647
Other	5,539	5,467	5,340	5,440	5,000
<b>Total cash received</b>	<b>452,641</b>	<b>450,452</b>	<b>349,532</b>	<b>349,341</b>	<b>341,736</b>
<b>Cash used</b>					
Employees	198,280	178,122	167,128	165,688	165,101
Suppliers	186,031	217,503	131,716	130,525	131,231
Other	63,996	54,152	49,088	52,228	45,357
<b>Total cash used</b>	<b>448,307</b>	<b>449,777</b>	<b>347,932</b>	<b>348,441</b>	<b>341,689</b>
<b>Net cash from or (used by) operating activities</b>	<b>4,334</b>	<b>675</b>	<b>1,600</b>	<b>900</b>	<b>47</b>
<b>INVESTING ACTIVITIES</b>					
<b>Cash received</b>					
Proceeds from sales of non-financial assets	-	1,350	-	-	-
<b>Total cash received</b>	<b>-</b>	<b>1,350</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Cash used</b>					
Purchase of property, plant and equipment, and intangibles	40,930	16,408	16,502	14,007	14,101
Purchase of investments	6,000	2,148	1,712	991	206
<b>Total cash used</b>	<b>46,930</b>	<b>18,556</b>	<b>18,214</b>	<b>14,998</b>	<b>14,307</b>
<b>Net cash from or (used by) investing activities</b>	<b>(46,930)</b>	<b>(17,206)</b>	<b>(18,214)</b>	<b>(14,998)</b>	<b>(14,307)</b>
<b>FINANCING ACTIVITIES</b>					
<b>Cash received</b>					
Equity Injections	40,930	16,408	16,502	14,007	14,101
<b>Total cash received</b>	<b>40,930</b>	<b>16,408</b>	<b>16,502</b>	<b>14,007</b>	<b>14,101</b>
<b>Net cash from or (used by) financing activities</b>	<b>40,930</b>	<b>16,408</b>	<b>16,502</b>	<b>14,007</b>	<b>14,101</b>
<b>Net increase or (decrease) in cash held</b>	<b>(1,666)</b>	<b>(123)</b>	<b>(112)</b>	<b>(91)</b>	<b>(159)</b>
Cash and cash equivalents at the beginning of the reporting period	7,974	6,308	6,185	6,073	5,982
<b>Cash and cash equivalents at the end of the reporting period</b>	<b>6,308</b>	<b>6,185</b>	<b>6,073</b>	<b>5,982</b>	<b>5,823</b>

Prepared on Australian Accounting Standards basis

**Table 3.1b: Departmental comprehensive income statement (DVA excluding DSHIS) (showing net cost of services) (for the period ended 30 June)**

	Estimated actual 2018-19 \$'000	Budget 2019-20 \$'000	Forward estimate 2020-21 \$'000	Forward estimate 2021-22 \$'000	Forward estimate 2022-23 \$'000
<b>EXPENSE</b>					
Employee benefits	188,255	174,553	165,711	153,895	159,629
Supplier expenses	195,409	174,211	149,343	108,832	105,237
Depreciation and amortisation	26,324	25,024	23,719	21,022	18,428
<b>Total expenses</b>	<b>409,988</b>	<b>373,788</b>	<b>338,773</b>	<b>283,749</b>	<b>283,294</b>
<b>LESS:</b>					
<b>OWN-SOURCE INCOME</b>					
<b>Own-source revenue</b>					
Rendering of services	8,540	8,191	8,424	8,676	8,958
Resources received free of charge	670	670	670	670	670
<b>Total own-source revenue</b>	<b>9,210</b>	<b>8,861</b>	<b>9,094</b>	<b>9,346</b>	<b>9,628</b>
<b>Total own-source income</b>	<b>9,210</b>	<b>8,861</b>	<b>9,094</b>	<b>9,346</b>	<b>9,628</b>
<b>Net cost of (contribution by) services</b>	<b>400,778</b>	<b>364,927</b>	<b>329,679</b>	<b>274,403</b>	<b>273,666</b>
Revenue from Government	374,658	340,096	306,157	253,583	255,238
<b>Surplus (Deficit) before income tax</b>	<b>(26,120)</b>	<b>(24,831)</b>	<b>(23,522)</b>	<b>(20,820)</b>	<b>(18,428)</b>
Income tax (competitive neutrality)	204	193	197	202	-
<b>Surplus (Deficit) attributable to the Australian Government</b>	<b>(26,324)</b>	<b>(25,024)</b>	<b>(23,719)</b>	<b>(21,022)</b>	<b>(18,428)</b>
<b>OTHER COMPREHENSIVE INCOME</b>					
Changes in assets revaluation reserve	-	-	-	-	-
<b>Total other comprehensive income</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total comprehensive income attributable to the Australian Government</b>	<b>(26,324)</b>	<b>(25,024)</b>	<b>(23,719)</b>	<b>(21,022)</b>	<b>(18,428)</b>

Continued on next page

**Table 3.1b: Departmental comprehensive income statement (DVA excluding DSHIS) (showing net cost of services) (for the period ended 30 June) (continued)****Note: Reconciliation of operating result attributable to agency**

	2018-19 \$'000	2019-20 \$'000	2020-21 \$'000	2021-22 \$'000	2022-23 \$'000
<b>Total Comprehensive Income (loss)</b>					
<b>Attributable to the</b>					
<b>Australian Government</b>	<b>(26,324)</b>	<b>(25,024)</b>	<b>(23,719)</b>	<b>(21,022)</b>	<b>(18,428)</b>
Plus non-appropriated expenses:					
Depreciation and amortisation expenses	26,324	25,024	23,719	21,022	18,428
<b>Total Comprehensive Income</b>					
<b>(loss) Attributable to the</b>					
<b>agency</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

Prepared on Australian Accounting Standards basis

**Table 3.2b: Budgeted departmental balance sheet (DVA excluding DSHIS) (as at 30 June)**

	Estimated actual 2018-19 \$'000	Budget 2019-20 \$'000	Forward estimate 2020-21 \$'000	Forward estimate 2021-22 \$'000	Forward estimate 2022-23 \$'000
<b>ASSETS</b>					
<b>Financial assets</b>					
Cash and cash equivalents	3,808	3,685	3,573	3,482	3,323
Trade and other receivables	5,650	5,433	5,564	5,627	4,543
Appropriation receivables	27,945	9,849	7,879	6,615	7,456
<b>Total financial assets</b>	<b>37,403</b>	<b>18,967</b>	<b>17,016</b>	<b>15,724</b>	<b>15,322</b>
<b>Non-financial assets</b>					
Land and buildings	27,493	35,137	36,698	34,216	40,930
Infrastructure, plant and equipment	1,110	1,325	1,494	1,558	1,622
Intangibles	78,505	61,955	53,116	48,519	37,320
Other non-financial assets	7,333	6,151	6,143	6,227	6,227
<b>Total non-financial assets</b>	<b>114,441</b>	<b>104,568</b>	<b>97,451</b>	<b>90,520</b>	<b>86,099</b>
<b>Total assets</b>	<b>151,844</b>	<b>123,535</b>	<b>114,467</b>	<b>106,244</b>	<b>101,421</b>
<b>LIABILITIES</b>					
<b>Payables</b>					
Supplier payables	53,300	44,956	41,691	40,415	40,122
Other payables	3,237	2,137	3,113	3,246	3,525
<b>Total payables</b>	<b>56,537</b>	<b>47,093</b>	<b>44,804</b>	<b>43,661</b>	<b>43,647</b>
<b>Provisions</b>					
Employees provisions	63,020	55,006	55,693	55,776	55,374
Other provisions	1,344	442	167	2	2
<b>Total provisions</b>	<b>64,364</b>	<b>55,448</b>	<b>55,860</b>	<b>55,778</b>	<b>55,376</b>
<b>Total liabilities</b>	<b>120,901</b>	<b>102,541</b>	<b>100,664</b>	<b>99,439</b>	<b>99,023</b>
<b>Net assets</b>	<b>30,943</b>	<b>20,994</b>	<b>13,803</b>	<b>6,805</b>	<b>2,398</b>
<b>Equity</b>					
Contributed equity	302,277	317,354	333,864	347,875	361,882
Asset revaluation reserve	9,634	9,634	9,634	9,634	9,634
Retained surplus (accumulated deficit)	(280,968)	(305,994)	(329,695)	(350,704)	(369,118)
<b>Total equity</b>	<b>30,943</b>	<b>20,994</b>	<b>13,803</b>	<b>6,805</b>	<b>2,398</b>

Prepared on Australian Accounting Standards basis



**Table 3.3b: Budgeted departmental statement of cash flows (DVA excluding DSHIS)  
(for the period ended 30 June)**

	Estimated actual 2018-19 \$'000	Budget 2019-20 \$'000	Forward estimate 2020-21 \$'000	Forward estimate 2021-22 \$'000	Forward estimate 2022-23 \$'000
<b>OPERATING ACTIVITIES</b>					
<b>Cash received</b>					
Appropriations	398,252	383,558	283,884	282,455	282,679
Sale of goods and services	7,748	7,613	7,827	8,015	8,267
Net GST received	13,038	7,977	7,534	7,590	7,647
Other	75	227	-	-	-
<b>Total cash received</b>	<b>419,113</b>	<b>399,375</b>	<b>299,245</b>	<b>298,060</b>	<b>298,593</b>
<b>Cash used</b>					
Employees	194,703	173,982	162,888	161,348	161,201
Suppliers	200,325	215,213	129,531	128,384	129,208
Other	25,053	11,653	6,938	8,419	8,343
<b>Total cash used</b>	<b>420,081</b>	<b>400,848</b>	<b>299,357</b>	<b>298,151</b>	<b>298,752</b>
<b>Net cash from (used by) operating activities</b>	<b>(968)</b>	<b>(1,473)</b>	<b>(112)</b>	<b>(91)</b>	<b>(159)</b>
<b>INVESTING ACTIVITIES</b>					
<b>Cash received</b>					
Proceeds from sales of non-financial assets	-	1,350	-	-	-
<b>Total cash received</b>	<b>-</b>	<b>1,350</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Cash used</b>					
Purchase of property, plant and equipment, and intangibles	40,930	16,408	16,502	14,007	14,101
<b>Total cash used</b>	<b>40,930</b>	<b>16,408</b>	<b>16,502</b>	<b>14,007</b>	<b>14,101</b>
<b>Net cash from (used by) investing activities</b>	<b>(40,930)</b>	<b>(15,058)</b>	<b>(16,502)</b>	<b>(14,007)</b>	<b>(14,101)</b>
<b>FINANCING ACTIVITIES</b>					
<b>Cash received</b>					
Contributed equity	40,930	16,408	16,502	14,007	14,101
<b>Total cash received</b>	<b>40,930</b>	<b>16,408</b>	<b>16,502</b>	<b>14,007</b>	<b>14,101</b>
<b>Net cash from (used by) financing activities</b>	<b>40,930</b>	<b>16,408</b>	<b>16,502</b>	<b>14,007</b>	<b>14,101</b>
<b>Net increase (decrease) in cash held</b>	<b>(968)</b>	<b>(123)</b>	<b>(112)</b>	<b>(91)</b>	<b>(159)</b>
Cash and cash equivalents at the beginning of the reporting period	4,776	3,808	3,685	3,573	3,482
<b>Cash and cash equivalents at the end of the reporting period</b>	<b>3,808</b>	<b>3,685</b>	<b>3,573</b>	<b>3,482</b>	<b>3,323</b>

Prepared on Australian Accounting Standards basis

**Table 3.1c: Departmental comprehensive income statement (DSHIS) (showing net cost of services) (for the period ended 30 June)**

	Estimated actual 2018-19 \$'000	Budget 2019-20 \$'000	Forward estimate 2020-21 \$'000	Forward estimate 2021-22 \$'000	Forward estimate 2022-23 \$'000
<b>EXPENSES</b>					
Employee benefits	3,037	3,600	3,700	3,800	3,900
Supplier expenses	4,100	4,052	4,075	4,170	4,202
Depreciation and amortisation	75	75	75	5	-
Insurance claims	37,819	33,524	33,075	34,704	36,414
<b>Total expenses</b>	<b>45,031</b>	<b>41,251</b>	<b>40,925</b>	<b>42,679</b>	<b>44,516</b>
<b>LESS:</b>					
<b>OWN-SOURCE INCOME</b>					
<b>Own-source revenue</b>					
Net premium revenue	36,056	38,522	37,660	38,593	39,545
Resources received free of charge	57	57	57	57	57
Other revenue	4,916	4,700	4,800	4,900	5,000
<b>Total own-source revenue</b>	<b>41,029</b>	<b>43,279</b>	<b>42,517</b>	<b>43,550</b>	<b>44,602</b>
<b>Total own-source income</b>	<b>41,029</b>	<b>43,279</b>	<b>42,517</b>	<b>43,550</b>	<b>44,602</b>
<b>Net cost of (contribution by) services</b>	<b>4,002</b>	<b>(2,028)</b>	<b>(1,592)</b>	<b>(871)</b>	<b>(86)</b>
Revenue from Government	120	120	120	120	120
<b>Surplus (Deficit) after income tax</b>	<b>(3,882)</b>	<b>2,148</b>	<b>1,712</b>	<b>991</b>	<b>206</b>
<b>Total comprehensive income attributable to the Australian Government</b>	<b>(3,882)</b>	<b>2,148</b>	<b>1,712</b>	<b>991</b>	<b>206</b>
<b>Note: Reconciliation of comprehensive income attributable to the agency</b>					
	2018-19 \$'000	2019-20 \$'000	2020-21 \$'000	2021-22 \$'000	2022-23 \$'000
<b>Total Comprehensive Income Attributable to the Australian Government</b>	<b>(3,882)</b>	<b>2,148</b>	<b>1,712</b>	<b>991</b>	<b>206</b>
Plus non-appropriated expenses:					
Depreciation and amortisation expenses	75	75	75	5	-
<b>Total Comprehensive Income Attributable to the agency</b>	<b>(3,807)</b>	<b>2,223</b>	<b>1,787</b>	<b>996</b>	<b>206</b>

Prepared on Australian Accounting Standards basis

**Table 3.2c: Budgeted departmental balance sheet (DSHIS) (as at 30 June)**

	Estimated actual 2018-19 \$'000	Budget 2019-20 \$'000	Forward estimate 2020-21 \$'000	Forward estimate 2021-22 \$'000	Forward estimate 2022-23 \$'000
<b>ASSETS</b>					
<b>Financial assets</b>					
Cash and cash equivalents	2,500	2,500	2,500	2,500	2,500
Trade and other receivables	31,485	31,485	31,485	31,485	31,485
Investments	53,702	55,850	57,562	58,553	58,759
<b>Total financial assets</b>	<b>87,687</b>	<b>89,835</b>	<b>91,547</b>	<b>92,538</b>	<b>92,744</b>
<b>Non-financial assets</b>					
Intangibles	155	80	5	-	-
Other non-financial assets	100	100	100	100	100
<b>Total non-financial assets</b>	<b>255</b>	<b>180</b>	<b>105</b>	<b>100</b>	<b>100</b>
<b>Total assets</b>	<b>87,942</b>	<b>90,015</b>	<b>91,652</b>	<b>92,638</b>	<b>92,844</b>
<b>LIABILITIES</b>					
<b>Payables</b>					
Supplier payables	6,530	6,630	6,730	6,830	6,930
Other payables	24,000	24,500	25,000	25,500	26,000
<b>Total payables</b>	<b>30,530</b>	<b>31,130</b>	<b>31,730</b>	<b>32,330</b>	<b>32,930</b>
<b>Provisions</b>					
Other provisions	21,786	21,111	20,436	19,831	19,231
<b>Total provisions</b>	<b>21,786</b>	<b>21,111</b>	<b>20,436</b>	<b>19,831</b>	<b>19,231</b>
<b>Total liabilities</b>	<b>52,316</b>	<b>52,241</b>	<b>52,166</b>	<b>52,161</b>	<b>52,161</b>
<b>Net assets</b>	<b>35,626</b>	<b>37,774</b>	<b>39,486</b>	<b>40,477</b>	<b>40,683</b>
<b>Equity</b>					
Retained surplus	35,626	37,774	39,486	40,477	40,683
<b>Total equity</b>	<b>35,626</b>	<b>37,774</b>	<b>39,486</b>	<b>40,477</b>	<b>40,683</b>

Prepared on Australian Accounting Standards basis

**Table 3.3c: Budgeted departmental statement of cash flows (DSHIS) (for the period ended 30 June)**

	Estimated actual 2018-19 \$'000	Budget 2019-20 \$'000	Forward estimate 2020-21 \$'000	Forward estimate 2021-22 \$'000	Forward estimate 2022-23 \$'000
<b>OPERATING ACTIVITIES</b>					
<b>Cash received</b>					
Appropriations	120	120	120	120	120
Sales of goods and services	41,006	46,155	46,560	47,593	40,045
Other	5,464	5,240	5,340	5,440	5,000
<b>Total cash received</b>	<b>46,590</b>	<b>51,515</b>	<b>52,020</b>	<b>53,153</b>	<b>45,165</b>
<b>Cash used</b>					
Employees	3,577	4,140	4,240	4,340	3,900
Suppliers	2,620	2,728	3,918	4,013	4,045
Other	38,943	42,499	42,150	43,809	37,014
<b>Total cash used</b>	<b>45,140</b>	<b>49,367</b>	<b>50,308</b>	<b>52,162</b>	<b>44,959</b>
<b>Net cash from (used by) operating activities</b>	<b>1,450</b>	<b>2,148</b>	<b>1,712</b>	<b>991</b>	<b>206</b>
<b>INVESTING ACTIVITIES</b>					
<b>Cash used</b>					
Purchase of investments	2,148	2,148	1,712	991	206
<b>Total cash used</b>	<b>2,148</b>	<b>2,148</b>	<b>1,712</b>	<b>991</b>	<b>206</b>
<b>Net cash from (used by) investing activities</b>	<b>(2,148)</b>	<b>(2,148)</b>	<b>(1,712)</b>	<b>(991)</b>	<b>(206)</b>
<b>Net increase (decrease) in cash held</b>	<b>(698)</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
Cash and cash equivalents at the beginning of the reporting period	3,198	2,500	2,500	2,500	2,500
<b>Cash and cash equivalents at the end of the reporting period</b>	<b>2,500</b>	<b>2,500</b>	<b>2,500</b>	<b>2,500</b>	<b>2,500</b>

Prepared on Australian Accounting Standards basis

**Table 3.4: Departmental statement of changes in equity – summary of movement  
(Budget year 2019-20)**

	Retained earnings	Asset revaluation reserve	Contributed equity/ capital	Total equity
	\$'000	\$'000	\$'000	\$'000
<b>Opening balance as at 1 July 2019</b>	<b>(245,342)</b>	<b>9,634</b>	<b>302,277</b>	<b>66,569</b>
<b>Comprehensive income</b>				
Comprehensive income attributable to the Australian Government	(22,876)	-	-	(22,876)
<b>Total comprehensive income attributable to the Australian Government</b>	<b>(22,876)</b>	<b>-</b>	<b>-</b>	<b>(22,876)</b>
<b>Transactions with owners</b>				
<b>Distribution to owners:</b>				
Other	(2)	-	(1,331)	(1,333)
<b>Contribution by owners:</b>				
Appropriation (equity injection)	-	-	2,780	2,780
Departmental Capital Budget (DCBs)	-	-	13,628	13,628
Other	-	-	-	-
<b>Sub-total transactions with owners</b>	<b>(2)</b>	<b>-</b>	<b>15,077</b>	<b>15,075</b>
<b>Estimated closing balance</b>				
<b>as at 30 June 2020</b>	<b>(268,220)</b>	<b>9,634</b>	<b>317,354</b>	<b>58,768</b>

Prepared on Australian Accounting Standards basis

**Table 3.5: Departmental capital budget statement (for the period ended 30 June)**

	Estimated actual 2018-19 \$'000	Budget 2019-20 \$'000	Forward estimate 2020-21 \$'000	Forward estimate 2021-22 \$'000	Forward estimate 2022-23 \$'000
<b>CAPITAL APPROPRIATIONS</b>					
Capital budget - Bill 1 (Departmental Capital Budget)	24,850	13,628	13,720	13,814	13,908
Equity injections - Bill 2	16,080	2,780	2,782	193	193
<b>Total capital appropriations</b>	<b>40,930</b>	<b>16,408</b>	<b>16,502</b>	<b>14,007</b>	<b>14,101</b>
<b>Total new capital appropriations</b>					
<b>Represented by:</b>					
Purchase of non-financial assets	40,930	16,408	16,502	14,007	14,101
<b>Total items</b>	<b>40,930</b>	<b>16,408</b>	<b>16,502</b>	<b>14,007</b>	<b>14,101</b>
<b>PURCHASE OF NON-FINANCIAL ASSETS</b>					
Funded by capital appropriations - Equity Injections <sup>(a)</sup>	16,080	2,780	2,782	193	193
Funded by capital appropriations - Departmental Capital Budget <sup>(b)</sup>	24,850	13,628	13,720	13,814	13,908
<b>TOTAL</b>	<b>40,930</b>	<b>16,408</b>	<b>16,502</b>	<b>14,007</b>	<b>14,101</b>
<b>RECONCILIATION OF CASH USED TO ACQUIRE ASSETS TO ASSET MOVEMENT TABLE</b>					
Total purchases	35,553	16,408	16,502	14,007	14,101
<b>Total cash used to acquire assets</b>	<b>35,553</b>	<b>16,408</b>	<b>16,502</b>	<b>14,007</b>	<b>14,101</b>

Prepared on Australian Accounting Standards basis

(a) Includes both current Bill 2 and prior Act 2/4/6 appropriations and special capital appropriations.

(b) Does not include annual finance lease costs. Includes purchases from current and previous years' Departmental Capital Budgets (DCBs).

**Table 3.6: Statement of asset movements (2019-20)**

	Buildings	Other infrastructure, plant and equipment	Intangibles	L&B IP&E held for sale	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
<b>As at 1 July 2019</b>					
Gross book value	33,628	3,420	250,306	1,350	288,704
Accumulated depreciation/ amortisation and impairment	(6,135)	(2,310)	(171,646)	-	(180,091)
<b>Opening net book balance</b>	<b>27,493</b>	<b>1,110</b>	<b>78,660</b>	<b>1,350</b>	<b>108,613</b>
<b>CAPITAL ASSET ADDITIONS</b>					
<b>Estimated expenditure on new or replacement assets</b>					
By purchase or internally developed:					
Appropriation equity <sup>(a)</sup>	-	-	2,780	-	2,780
Appropriation ordinary annual services <sup>(b)</sup>	13,142	486	-	-	13,628
<b>Total additions</b>	<b>13,142</b>	<b>486</b>	<b>2,780</b>	<b>-</b>	<b>16,408</b>
<b>Other movements</b>					
Depreciation/amortisation expense	(5,498)	(271)	(19,330)	-	(25,099)
Disposals <sup>(c)</sup>	-	-	-	(1,350)	(1,350)
<b>Total other movements</b>	<b>(5,498)</b>	<b>(271)</b>	<b>(19,330)</b>	<b>(1,350)</b>	<b>(26,449)</b>
<b>As at 30 June 2020</b>					
Gross book value	46,770	3,906	253,086	-	303,762
Accumulated depreciation/ amortisation and impairment	(11,633)	(2,581)	(190,976)	-	(205,190)
<b>Closing net book balance</b>	<b>35,137</b>	<b>1,325</b>	<b>62,110</b>	<b>-</b>	<b>98,572</b>

Prepared on Australian Accounting Standards basis

- (a) "Appropriation equity" refers to equity injections appropriations provided through Appropriation Bill (No. 2) 2019-20.
- (b) "Appropriation ordinary annual services" refers to funding provided through Appropriation Bills (No. 1) 2019-20 for DCBs or other operational expenses.
- (c) Net proceeds may be returned to the OPA.

**Table 3.7: Schedule of budgeted income and expenses administered on behalf of Government (for the period ended 30 June)**

	Estimated actual 2018-19 \$'000	Budget 2019-20 \$'000	Forward estimate 2020-21 \$'000	Forward estimate 2021-22 \$'000	Forward estimate 2022-23 \$'000
<b>EXPENSES ADMINISTERED ON BEHALF OF GOVERNMENT</b>					
Employee Benefits	9,407	9,642	9,902	10,177	10,612
Grants	16,649	16,276	12,597	12,568	12,036
Personal benefits	6,357,459	6,406,019	6,291,680	6,290,564	6,089,444
Health Care Payments	4,750,298	4,621,611	4,530,123	4,484,986	4,425,736
Payments to corporate entities	50,904	46,371	43,079	44,131	40,800
Other	121,043	81,048	79,191	88,239	89,088
<b>Total expenses administered on behalf of government</b>	<b>11,305,760</b>	<b>11,180,967</b>	<b>10,966,572</b>	<b>10,930,665</b>	<b>10,667,716</b>
<b>LESS:</b>					
<b>INCOME ADMINISTERED ON BEHALF OF GOVERNMENT</b>					
<b>Revenue</b>					
<b>Non-taxation revenue</b>					
Other sources of non-taxation revenue	20,981	20,981	21,007	21,078	21,078
<b>Total non-taxation</b>	<b>20,981</b>	<b>20,981</b>	<b>21,007</b>	<b>21,078</b>	<b>21,078</b>
<b>Total revenues administered on behalf of government</b>	<b>20,981</b>	<b>20,981</b>	<b>21,007</b>	<b>21,078</b>	<b>21,078</b>
<b>Net Cost of (contribution by) services</b>	<b>11,284,779</b>	<b>11,159,986</b>	<b>10,945,565</b>	<b>10,909,587</b>	<b>10,646,638</b>
<b>Surplus (Deficit)</b>	<b>(11,284,779)</b>	<b>(11,159,986)</b>	<b>(10,945,565)</b>	<b>(10,909,587)</b>	<b>(10,646,638)</b>

Prepared on Australian Accounting Standards basis



**Table 3.8: Schedule of budgeted assets and liabilities administered on behalf of Government (as at 30 June)**

	Estimated actual 2018-19 \$'000	Budget 2019-20 \$'000	Forward estimate 2020-21 \$'000	Forward estimate 2021-22 \$'000	Forward estimate 2022-23 \$'000
<b>ASSETS ADMINISTERED ON BEHALF OF GOVERNMENT</b>					
<b>Financial assets</b>					
Cash and cash equivalents	58,101	58,101	58,101	58,101	58,101
Other receivables	64,982	65,212	66,602	70,024	69,886
Investments	1,474,405	1,509,774	1,553,951	1,593,093	1,666,249
<b>Total financial assets</b>	<b>1,597,488</b>	<b>1,633,087</b>	<b>1,678,654</b>	<b>1,721,218</b>	<b>1,794,236</b>
<b>Non-financial assets</b>					
Other	69,861	69,861	69,861	69,861	69,861
<b>Total non-financial assets</b>	<b>69,861</b>	<b>69,861</b>	<b>69,861</b>	<b>69,861</b>	<b>69,861</b>
<b>Total assets administered on behalf of government</b>	<b>1,667,349</b>	<b>1,702,948</b>	<b>1,748,515</b>	<b>1,791,079</b>	<b>1,864,097</b>
<b>LIABILITIES ADMINISTERED ON BEHALF OF GOVERNMENT</b>					
<b>Payables</b>					
Personal benefits payables	150,773	159,488	159,488	159,488	159,488
Grants payables	16	156	166	32	42
Health and other payables	81,487	81,487	81,487	81,487	81,487
<b>Provisions</b>					
Employee provisions	2,074	2,074	2,074	2,074	2,074
Personal benefits provisions	8,721,900	9,078,600	9,264,170	9,653,522	10,032,026
Health and other provisions	5,178,019	5,443,564	5,716,468	6,001,140	6,288,499
<b>Total provisions and payables</b>	<b>14,134,269</b>	<b>14,765,369</b>	<b>15,223,853</b>	<b>15,897,743</b>	<b>16,563,616</b>
<b>Total liabilities administered on behalf of the government</b>	<b>14,134,269</b>	<b>14,765,369</b>	<b>15,223,853</b>	<b>15,897,743</b>	<b>16,563,616</b>
<b>Net Administered Liabilities</b>	<b>12,466,920</b>	<b>13,062,421</b>	<b>13,475,338</b>	<b>14,106,664</b>	<b>14,699,519</b>

Prepared on Australian Accounting Standards basis

**Table 3.9: Schedule of budgeted administered cash flows  
(for the period ended 30 June)**

	Estimated actual 2018-19 \$'000	Budget 2019-20 \$'000	Forward estimate 2020-21 \$'000	Forward estimate 2021-22 \$'000	Forward estimate 2022-23 \$'000
<b>OPERATING ACTIVITIES</b>					
<b>Cash received</b>					
GST input credit received	48,000	48,000	48,000	48,000	48,000
Other	20,981	20,981	20,981	20,981	21,078
<b>Total cash received</b>	<b>68,981</b>	<b>68,981</b>	<b>68,981</b>	<b>68,981</b>	<b>69,078</b>
<b>Cash used</b>					
Personal benefits	6,206,387	6,040,604	6,106,110	5,901,212	5,710,940
Employees	9,407	9,643	9,903	10,178	10,613
Health Payments	4,541,798	4,404,311	4,302,823	4,257,686	4,196,599
Grant payments	16,633	16,136	12,587	12,702	12,026
GST payments to suppliers	48,000	48,000	48,000	48,000	48,000
Payments to Corporate Entities	50,904	46,371	43,079	44,131	40,800
Other	47,696	32,802	33,586	30,866	30,865
<b>Total cash used</b>	<b>10,920,825</b>	<b>10,597,867</b>	<b>10,556,088</b>	<b>10,304,775</b>	<b>10,049,843</b>
<b>Net cash from (used by) operating activities</b>	<b>(10,851,844)</b>	<b>(10,528,886)</b>	<b>(10,487,107)</b>	<b>(10,235,794)</b>	<b>(9,980,765)</b>
<b>INVESTING ACTIVITIES</b>					
<b>Cash used</b>					
Payments to Corporate Entities	11,429	35,246	44,075	39,023	73,018
Advances and loans made	-	353	1,466	3,444	-
<b>Total cash used</b>	<b>11,429</b>	<b>35,599</b>	<b>45,541</b>	<b>42,467</b>	<b>73,018</b>
<b>Net cash from (used) by investing activities</b>	<b>(11,429)</b>	<b>(35,599)</b>	<b>(45,541)</b>	<b>(42,467)</b>	<b>(73,018)</b>
<b>Net increase/decrease in cash held</b>	<b>(10,863,273)</b>	<b>(10,564,485)</b>	<b>(10,532,648)</b>	<b>(10,278,261)</b>	<b>(10,053,783)</b>
Cash and cash equivalents at beginning of reporting period	58,101	58,101	58,101	58,101	58,101
Cash from Official Public Account	10,874,026	10,575,238	10,543,401	10,289,014	10,064,536
Cash to Official Public Account	(10,753)	(10,753)	(10,753)	(10,753)	(10,753)
<b>Cash and cash equivalents at end of reporting period</b>	<b>58,101</b>	<b>58,101</b>	<b>58,101</b>	<b>58,101</b>	<b>58,101</b>

Prepared on Australian Accounting Standards basis

**Table 3.10: Statement of administered asset movements (2019-20)**

	Land	Buildings	Other infrastructure, plant and equipment	Intangibles - Computer Software	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
<b>As at 1 July 2019</b>					
Gross book value	-	69,861	-	-	69,861
<b>Opening net book balance</b>	-	<b>69,861</b>	-	-	<b>69,861</b>
<b>CAPITAL ASSET ADDITIONS</b>					
<b>Estimated expenditure on new or replacement assets</b>					
By purchase or internally developed:					
Appropriation equity <sup>(a)</sup>	-	-	-	-	-
Appropriation ordinary annual services <sup>(b)</sup>	-	-	-	-	-
<b>Total additions</b>	-	-	-	-	-
<b>Other movements</b>					
<b>As at 30 June 2020</b>					
Gross book value	-	69,861	-	-	69,861
<b>Closing net book balance</b>	-	<b>69,861</b>	-	-	<b>69,861</b>

Prepared on Australian Accounting Standards basis

- (a) "Appropriation equity" refers to equity injections provided through Appropriation Bills (No.2) 2019-20.
- (b) "Appropriation ordinary annual services" refers to funding provided through Appropriation Bills (No. 1) 2019-20 for DCBs or other operational expenses.



# **AUSTRALIAN WAR MEMORIAL**

## **ENTITY RESOURCES AND PLANNED PERFORMANCE**



# AUSTRALIAN WAR MEMORIAL

<b>SECTION 1: ENTITY OVERVIEW AND RESOURCES .....</b>	<b>87</b>
1.1 Strategic direction statement.....	87
1.2 Entity resource statement.....	90
1.3 Budget measures.....	92
<b>SECTION 2: OUTCOMES AND PLANNED PERFORMANCE .....</b>	<b>93</b>
2.1 Budgeted expenses and performance for Outcome 1.....	94
<b>SECTION 3: BUDGETED FINANCIAL STATEMENTS .....</b>	<b>110</b>
3.1 Budgeted financial statements .....	110
3.2 Budgeted financial statements tables.....	111





## Section 1: Entity overview and resources

### 1.1 STRATEGIC DIRECTION STATEMENT

The Australian Government's outcome for the Australian War Memorial (the Memorial) includes all functions required of the Memorial under the *Australian War Memorial Act 1980*. One program and eight program components contribute to a single outcome:

*Outcome 1: Australians remembering, interpreting and understanding the Australian experience of war and its enduring impact through maintaining and developing the National Memorial, its collection and exhibition of historical material, commemorative ceremonies and research.*

This outcome is consistent with the Memorial's purpose, to lead the nation's remembrance and understanding of Australia's war experience. In 2019-20, the Memorial will meet this outcome by delivering the priorities outlined in the *Australian War Memorial Corporate Plan* in a manner consistent with the whole of government agenda and on the basis for the program objectives and outputs detailed in the following sections.

The Memorial will ensure its on-going relevance to the community through a variety of measures. These include provision of dignified and fitting ceremonies, not only for Anzac Day and the centenary of Remembrance Day, but for other commemorative occasions such as the popular daily Last Post ceremony and School Wreath Laying ceremonies.

In 2019-20 the Memorial will commemorate many significant events including 75<sup>th</sup> anniversaries of key events from the Second World War including the Sandakan Death March, the kamikaze attack on HMAS Australia and 'Victory in Europe Day' and 20<sup>th</sup> anniversary of InterFET operations.

The Memorial's Redevelopment Project, funded by Government on 1 November 2018, will address pressing commemorative, exhibition, archive and storage needs. It will provide the necessary and appropriate facilities for the Memorial to record and tell the stories of the more than 100,000 Australians who have served on operations in East Timor, Afghanistan or Iraq and on numerous peacekeeping and humanitarian operations.

It will also see the Memorial create dedicated spaces for veterans and their families to retreat to areas of quiet reflection and to contemplate upon their service. It will ensure the Memorial is not a place only to remember the dead but to honour and help those who have returned from service in our name, in our uniform and under our flag.

The Memorial will continue to implement sustainability measures to ensure it can continue to achieve its mission in coming years. Associated programs include the continued implementation of a comprehensive ICT Modernisation Project, delivery of the second year of a three year Operational Workforce Plan and measures to attract and retain highly skilled staff. Along with ongoing continual improvement initiatives, this will deliver

improved business processes across all Memorial operations, increase flexibility for staff to achieve business goals, provide better services and facilities for visitors and allow greater access to the National Collection.

The Memorial will continue the enhancement of permanent exhibitions and provision of interpretation through guides, the newly developed 'Highlights Audio Tour' and school education programs. Enhanced online access to collections will see the Memorial continue to engage broadly and deeply with the Australian community on and off site.

A new temporary exhibition exploring Australia's role in peacemaking, peacekeeping and conflict prevention, '*Courage for Peace*', will be on display October 2019 to September 2020. This exhibition will explore not only the work of the Australian Defence Force but also their partners in the Australian Federal Police and, the diplomatic efforts of the Department of Foreign Affairs and Trade to bring aid, stability in pursuit of peace within troubled areas across the world and specifically within our region

The Memorial will continue to research and disseminate information to promote the understanding of the Australian experience of war through publications, public talks and the exhibition program.

The Memorial, through its National Collections branch, will acquire and commission artwork, photography and sculptural works which will help the Memorial to tell the story of Australian service and sacrifice in war. Several major pieces will be delivered in 2019-20 including entries from the second *Napier Waller Art Prize* competition for current or ex-serving members of the ADF and an official portrait of Corporal Cameron Braid VC MG.

Collecting in this period will continue to be driven by the availability of large technology and other equipment used by members of the Australian Defence Force over a generation of operations in war and in peacekeeping and humanitarian missions. Collection decisions will be informed by close co-operation with the ADF including joint deployments by Memorial curators to current areas of operation to identify and collect objects, records and stories to enhance Australia's understanding of areas of operation and activity. These collecting activities are supported by the opening of the new 'Treloar E' storage facility at Mitchell for large technology objects.

The Memorial will continue to deliver an enhanced digitisation program under the *Financial Viability Supplement (AWM) - Digitisation* measure to preserve archival and film, photo and art collection material. Focusing on First and Second World War materials in high demand and obsolete media at risk of deterioration, the program will improve conservation outcomes and promote access for users online and onsite.

In furtherance of its objective to maximise the value of and access to the National Collection and military history, the Memorial will tour, the *For Country; For Nation* exhibition which tells the story of the military service of Indigenous Australian men and women. We will also deliver further web-based '360 degree virtual experiences' of major objects from the collection including the Memorial's famed Lancaster, *G for George*.

The Memorial will leverage its website, online and social media presence to provide an enhanced user experience and interactive, rich content including 'Places of Pride' the Memorial's online National Register of War Memorials.

## 1.2 ENTITY RESOURCE STATEMENT

Table 1.1 shows the total funding from all sources available to the entity for its operations and to deliver programs and services on behalf of the Government.

The table summarises how resources will be applied by outcome (government strategic policy objectives) and by administered (on behalf of the Government or the public) and departmental (for the entity's operations) classification.

For more detailed information on special accounts and special appropriations, please refer to *Budget Paper No. 4 – Agency Resourcing*.

Information in this table is presented on a resourcing (that is, appropriations/cash available) basis, whilst the 'Budgeted expenses by Outcome 1' tables in Section 2 and the financial statements in Section 3 are presented on an accrual basis.

**Table 1.1: Australian War Memorial resource statement - Budget estimates for 2019-20 as at Budget April 2019**

	2018-19 <i>Estimated Actual</i> \$'000	2019-20 Estimate \$'000
<b>Opening balance/cash reserves at 1 July</b>	<b>81,929</b>	<b>72,191</b>
<b>Funds from Government</b>		
Annual appropriations - ordinary annual services <sup>(a)</sup>		
Outcome 1	50,904	46,371
Annual appropriations - other services <sup>(b)</sup>		
Equity injection	11,429	35,246
<i>Total annual appropriations</i>	<b>62,333</b>	<b>81,617</b>
<b>Total funds from Government</b>	<b>62,333</b>	<b>81,617</b>
<b>Funds from other sources</b>		
Interest	2,245	2,333
Royalties	72	20
Sale of goods and services	5,004	4,425
Other	2,685	2,064
<b>Total funds from other sources</b>	<b>10,006</b>	<b>8,842</b>
<b>Total net resourcing for AWM</b>	<b>154,268</b>	<b>162,650</b>
	2018-19	2019-20
<b>Average staffing level</b>	<b>291</b>	<b>303</b>

Prepared on a resourcing (i.e. appropriations available) basis.

All figures shown above are GST exclusive.

(a) Appropriation Bill (No. 1) 2019-20.

(b) Appropriation Bill (No. 2) 2019-20.

The Australian War Memorial is not directly appropriated as it is a corporate Commonwealth entity. Appropriations are made to the Department of Veterans' Affairs which are then paid to the AWM and are considered 'departmental' for all purposes.

# 1.3 BUDGET MEASURES

Budget Measures in Part 1 relating to the Australian War Memorial are detailed in Budget Paper No. 2 and are summarised below.

**Table 1.2: Australian War Memorial 2019-20 Budget measures**

**Part 1: Other measures not previously reported in a portfolio statement**

	Program	2018-19 \$'000	2019-20 \$'000	2020-21 \$'000	2021-22 \$'000	2022-23 \$'000
<b>Expense measures</b>						
Australian War Memorial - redevelopment	1.1-8					
Departmental expenses		-	1,356	1,721	1,788	1,798
<b>Total</b>		-	<b>1,356</b>	<b>1,721</b>	<b>1,788</b>	<b>1,798</b>
<b>Total expense measures</b>						
Departmental		-	1,356	1,721	1,788	1,798
<b>Total</b>		-	<b>1,356</b>	<b>1,721</b>	<b>1,788</b>	<b>1,798</b>
<b>Capital measures</b>						
Australian War Memorial - redevelopment <sup>(a)</sup>	1.1-8					
Departmental capital		-	26,209	36,722	31,620	65,564
<b>Total</b>		-	<b>26,209</b>	<b>36,722</b>	<b>31,620</b>	<b>65,564</b>
<b>Total capital measures</b>						
Departmental		-	26,209	36,722	31,620	65,564
<b>Total</b>		-	<b>26,209</b>	<b>36,722</b>	<b>31,620</b>	<b>65,564</b>

Prepared on a Government Finance Statistics (fiscal) basis. Figures displayed as a negative (-) represent a decrease in funds and a positive (+) represent an increase in funds.

(a) Contingency and escalation costs included with the Measure, when reported in the 2018-19 MYEFO statement for this project, were held in the Contingency Reserve. These costs have therefore been excluded from the Measure's impact as reported by this table.

## Section 2: Outcomes and planned performance

Government outcomes are the intended results, impacts or consequences of actions by the Government on the Australian community. Commonwealth programs are the primary vehicle by which government entities achieve the intended results of their outcome statements. Entities are required to identify the programs which contribute to government outcomes over the Budget and forward years.

Each outcome is described below together with its related programs. The following provides detailed information on expenses for each outcome and program, further broken down by funding source.

**Note:**

Performance reporting requirements in the Portfolio Budget Statements are part of the enhanced Commonwealth performance framework established by the *Public Governance, Performance and Accountability Act 2013*. It is anticipated that the performance criteria described in Portfolio Budget Statements will be read with broader information provided in an entity's corporate plans and annual performance statements – included in Annual Reports – to provide an entity's complete performance story.

The most recent corporate plan for the Australian War Memorial can be found at:

<https://www.awm.gov.au/about/organisation/corporate/corporate-plan-2018-2019>

The most recent annual performance statement can be found at:

<https://www.awm.gov.au/about/organisation/corporate/annual-report-2017-2018>

## 2.1 BUDGETED EXPENSES AND PERFORMANCE FOR OUTCOME 1

**Outcome 1: Australians remembering, interpreting and understanding the Australian experience of war and its enduring impact through maintaining and developing the National Memorial, its collection and exhibition of historical material, commemorative ceremonies and research.**

### Budgeted expenses for Outcome 1

This table shows how much the entity intends to spend (on an accrual basis) on achieving the outcome, broken down by program, as well as by Administered and Departmental funding sources.

**Table 2.1.1: Budgeted expenses for Outcome 1**

	2018-19 Estimated actual \$'000	2019-20 Budget \$'000	2020-21 Forward estimate \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000
<b>Program 1: Australian War Memorial</b>					
Revenue from Government					
Ordinary annual services (Appropriation Bill No. 1)	50,904	46,371	43,079	44,131	40,800
Expenses not requiring appropriation in the Budget year	387	427	448	431	412
Revenues from other independent sources	12,506	10,842	10,951	10,969	10,815
<b>Total expenses for Program 1</b>	<b>63,797</b>	<b>57,640</b>	<b>54,478</b>	<b>55,531</b>	<b>52,027</b>
<b>Outcome 1 Totals by resource type</b>					
<b>Total expenses for Outcome 1</b>	<b>63,797</b>	<b>57,640</b>	<b>54,478</b>	<b>55,531</b>	<b>52,027</b>
	2018-19	2019-20			
<b>Average Staffing Level (number)</b>	291	303			



**Table 2.1.2: Program components of Outcome 1****Program 1: Australian War Memorial**

	2018-19 Estimated actual \$'000	2019-20 Budget \$'000	2020-21 Forward estimate \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000
<b>Component 1.1 - Commemorative Ceremonies</b>					
Annual departmental expenses:					
Departmental item	2,046	1,248	1,180	1,203	1,218
<b>Total component 1 expenses</b>	<b>2,046</b>	<b>1,248</b>	<b>1,180</b>	<b>1,203</b>	<b>1,218</b>
<b>Component 1.2 - National Memorial &amp; Grounds</b>					
Annual departmental expenses:					
Departmental item	19,377	11,972	11,315	11,534	11,672
<b>Total component 2 expenses</b>	<b>19,377</b>	<b>11,972</b>	<b>11,315</b>	<b>11,534</b>	<b>11,672</b>
<b>Component 1.3 - National Collection</b>					
Annual departmental expenses:					
Departmental item	15,046	16,105	15,222	15,516	13,349
<b>Total component 3 expenses</b>	<b>15,046</b>	<b>16,105</b>	<b>15,222</b>	<b>15,516</b>	<b>13,349</b>
<b>Component 1.4 - Exhibitions</b>					
Annual departmental expenses:					
Departmental item	8,058	8,623	8,150	8,307	8,407
<b>Total component 4 expenses</b>	<b>8,058</b>	<b>8,623</b>	<b>8,150</b>	<b>8,307</b>	<b>8,407</b>
<b>Component 1.5 - Interpretive Services</b>					
Annual departmental expenses:					
Departmental item	4,692	5,008	4,689	4,805	4,887
<b>Total component 5 expenses</b>	<b>4,692</b>	<b>5,008</b>	<b>4,689</b>	<b>4,805</b>	<b>4,887</b>
<b>Component 1.6 - Promotion &amp; Community Services</b>					
Annual departmental expenses:					
Departmental item	3,590	2,914	2,754	2,807	2,841
<b>Total component 6 expenses</b>	<b>3,590</b>	<b>2,914</b>	<b>2,754</b>	<b>2,807</b>	<b>2,841</b>
<b>Component 1.7 - Research &amp; Information Dissemination</b>					
Annual departmental expenses:					
Departmental item	7,558	8,088	7,644	7,792	6,067
<b>Total component 7 expenses</b>	<b>7,558</b>	<b>8,088</b>	<b>7,644</b>	<b>7,792</b>	<b>6,067</b>
<b>Component 1.8 - Visitor Services</b>					
Annual departmental expenses:					
Departmental item	3,043	3,255	3,076	3,136	3,174
<b>Total component 8 expenses</b>	<b>3,043</b>	<b>3,255</b>	<b>3,076</b>	<b>3,136</b>	<b>3,174</b>
Expenses not requiring appropriation in the Budget year	387	427	448	431	412
<b>Total program expenses</b>	<b>63,797</b>	<b>57,640</b>	<b>54,478</b>	<b>55,531</b>	<b>52,027</b>

**Table 2.1.3: Performance criteria for Outcome 1**

Table 2.1.3 below details the performance criteria for each program associated with Outcome 1. It also summarises how each program is delivered and where 2019-20 Budget measures have created new programs or materially changed existing programs.

<b>Outcome 1: Australians remembering, interpreting and understanding the Australian experience of war and its enduring impact through maintaining and developing the National Memorial, its collection and exhibition of historical material, commemorative ceremonies and research.</b>	
<b>Program 1</b> – To maintain and develop the National Memorial and a national collection of historical material and through commemorative ceremonies, exhibitions, research, interpretation and dissemination.	
<b>Delivery</b>	<p>The program will be delivered through:</p> <ul style="list-style-type: none"> <li>• maintenance and development of the National Memorial and the National Collection of historical material,</li> <li>• delivery of commemorative ceremonies, exhibitions, and interpretive services; and</li> <li>• creation and dissemination of research and information.</li> </ul>

<b>Program component 1.1</b> – Commemorative ceremonies assist Australians remember the Australian experience of war and its enduring impact on society.		
<b>Delivery</b>	Activity: A range of commemorative ceremonies will be delivered, including three major ceremonies (Anzac Day Dawn Service, Anzac Day National ceremony and Remembrance Day ceremony), other ceremonies linked to key anniversaries, a school wreath-laying program, and the daily Last Post ceremony.  Target: On-site (local, interstate, international) and on-line visitors (worldwide).	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Targets</b>
2018-19	1. Deliver Centenary of the Armistice of First World War commemorative programme.  2. Deliver major commemorative ceremonies and events as scheduled.  3. Deliver minor commemorative ceremonies and events as scheduled.  4. Deliver daily Last Post ceremonies including online streaming.	1. Centenary of the Armistice of First World War commemorative programme delivered.  2. All major commemorations delivered as scheduled.  3. All minor commemorations delivered as scheduled.  4. Last Post ceremony delivered daily.
2019-20	1. Deliver major commemorative ceremonies and events as scheduled.  2. Deliver minor commemorative ceremonies and events as scheduled.  3. Deliver daily Last Post ceremonies including online streaming.	1. All major commemorations delivered as scheduled.  2. All minor commemorations delivered as scheduled.  3. Last Post ceremony delivered daily.
2020-21 and beyond	1. Deliver major commemorative ceremonies and events as scheduled.  2. Deliver minor commemorative ceremonies and events as scheduled.  3. Deliver daily Last Post ceremonies including online streaming.	1. All major commemorations delivered as scheduled.  2. All minor commemorations delivered as scheduled.  3. Last Post ceremony delivered daily.
<b>Purposes</b>	Ensure the ongoing relevance of the Memorial's vision and mission to the nation.  Maintain government and increase stakeholder support for the Memorial.	
<b>Material changes to Program 1 resulting from the following measures:</b>		
<ul style="list-style-type: none"><li>The <i>Australian War Memorial - redevelopment</i> funding measure will enhance the Memorial's ability to deliver commemorative activities within Program Component 1.1.</li></ul>		

<b>Program component 1.2 – National Memorial and Grounds</b> assists Australians remember the Australian experience of war and its enduring impact on society.		
<b>Delivery</b>	Activity: The Memorial building and grounds are conserved and developed as a dignified, moving and impressive national memorial to Australians who served and died at war. Target: On-site visitors (local, interstate, international).	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Targets</b>
2018-19	<ol style="list-style-type: none"><li>Continued development and maintenance of AWM Buildings and Grounds consistent with high standards, ensuring that all works comply with standards and that major works are communicated to visitors prior to commencement and with the impact on the visitor experience minimised as far as possible.</li><li>Staged implementation of the detailed AWM Redevelopment (Memorial Master Plan) incorporating:<ol style="list-style-type: none"><li>Completion of detailed business case of Campbell site development plan,</li><li>Completion of Gallery master plan in conjunction with 2a,</li><li>Completion of works at Mitchell site,</li><li>Commencement of facilities strategy including storage and accommodation for all sites.</li></ol></li></ol>	<ol style="list-style-type: none"><li>100% of visitors interviewed between July 2018 and January 2019 were satisfied with the Memorial Grounds and sculpture garden. 94% were very satisfied.</li><li>The AWM Redevelopment (Memorial Master Plan) is implemented subject to available funding:<ol style="list-style-type: none"><li>Detailed Business Case was delivered for Government consideration,</li><li>Gallery master plan was delivered for Government consideration,</li><li>Works completed,</li><li>Planning commenced.</li></ol></li></ol>
2019-20	<ol style="list-style-type: none"><li>Continued development and maintenance of AWM Buildings and Grounds consistent with high standards, ensuring that all works comply with standards and that major works are communicated to visitors prior to commencement and with the impact on the visitor experience minimised as far as possible.</li><li>Staged implementation of the AWM Redevelopment incorporating:<ol style="list-style-type: none"><li>Commencement of project works at Campbell under an approved site development plan,</li><li>Completion of logistics and accommodation upgrades at Mitchell site,</li><li>Completion of facilities strategy including storage and accommodation for all sites; implementation from 2020-21.</li></ol></li></ol>	<ol style="list-style-type: none"><li>Buildings and Grounds are kept in a state consistent with a pre-eminent national institution.</li><li>The AWM Redevelopment commences:<ol style="list-style-type: none"><li>Project works for Campbell site upgrade commence,</li><li>Works completed,</li><li>Facilities strategy completed; Implementation commenced.</li></ol></li></ol>

2020-21 and beyond	<ol style="list-style-type: none"><li>1. Continued development and maintenance of AWM Buildings and Grounds consistent with high standards, ensuring that all works comply with standards and that major works are communicated to visitors prior to commencement and with the impact on the visitor experience minimised as far as possible.</li><li>2. Staged implementation of the AWM Memorial Master Plan incorporating continuation of redevelopment project works at Campbell site under an approved site development plan.</li></ol>	<ol style="list-style-type: none"><li>1. Buildings and Grounds are kept in a state consistent with a pre-eminent national institution.</li><li>2. AWM Redevelopment works on schedule and on budget.</li></ol>
Purposes	Improve the sustainability of the Memorial to achieve its mission. Deliver the Memorial Redevelopment Project.	
Material changes to Program 1 resulting from the following measures:		
<ul style="list-style-type: none"><li>• The <i>Australian War Memorial - redevelopment</i> funding measure will enhance the Memorial's National Memorial and Grounds within Program Component 1.2.</li></ul>		

<b>Program component 1.3</b> – The National Collection assists Australians remember the Australian experience of war and its enduring impact on society.		
<b>Delivery</b>	Activity: An outstanding national collection of historical material with provenance that is related to Australia's military history and heritage. Target: On-site (local, interstate, international) and on-line visitors (worldwide); organisations and institutions seeking to tell stories of Australia at war.	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Targets</b>
2018-19	<ol style="list-style-type: none"><li>1. Continued development and maintenance of a National Collection of items relating to Australia's military history, including collecting from recent and current conflicts and operations including peacekeeping and some peacetime operations that add to the story of Australia's military history and heritage.</li><li>2. Implement agreed and funded recommendations for 2018-19 arising from the 2017 ANAO Performance Audit - Management of National Cultural Collections.</li><li>3. Develop a comprehensive collection management strategy including regular review of collection priorities and setting of long term conservation and digitisation standards and targets.</li><li>4. The Memorial maintains a cost recovery based outwards loans and digital access program to support other organisations in telling stories of Australian service and sacrifice through the use of elements of the National Collection.</li></ol>	<ol style="list-style-type: none"><li>1. Items appropriate for the National Collection were identified, acquired and conserved in accordance with AWM policy.</li><li>2. Agreed and funded recommendations implemented.</li><li>3. Collection Management Strategy completed in December 2018.</li><li>4. National Collection material is used by museums, media and others to enrich and enhance exhibitions, articles and online material to tell stories of Australia at war.</li></ol>
2019-20	<ol style="list-style-type: none"><li>1. Continued development and maintenance of a National Collection of items relating to Australia's military history, including collecting from recent and current conflicts and operations including peacekeeping and some peacetime operations that add to the story of Australia's military history and heritage.</li><li>2. Implementation of a comprehensive collection management strategy including regular reviews of collection priorities and setting of long term conservation and digitisation standards and targets.</li><li>3. The Memorial maintains a cost recovery based outwards loans and digital access program to support other organisations in telling stories of Australian service and sacrifice through the use of elements of the National Collection.</li></ol>	<ol style="list-style-type: none"><li>1. Items appropriate for the National Collection are identified, acquired and conserved in accordance with AWM policy.</li><li>2. Collection Management Strategy implemented; reduction in frequency and severity of unplanned conservation activities and costs.</li><li>3. National Collection material is used by museums, media and others to enrich and enhance exhibitions, articles and online material to tell stories of Australia at war.</li></ol>

2020-21 and beyond	<ol style="list-style-type: none"><li>1. Continued development and maintenance of a National Collection of items relating to Australia's military history, including collecting from recent and current conflicts and operations including peacekeeping and some peacetime operations that add to the story of Australia's military history and heritage.</li><li>2. Implementation of a comprehensive collection management strategy including regular review of collection priorities and setting of long term conservation and digitisation standards and targets.</li><li>3. The Memorial maintains a cost recovery based outwards loans and digital access program to support other organisations in telling stories of Australian service and sacrifice through the use of elements of the National Collection.</li></ol>	<ol style="list-style-type: none"><li>1. Items appropriate for the National Collection are identified, acquired and conserved in accordance with AWM policy.</li><li>2. Collection Management Strategy reviewed; reduction in frequency and severity of unplanned conservation activities and costs.</li><li>3. National Collection material is used by museums, media and others to enrich and enhance exhibitions, articles and online material to tell stories of Australia at war.</li></ol>
Purposes	Maximise the value of and access to the National Collection and military history. Ensure the ongoing relevance of the Memorial's vision and mission to the nation.	
Material changes to Program 1 resulting from the following measures:		
<ul style="list-style-type: none"><li>• The <i>Australian War Memorial - redevelopment</i> funding measure will enhance the Memorial's ability to manage and interpret the National Collection within Program Component 1.3.</li></ul>		

<b>Program component 1.4</b> – Exhibitions assist Australians remember the Australian experience of war and its enduring impact on society.		
<b>Delivery</b>	Activity: Development and maintenance of outstanding permanent, temporary and travelling exhibitions; Target: On-site (local, interstate, international) and touring exhibition venue visitors.	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Targets</b>
2018-19	1. Permanent exhibitions to be maintained and refreshed, as required, educating Australians on the Australian experience of war.  2. Temporary and touring exhibitions to tell further stories of Australian experience of war that are additional to and expand upon the Permanent Exhibitions, e.g, Centenary of Armistice commemorative display.	1. An estimated 99% of visitors are satisfied with their gallery experience and 91% rate their experience as 'very satisfied', an improvement on previous years.  2. Special exhibition <i>After the War</i> delivered. <i>For Country, For Nation</i> touring exhibition exhibited in 5 locations across 3 states. Touring exhibition feedback from visitors to venues has been positive.
2019-20	1. Permanent exhibitions to be maintained and refreshed, as required, educating Australians on the Australian experience of war.  2. Temporary and touring exhibitions to further tell stories of Australian experience of war that are additional to and expand upon the Permanent Exhibitions.	1. Qualitative and quantitative survey data shows evidence of strong visitor understanding of Australia's experience of war.  2. Delivery of special exhibition <i>Courage for Peace</i> . Feedback from host venues for touring exhibitions demonstrates community engagement with Memorial exhibitions.
2020-21 and beyond	1. Permanent exhibitions to be maintained and refreshed, as required, educating Australians on the Australian experience of war.  2. Temporary and touring exhibitions to further tell stories of Australian experience of war that are additional to and expand upon the Permanent Exhibitions.	1. Qualitative and quantitative survey data shows evidence of strong visitor understanding of Australia's experience of war.  2. Feedback from host venues for touring exhibitions demonstrates community engagement with Memorial exhibitions.
<b>Purposes</b>	Ensure the ongoing relevance of the Memorial's vision and mission to the nation. Maximise the value of and access to the National Collection and military history	
<b>Material changes to Program 1 resulting from the following measures:</b>		
<ul style="list-style-type: none"><li>The <i>Australian War Memorial - redevelopment</i> funding measure will enhance the Memorial's ability to deliver exhibitions that will enhance Australians understanding of the service and sacrifice of our Defence Force within Program Component 1.4.</li></ul>		



<b>Program component 1.5</b> – Interpretive Services assist Australians remember the Australian experience of war and its enduring impact on society.		
<b>Delivery</b>	Activity: Provision of interactive interpretation, including the delivery of innovative on-site, outreach and online education and public program as well as special events. Target: On-site (local, interstate, international) and online visitors; school students (local, interstate, international).	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Targets</b>
2018-19	The Australian War Memorial will: 1. deliver a range of public programs and events for visitors to the Memorial, 2. deliver a series of quality, engaging curriculum-related school education programs for on-site education groups, 3. deliver a range of quality, engaging, curriculum-related online and digital school education resources for teachers and students, 4. promote, respond to requests for, and manage demand for the Commemorative Crosses program.	1. The Memorial expects strong visitation this financial year, 2. Uptake of facilitated education programs expected to exceed 85%; online education service pilot program conducted, 3. Online and digital education resources met curriculum requirements, 4. All requests for Commemorative Crosses were responded to, more than 90% supported.
2019-20	The Australian War Memorial will: 1. deliver a range of public programs and events for visitors to the Memorial, 2. deliver a series of quality, engaging curriculum-related school education programs for on-site education groups, 3. deliver a range of quality, engaging, curriculum-related online and digital school education resources for teachers and students.	1. Qualitative and quantitative survey data shows evidence of strong visitor understanding of Australia's experience of war, 2. More than 135,000 students (and teachers) visit the organisation; uptake of facilitated education programs at least 85%; online education program conducted, 3. Online and digital education resources aligned with Australian curriculum requirements.
2020-21 and beyond	The Australian War Memorial will: 1. deliver a range of public programs and events for visitors to the Memorial, 2. deliver a series of quality, engaging curriculum-related school education programs for on-site education groups, 3. deliver a range of quality, engaging, curriculum-related online and digital school education resources for teachers and students.	1. Qualitative and quantitative survey data shows evidence of strong visitor understanding of Australia's experience of war, 2. Students and teachers strongly encouraged to visit and take-up facilitated education programs; online education program conducted, 3. Online and digital education resources aligned with Australian curriculum requirements.
<b>Purposes</b>	Ensure the ongoing relevance of the Memorial's vision and mission to the nation. Maximise the value of and access to the National Collection and military history	

**Material changes to Program 1 resulting from the following measures:**

- The *Australian War Memorial - redevelopment* funding measure will enhance the Memorial's ability to deliver public and education programs that will enhance Australians understanding of impact of war upon Australia within Program Component 1.5.

<b>Program component 1.6</b> – Promotion and Community Services assist Australians remember the Australian experience of war and its enduring impact on society.		
<b>Delivery</b>	Activity: Promotion of the Memorial as an outstanding national institution and assistance to the community to understand the Memorial's roles, activities, programs, relevance and future. Through the provision of high-quality promotion and community services, the program provides a necessary foundation for other programs to function effectively. Target: On-site (local, interstate, international) visitors; media consumers.	
<b>Performance information</b>		
<b>Year</b>	<b>Performance criteria</b>	<b>Targets</b>
2018-19	<ol style="list-style-type: none"><li>1. Further refine the AWM online presence aligned to the Digital Strategy to facilitate greater involvement and outreach.</li><li>2. Increase the AWM profile through proactive media outreach.</li><li>3. Develop enhanced program delivery options, including a paid tour program including audio tours, and veteran specific programs such as 'Soldiers In Residence'.</li></ol>	<ol style="list-style-type: none"><li>1. Strong website visitation including growth in collection searches and increased social media engagement is expected for this financial year.</li><li>2. Strong media presence at and coverage of AWM, including events, generated through proactive media strategy and outreach.</li><li>3. Paid tours program developed; highlights audio tours implemented and veterans' specific programs delivered.</li></ol>
2019-20	<ol style="list-style-type: none"><li>1. Further refine the AWM online presence aligned to the Digital Strategy to facilitate greater involvement and outreach.</li><li>2. Increase the AWM profile through proactive media outreach.</li><li>3. Develop enhanced program delivery options for onsite visitors.</li></ol>	<ol style="list-style-type: none"><li>1. Strong website visitation and digital outreach including collection searches and continued social media engagement.</li><li>2. Strong media presence at and coverage of AWM, including events, generated through proactive media strategy and outreach.</li><li>3. Enhanced tour programs delivered.</li></ol>
2020-21 and beyond	<ol style="list-style-type: none"><li>1. Further refine the AWM online presence aligned to the Digital Strategy to facilitate greater involvement and outreach.</li><li>2. Increase the AWM profile through proactive media outreach.</li><li>3. Delivery of modified programs for onsite visitors.</li></ol>	<ol style="list-style-type: none"><li>1. Strong website visitation including collection searches and continued social media engagement.</li><li>2. Strong media presence at and coverage of AWM, including events, generated through proactive media strategy and outreach.</li><li>3. Enhanced tour programs delivered.</li></ol>
<b>Purposes</b>	Ensure the ongoing relevance of the Memorial's vision and mission to the nation. Maximise the value of and access to the National Collection and military history. Maintain government and increase stakeholder support for the Memorial.	
<b>Material changes to Program 1 resulting from the following measures:</b> <ul style="list-style-type: none"><li>• The <i>Australian War Memorial - redevelopment</i> funding measure will enhance the Memorial's ability to promote and deliver community services to help Australians understand and remember the impact of war within Program Component 1.6.</li></ul>		

Program component 1.7 – Research and Information Dissemination assist Australians remember the Australian experience of war and its enduring impact on society.		
Delivery	Activity: The stimulation of an interest in and understanding of Australia’s military history by the production of and dissemination in print, broadcast and online media of articles, papers and presentations, conferences, publications and encouraging the conduct of historical research and dissemination of knowledge and understanding of Australia’s military history.  Target: On-site (local, interstate, international) and online visitors; Australian Defence Force members; Military history academic community.	
Performance information		
Year	Performance criteria	Targets
2018-19	Support for research about Australian military history including: <ul style="list-style-type: none"><li>• The Memorial’s ongoing publications program.</li><li>• Encouragement, fostering and contribution to research to further promote the understanding of Australian military history.</li><li>• Facilitating access to collection items and military history information including:<ul style="list-style-type: none"><li>○ Reading room facilities,</li><li>○ An authoritative research enquiry service,</li><li>○ Online research facilities.</li></ul></li><li>• Retail and online sales channels providing quality military history books and exhibition publications.</li><li>• The provision of expert advice to internal and external stakeholders.</li><li>• Maintain and grow an online repository of military history articles and resources made available through the Memorial’s website.</li><li>• Support for and publication of academic and online articles, <i>Wartime</i> magazine and books by Memorial staff featuring original research and writing.</li></ul>	Continued strong uptake of Memorial research facilities and online records access is expected this financial year.  The Memorial published two comprehensive research works ( <i>For Valour; The Western Front Diaries of CEW Bean</i> ), a study of its Last Post Ceremony ( <i>The Last Post</i> ) and two major exhibition catalogues ( <i>For Country, For Nation</i> and <i>Napier Waller Art Prize 2018</i> ).  Four issues of <i>Wartime</i> were published in 2018.
2019-20	Support for research about Australian military history including: <ul style="list-style-type: none"><li>• The Memorial’s ongoing publications program.</li><li>• Encouragement, fostering and contribution to research to further promote the understanding of Australian military history.</li><li>• Facilitating access to collection items and military history information including:<ul style="list-style-type: none"><li>○ Reading room facilities,</li><li>○ An authoritative research enquiry service,</li><li>○ Online research facilities.</li></ul></li><li>• Retail and online sales channels providing quality military history books</li></ul>	Continued strong demand for Memorial historical advice, uptake of Memorial research facilities, and as evidenced by statistical analysis relating to Research Centre and online records access and successful publication of original research.

	<p>and exhibition publications.</p> <ul style="list-style-type: none"><li>• The provision of expert advice to internal and external stakeholders.</li><li>• Maintain and grow an online repository of military history articles and resources made available through the Memorial's website.</li><li>• Support for and publication of academic and online articles, <i>Wartime</i> magazine and books by Memorial staff featuring original research and writing.</li></ul>	
2020-21 and beyond	<p>Support for research about Australian military history including:</p> <ul style="list-style-type: none"><li>• The Memorial's ongoing publications program.</li><li>• Encouragement, fostering and contribution to research to further promote the understanding of Australian military history.</li><li>• Facilitating access to collection items and military history information including:<ul style="list-style-type: none"><li>◦ Reading room facilities,</li><li>◦ An authoritative research enquiry service,</li><li>◦ Online research facilities.</li></ul></li><li>• Retail and online sales channels providing quality military history books and exhibition publications.</li><li>• Management of the 'Soldiers In Residence' program.</li><li>• The provision of expert advice to internal and external stakeholders.</li><li>• Maintain and grow an online repository of military history articles and resources made available through the Memorial's website.</li><li>• Support for and publication of academic and online articles, <i>Wartime</i> magazine and books by memorial staff featuring original research and writing.</li></ul>	<p>Continued strong demand for Memorial historical advice, uptake of Memorial research facilities, and as evidenced by statistical analysis relating to Research Centre and online records access and successful publication of original research.</p>
Purposes	<p>Maximise the value of and access to the National Collection and military history.</p> <p>Ensure the ongoing relevance of the Memorial's vision and mission to the nation.</p>	
<p><b>Material changes to Program 1 resulting from the following measures:</b></p> <ul style="list-style-type: none"><li>• The <i>Australian War Memorial - redevelopment</i> funding measure will enhance the Memorial's core capabilities to conduct research and disseminate information on Australian service and sacrifice within Program Component 1.7.</li></ul>		

Program component 1.8 – Visitor Services assist Australians remember the Australian experience of war and its enduring impact on society.		
Delivery	Activity: Visitors to both the Memorial and its outreach programs are provided with a standard of service that enhances their experience and encourages them to re-use services and promote them to others. Through the provision of high-quality visitor services, this program component provides a necessary foundation for other program components to function effectively.  Target: On-site (local, interstate, international) and online visitors.	
Performance information		
Year	Performance criteria	Targets
2018-19	<p>The provision of high-quality visitor services provides the necessary foundation for other program components to function effectively (namely program components 1.1, 1.2, 1.4, 1.5 and 1.7). The Australian War Memorial will deliver:</p> <ol style="list-style-type: none"><li>1. Front-of-house staff trained and supported to deliver high level customer service and voluntary guides trained to an introductory level of military history and to deliver high level customer service.</li><li>2. High quality and suitable public facilities such as restrooms, seating, and way-finding signs.</li><li>3. Opportunities for visitor feedback such as Service Charter, Visitors' Book; evaluation services; and the AWM website.</li><li>4. Cafes, Retail &amp; Online Sales facilities that enhance the visitor experience and generate revenue to help support broader Memorial priorities.</li></ol>	<ol style="list-style-type: none"><li>1. At least 90% of surveyed visitors state that their visit has met or exceeded their expectations.  99% of visitors interviewed between July 2018 and January 2019 rated their visit as having exceeded or met their expectations, the Memorial expects to exceed this target by the end of the financial year.</li><li>2. At least 80% of surveyed visitors state that the Memorial has maintained or improved its standard of service since their last visit.  100% of visitors interviewed between July 2018 and January 2019 rated the Memorial's performance as having improved or stayed the same, the Memorial expects to exceed this target by the end of the financial year.</li><li>3. Feedback and rankings through external surveys (eg. TripAdvisor) remained positive.</li><li>4. The Memorial expects revenue generation across retail and cost recovery lines to meet or exceed targets and earned (i.e. excl. donations) net café, retail and online sales income to visitor ratio to grow this financial year.</li></ol>

2019-20	<p>The provision of high-quality visitor services provides the necessary foundation for other program components to function effectively (namely program components 1.1, 1.2, 1.4, 1.5 and 1.7).</p> <p>The Australian War Memorial will deliver:</p> <ol style="list-style-type: none"><li>1. Front-of-house staff trained and supported to deliver high level customer service and voluntary guides trained to an introductory level of military history and to deliver high level customer service.</li><li>2. High quality and suitable public facilities such as restrooms, seating, and way-finding signs.</li><li>3. Opportunities for visitor feedback such as Service Charter, Visitors' Book; evaluation services; and the AWM website.</li><li>4. Cafes, Retail &amp; Online Sales facilities that enhance the visitor experience and generate revenue to help support broader Memorial priorities.</li></ol>	<ol style="list-style-type: none"><li>1. At least 90% of surveyed visitors state that their visit has met or exceeded their expectations.</li><li>2. At least 80% of surveyed return visitors state that the Memorial has maintained or improved its standard of service since their last visit.</li><li>3. Feedback and rankings through external surveys (eg. TripAdvisor) remains positive.</li><li>4. Revenue generation across retail and cost recovery lines meets or exceeds targets.</li></ol>
2020-21 and beyond	<p>The provision of high-quality visitor services provides the necessary foundation for other program components to function effectively (namely program components 1.1, 1.2, 1.4, 1.5 and 1.7).</p> <p>The Australian War Memorial will deliver:</p> <ol style="list-style-type: none"><li>1. Front-of-house staff trained and supported to deliver high level customer service and voluntary guides trained to an introductory level of military history and to deliver high level customer service.</li><li>2. High quality and suitable public facilities such as restrooms, seating, and way-finding signs.</li><li>3. Opportunities for visitor feedback such as Service Charter, Visitors' Book; evaluation services; and the AWM website.</li><li>4. Cafes, Retail &amp; Online Sales facilities that enhance the visitor experience and generate revenue to help support broader Memorial priorities.</li></ol>	<ol style="list-style-type: none"><li>1. Feedback and satisfaction remaining positive during the period of redevelopment.</li><li>2. Feedback and satisfaction remaining positive during the period of redevelopment since their last visit.</li><li>3. Feedback and rankings through external surveys (e.g. TripAdvisor) remains positive.</li><li>4. Revenue generation across retail and cost recovery lines meets or exceeds targets.</li></ol>
Purposes	<p>Ensure the ongoing relevance of the Memorial's vision and mission to the nation.</p> <p>Improve the sustainability of the Memorial to achieve its mission.</p> <p>Maximise the value of and access to the National Collection and military history</p>	
<p><b>Material changes to Program 1 resulting from the following measures:</b></p> <ul style="list-style-type: none"><li>• The <i>Australian War Memorial - redevelopment</i> funding measure will enhance the Memorial's core capabilities to deliver Visitor Services within Program Component 1.8.</li></ul>		

## **Section 3: Budgeted financial statements**

Section 3 presents budgeted financial statements which provide a comprehensive snapshot of entity finances for the 2019-20 budget year, including the impact of budget measures and resourcing on financial statements.

### **3.1 BUDGETED FINANCIAL STATEMENTS**

#### **3.1.1 Differences between entity resourcing and financial statements**

The Memorial reports no significant difference between entity resourcing and financial statements.

#### **3.1.2 Explanatory notes and analysis of budgeted financial statements**

The Memorial is forecasting a small surplus in the Budget year of \$0.1m with similar surpluses reflected in the forward year estimates.

A change in accounting policy has resulted in heritage and cultural assets no longer being depreciated.

New measure appropriation from 2019-20 will fund the redevelopment of the Australian War Memorial to significantly increase permanent exhibition and public program space as well as integrating research collections and services into a new Research Centre.

The Collection Development and Acquisition Budget (CDAB) is treated as an equity injection, and is allocated to the on-going preservation of the Memorial's collection, and the acquisition of new collection items.

The total equity of \$1.51 billion in 2019-20 is an increase of \$35 million from the 2018-19 estimate, represented by the increase in equity injections to fund capital expenditure.

Investments on hand represent accumulated capital reserves and independently sourced revenue, set aside for the delivery of specific capital commitments beyond the forward estimates.

The Memorial's primary liability continues to be employee provisions which, during 2019-20, are projected to be \$8 million, as a result of accruing leave entitlements.



### 3.2 BUDGETED FINANCIAL STATEMENTS TABLES

**Table 3.1: Comprehensive income statement (showing net cost of services) for the period ended 30 June**

	2018-19 Estimated actual \$'000	2019-20 Budget \$'000	2020-21 Forward estimate \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000
<b>EXPENSES</b>					
Employee benefits	26,032	26,111	26,492	27,002	26,865
Suppliers	27,668	20,207	15,740	15,148	11,171
Depreciation and amortisation	10,097	11,322	12,246	13,381	13,991
<b>Total expenses</b>	<b>63,797</b>	<b>57,640</b>	<b>54,478</b>	<b>55,531</b>	<b>52,027</b>
<b>LESS:</b>					
<b>OWN-SOURCE INCOME</b>					
<b>Own-source revenue</b>					
Sale of goods and rendering of services	4,830	4,275	4,275	4,275	4,275
Interest	2,245	2,333	2,442	2,460	2,306
Rental Income	174	150	150	150	150
Royalties	72	20	20	20	20
Other	2,685	2,064	2,064	2,064	2,064
<b>Total own-source revenue</b>	<b>10,006</b>	<b>8,842</b>	<b>8,951</b>	<b>8,969</b>	<b>8,815</b>
<b>Gains</b>					
Other (Gifted assets, resources free of charge)	3,050	2,550	2,550	2,550	2,550
<b>Total gains</b>	<b>3,050</b>	<b>2,550</b>	<b>2,550</b>	<b>2,550</b>	<b>2,550</b>
<b>Total own-source income</b>	<b>13,056</b>	<b>11,392</b>	<b>11,501</b>	<b>11,519</b>	<b>11,365</b>
<b>Net (cost of)/contribution by services</b>	<b>(50,741)</b>	<b>(46,248)</b>	<b>(42,977)</b>	<b>(44,012)</b>	<b>(40,662)</b>
Revenue from Government	50,904	46,371	43,079	44,131	40,800
<b>Surplus/(Deficit) attributable to the Australian Government</b>	<b>163</b>	<b>123</b>	<b>102</b>	<b>119</b>	<b>138</b>
<b>Total comprehensive income (loss) attributable to the Australian Government</b>	<b>163</b>	<b>123</b>	<b>102</b>	<b>119</b>	<b>138</b>

Prepared on Australian Accounting Standards basis

Table continued on next page

**Table 3.1: Comprehensive income statement (showing net cost of services)  
for the period ended 30 June (continued)**

**Note: Impact of net cash appropriation arrangements**

	2018-19 \$'000	2019-20 \$'000	2020-21 \$'000	2021-22 \$'000	2022-23 \$'000
<b>Total comprehensive income/(loss) excluding depreciation /amortisation expenses previously funded through revenue appropriations</b>	<b>163</b>	<b>123</b>	<b>102</b>	<b>119</b>	<b>138</b>
less heritage and cultural depreciation expenses previously funded through revenue appropriations <sup>(a)</sup>	-	-	-	-	-
<b>Total comprehensive income/(loss) - as per the Statement of comprehensive income</b>	<b>163</b>	<b>123</b>	<b>102</b>	<b>119</b>	<b>138</b>

Prepared on Australian Accounting Standards basis.

(a) From 2009-10, the Government replaced Bill 1 revenue appropriations for the heritage and cultural depreciation expenses of designated Collection Institutions, with a separate capital budget (the Collection Development Acquisition Budget, or CDAB) provided through Bill 2 equity appropriations. For information regarding CDABs, please refer to Table 3.5 Departmental Capital Budget Statement.

**Table 3.2: Budgeted departmental balance sheet (as at 30 June)**

	2018-19 Estimated actual \$'000	2019-20 Budget \$'000	2020-21 Forward estimate \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000
<b>ASSETS</b>					
<b>Financial assets</b>					
Cash and cash equivalents	4,191	3,698	3,308	3,620	3,507
Trade and other receivables	854	854	854	854	854
Investments accounted for under the equity method	68,000	69,000	72,000	71,000	62,000
Other	935	935	935	935	935
<b>Total financial assets</b>	<b>73,980</b>	<b>74,487</b>	<b>77,097</b>	<b>76,409</b>	<b>67,296</b>
<b>Non-financial assets</b>					
Land and buildings	175,570	199,578	233,970	267,173	341,099
Property, plant and equipment	1,230,810	1,240,766	1,249,751	1,258,220	1,267,901
Intangibles	6,307	7,229	5,450	3,640	2,335
Inventories	639	639	639	639	639
Other	223	223	223	223	223
<b>Total non-financial assets</b>	<b>1,413,549</b>	<b>1,448,435</b>	<b>1,490,033</b>	<b>1,529,895</b>	<b>1,612,197</b>
<b>Total assets</b>	<b>1,487,529</b>	<b>1,522,922</b>	<b>1,567,130</b>	<b>1,606,304</b>	<b>1,679,493</b>
<b>LIABILITIES</b>					
<b>Payables</b>					
Suppliers	4,524	4,524	4,524	4,524	4,524
Other	278	278	278	278	278
<b>Total payables</b>	<b>4,802</b>	<b>4,802</b>	<b>4,802</b>	<b>4,802</b>	<b>4,802</b>
<b>Provisions</b>					
Employee provisions	8,322	8,346	8,377	8,409	8,442
<b>Total provisions</b>	<b>8,322</b>	<b>8,346</b>	<b>8,377</b>	<b>8,409</b>	<b>8,442</b>
<b>Total liabilities</b>	<b>13,124</b>	<b>13,148</b>	<b>13,179</b>	<b>13,211</b>	<b>13,244</b>
<b>Net assets</b>	<b>1,474,405</b>	<b>1,509,774</b>	<b>1,553,951</b>	<b>1,593,093</b>	<b>1,666,249</b>

Prepared on Australian Accounting Standards basis

Table continued on next page

**Table 3.2: Budgeted departmental balance sheet (as at 30 June) (continued)**

	2018-19 Estimated actual \$'000	2019-20 Budget \$'000	2020-21 Forward estimate \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000
<b>EQUITY *</b>					
<b>Parent entity interest</b>					
Contributed equity	131,187	166,433	210,508	249,531	322,549
Reserves	794,411	794,411	794,411	794,411	794,411
Retained surplus (accumulated deficit)	548,807	548,930	549,032	549,151	549,289
<b>Total Equity</b>	<b>1,474,405</b>	<b>1,509,774</b>	<b>1,553,951</b>	<b>1,593,093</b>	<b>1,666,249</b>

\* Equity is the residual interest in assets after deduction of liabilities.

Prepared on Australian Accounting Standards basis.

**Table 3.3: Departmental statement of changes in equity — summary of movement  
(Budget year 2019-20)**

	Retained earnings	Asset revaluation reserve	Other reserves	Contributed equity/ capital	Total equity
	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Opening balance as at 1 July 2019</b>					
Balance carried forward from previous period	548,807	794,411	-	131,187	1,474,405
Adjustment for changes in accounting policies	-	-	-	-	-
<b>Adjusted opening balance</b>	<b>548,807</b>	<b>794,411</b>	<b>-</b>	<b>131,187</b>	<b>1,474,405</b>
<b>Comprehensive income</b>					
Surplus (deficit) for the period	123	-	-	-	123
<b>Total comprehensive income</b>	<b>123</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>123</b>
<b>Transactions with owners</b>					
<i>Contributions by owners</i>					
Equity injection - Appropriation	-	-	-	35,246	35,246
<b>Sub-total transactions with owners</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>35,246</b>	<b>35,246</b>
<b>Closing balance attributable to the Australian Government</b>	<b>548,930</b>	<b>794,411</b>	<b>-</b>	<b>166,433</b>	<b>1,509,774</b>

Prepared on Australian Accounting Standards basis

**Table 3.4: Budgeted departmental statement of cash flows (for the period ended 30 June)**

	2018-19 Estimated actual \$'000	2019-20 Budget \$'000	2020-21 Forward estimate \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000
<b>OPERATING ACTIVITIES</b>					
<b>Cash received</b>					
Appropriations	50,904	46,371	43,079	44,131	40,800
Sale of goods and rendering of services	5,004	4,425	4,425	4,425	4,425
Interest	2,245	2,333	2,442	2,460	2,306
Net GST received	5,067	5,791	6,108	5,989	9,896
Other	2,757	2,084	2,084	2,084	2,084
<b>Total cash received</b>	<b>65,977</b>	<b>61,004</b>	<b>58,138</b>	<b>59,089</b>	<b>59,511</b>
<b>Cash used</b>					
Employees	26,032	26,087	26,461	26,970	26,832
Suppliers	27,097	19,657	15,190	14,598	10,621
Net GST paid	5,067	5,791	6,108	5,989	9,896
<b>Total cash used</b>	<b>58,196</b>	<b>51,535</b>	<b>47,759</b>	<b>47,557</b>	<b>47,349</b>
<b>Net cash from/(used by) operating activities</b>	<b>7,781</b>	<b>9,469</b>	<b>10,379</b>	<b>11,532</b>	<b>12,162</b>
<b>INVESTING ACTIVITIES</b>					
<b>Cash received</b>					
Investments	83,000	74,000	75,000	80,000	82,000
<b>Total cash received</b>	<b>83,000</b>	<b>74,000</b>	<b>75,000</b>	<b>80,000</b>	<b>82,000</b>
<b>Cash used</b>					
Purchase of property, plant , equipment and intangibles	28,948	44,208	51,844	51,243	94,293
Investments	75,000	75,000	78,000	79,000	73,000
<b>Total cash used</b>	<b>103,948</b>	<b>119,208</b>	<b>129,844</b>	<b>130,243</b>	<b>167,293</b>
<b>Net cash from (used by) investing activities</b>	<b>(20,948)</b>	<b>(45,208)</b>	<b>(54,844)</b>	<b>(50,243)</b>	<b>(85,293)</b>

Prepared on Australian Accounting Standards basis

Table continued on next page

**Table 3.4: Budgeted departmental statement of cash flows (for the period ended 30 June) (continued)**

	2018-19 Estimated actual \$'000	2019-20 Budget \$'000	2020-21 Forward estimate \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000
<b>FINANCING ACTIVITIES</b>					
<b>Cash received</b>					
Contributed equity	11,429	35,246	44,075	39,023	73,018
<b>Total cash received</b>	<b>11,429</b>	<b>35,246</b>	<b>44,075</b>	<b>39,023</b>	<b>73,018</b>
<b>Net cash from (used by) financing activities</b>	<b>11,429</b>	<b>35,246</b>	<b>44,075</b>	<b>39,023</b>	<b>73,018</b>
<b>Net increase/(decrease) in cash held</b>	<b>(1,738)</b>	<b>(493)</b>	<b>(390)</b>	<b>312</b>	<b>(113)</b>
Cash and cash equivalents at the beginning of the reporting period	5,929	4,191	3,698	3,308	3,620
<b>Cash and cash equivalents at the end of the reporting period</b>	<b>4,191</b>	<b>3,698</b>	<b>3,308</b>	<b>3,620</b>	<b>3,507</b>

Prepared on Australian Accounting Standards basis

**Table 3.5: Departmental capital budget statement (for the period ended 30 June)**

	2018-19 Estimated actual \$'000	2019-20 Budget \$'000	2020-21 Forward estimate \$'000	2021-22 Forward estimate \$'000	2022-23 Forward estimate \$'000
<b>NEW CAPITAL APPROPRIATIONS</b>					
Equity injections - Bill 2	11,429	35,246	44,075	39,023	73,018
<b>Total new capital appropriations</b>	<b>11,429</b>	<b>35,246</b>	<b>44,075</b>	<b>39,023</b>	<b>73,018</b>
<b>Provided for:</b>					
Purchase of non-financial assets	11,429	35,246	44,075	39,023	73,018
<b>Total items</b>	<b>11,429</b>	<b>35,246</b>	<b>44,075</b>	<b>39,023</b>	<b>73,018</b>
<b>PURCHASE OF NON-FINANCIAL ASSETS</b>					
Funded by capital appropriations <sup>(a)</sup>	10,439	36,321	44,325	39,273	73,018
Funded internally from departmental resources <sup>(b)</sup>	21,009	9,887	9,519	13,970	23,275
<b>TOTAL</b>	<b>31,448</b>	<b>46,208</b>	<b>53,844</b>	<b>53,243</b>	<b>96,293</b>
<b>RECONCILIATION OF CASH USED TO ACQUIRE ASSETS TO ASSET MOVEMENT TABLE</b>					
Total purchases	31,448	46,208	53,844	53,243	96,293
less gifted assets	(2,500)	(2,000)	(2,000)	(2,000)	(2,000)
<b>Total cash used to acquire assets</b>	<b>28,948</b>	<b>44,208</b>	<b>51,844</b>	<b>51,243</b>	<b>94,293</b>

Prepared on Australian Accounting Standards basis

(a) Includes both current Bill 2 and prior Act 2/4/6 appropriations.

(b) Includes the following sources of funding:

- current Bill 1 and prior year Act 1/3/5 appropriations,
- donations and contributions,
- gifts,
- internally developed assets.



**Table 3.6: Statement of asset movements (2019-20)**

	Land	Buildings	Other property, plant and equipment	Heritage and cultural	Computer software and intangibles	Total
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>As at 1 July 2019</b>						
Gross book value	13,096	166,774	62,840	1,205,708	8,328	1,456,746
Accumulated depreciation/ amortisation and impairment	-	(4,300)	(16,829)	(20,909)	(2,021)	(44,059)
<b>Opening net book balance</b>	<b>13,096</b>	<b>162,474</b>	<b>46,011</b>	<b>1,184,799</b>	<b>6,307</b>	<b>1,412,687</b>
<b>CAPITAL ASSET ADDITIONS</b>						
<b>Estimated expenditure on new or replacement assets</b>						
By purchase - appropriation equity <sup>(a)</sup>	-	26,209	734	7,304	2,074	36,321
By purchase - appropriation ordinary annual services <sup>(b)</sup>	-	2,395	4,700	-	747	7,842
By purchase - donated funds	-	-	-	45	-	45
Assets received as gifts/donations	-	-	-	2,000	-	2,000
<b>Total additions</b>	<b>-</b>	<b>28,604</b>	<b>5,434</b>	<b>9,349</b>	<b>2,821</b>	<b>46,208</b>
<b>Other movements</b>						
Depreciation/amortisation expense	-	(4,596)	(4,827)	-	(1,899)	(11,322)
<b>Total other movements</b>	<b>-</b>	<b>(4,596)</b>	<b>(4,827)</b>	<b>-</b>	<b>(1,899)</b>	<b>(11,322)</b>
<b>As at 30 June 2020</b>						
Gross book value	13,096	195,378	68,274	1,215,057	11,149	1,502,954
Accumulated depreciation/ amortisation and impairment	-	(8,896)	(21,656)	(20,909)	(3,920)	(55,381)
<b>Closing net book balance</b>	<b>13,096</b>	<b>186,482</b>	<b>46,618</b>	<b>1,194,148</b>	<b>7,229</b>	<b>1,447,573</b>

Prepared on Australian Accounting Standards basis

**Estimated operating expenditure in income statement for heritage and cultural assets**

Operations and Maintenance	889
Preservation and Conservation	14,178
<b>Total operating expenditure on heritage and cultural assets</b>	<b>15,067</b>

(a) 'Appropriation equity' refers to equity injections appropriations provided through Appropriation Bill (No. 2) 2019-20, including CDABs

(b) 'Appropriation ordinary annual services' refers to funding provided through Appropriation Bill (No.1) 2019-20 for depreciation/amortisation expenses, DCBs or other operational expenses.



## GLOSSARY

Accrual accounting	System of accounting where items are brought to account and included in the financial statements as they are earned or incurred, rather than as they are received or paid.
Accumulated depreciation	The aggregate depreciation recorded for a particular depreciating asset.
Additional estimates	Where amounts appropriated at Budget time are insufficient, Parliament may appropriate more funds to portfolios through the Additional Estimates Acts.
Administered items	Expenses, revenues, assets or liabilities managed by entities on behalf of the Commonwealth. Entities do not control administered items. Administered expenses include grants, subsidies and benefits. In many cases, administered expenses fund the delivery of third party outputs.
AEIFRS	Australian Equivalents to International Financial Reporting Standards, which were issued by the Australian Accounting Standards Board in July 2004.
Appropriation	An authorisation by Parliament to spend moneys from the Consolidated Revenue Fund for a particular purpose.
Annual Appropriation	Acts of Parliament, which provide appropriation for the government's activities during a specific financial year. Three appropriation Bills are introduced into Parliament in May and comprise the Budget. Further supplementary Bills are introduced later in the financial year as part of the Additional Estimates process. The Parliamentary departments have their own appropriation Bills.
Capital expenditure	Expenditure by an entity on capital projects, for example purchasing a building.
Consolidated Revenue Fund	Section 81 of the Constitution stipulates that all revenue raised or money received by the Commonwealth forms the one consolidated revenue fund (CRF). The CRF is not a bank account. The Official Public Account reflects most of the operations of the CRF.
Departmental items	Assets, liabilities, revenues and expenses that are controlled by the entity to deliver programs. Departmental items would generally include computers, plant and equipment assets used by entities in providing goods and services, most employee expenses, supplier costs, and other administrative expenses incurred.
Depreciation	Apportionment of an asset's capital value as an expense over its estimated useful life to take account of normal usage, obsolescence, or the passage of time.

## *Glossary*

Effectiveness indicators	Indicators to assess the degree of success in achieving outcomes. As outcomes are generally long-term in nature, effectiveness indicators often relate to intermediate outcomes (shorter term impacts) below the planned outcomes specified.
Efficiency indicators	Measures the adequacy of an entity's management of its programs and, where applicable, administered items. Includes price, quality and quantity indicators. The interrelationship between the three efficiency indicators of any one output should be considered when judging efficiency.
Equity or net assets	Residual interest in the assets of an entity after deduction of its liabilities.
Expense	Expenses represent the full costs of an activity, that is, the total value of all the resources consumed in producing goods and services or the loss of future economic benefits in the form of reductions in assets or increases in liabilities of the entity. Expenses include cash items, such as salary payments, as well as expenses that have been incurred, such as accruing employee entitlements that will be paid in the future.
Fair value	Valuation methodology: The amount for which an asset could be exchanged or a liability settled between knowledgeable, willing parties in an arm's length transaction.
Intermediate outcomes	More specific medium-term impacts (eg trend data, targets or milestones) below the level of the planned outcomes specified in the Budget. A combination of several intermediate outcomes can at times be considered as a proxy for determining the achievement of outcomes or progress towards outcomes. See Outcomes.
Operating result	Equals revenue less expenses.
Outcomes	The Government's objectives in each portfolio area. Outcomes are desired results, impacts or consequences for the Australian community as influenced by the actions of the Australian Government. Actual outcomes are assessments of the end results or impacts actually achieved.
Price	One of the three key efficiency indicators. The amount the government or the community pays for the delivery of programs.
Quality	One of the three key efficiency indicators. Relates to the characteristics by which customers or stakeholders judge an organisation, product or service. Assessment of quality involves use of information gathered from interested parties to identify differences between users' expectations and experiences.
Quantity	One of the three key efficiency indicators. Examples include the size of an output; count or volume measures; how many or how much.
Revenue	Total value of resources earned or received for the provision of goods and services.

Special Account	<p>Special Accounts allow money in the Consolidated Revenue Fund (CRF) to be acknowledged as set-aside (hypothecated) for a particular purpose. Amounts credited to a Special Account may only be spent for the purposes of the Special Account. Special Accounts can only be established by a written determination of the Finance Minister (section 78 of the <i>Public Governance, Performance and Accountability (PGPA) Act 2013</i>) or through an Act of Parliament (section 80 of the <i>PGPA Act 2013</i>).</p>
Special Appropriations (including Standing Appropriations)	<p>An amount of money appropriated by a particular Act of Parliament for a specific purpose and number of years. For special appropriations, the authority to withdraw funds from the Consolidated Revenue Fund does not generally cease at the end of the financial year.</p> <p>Standing appropriations are a subcategory consisting of ongoing special appropriations — the amount appropriated will depend on circumstances specified in the legislation.</p>