

PORTFOLIO BUDGET STATEMENTS 2023-24
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 2023

ISSN Print - 2653-0503

ISSN Online - 2653-0511

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 Department of the Prime Minister and Cabinet website (see www.pmc.gov.au/government/commonwealth-coat-arms).

Other uses

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

Chief Financial Officer, Department of Veterans' Affairs 02 6276 4845.



THE HON MATT KEOGH MP
MINISTER FOR VETERANS' AFFAIRS
MINISTER FOR DEFENCE PERSONNEL

PARLIAMENT HOUSE
CANBERRA 2600

President of the Senate
Australian Senate
Parliament House
CANBERRA ACT 2600

Speaker
House of Representatives
Parliament House
CANBERRA ACT 2600

Dear President

Dear Mr Speaker

I hereby submit the Portfolio Budget Statements in support of the 2023-24 Budget for the 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 blue ink, reading "Matt Keogh".

HON MATT KEOGH MP

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 the Chief Finance Officer, Department of Veterans' Affairs on (02) 6276 4845.

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.

**User Guide
To The
Portfolio Budget Statements**

User guide

The purpose of the *2023-24 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) 2023-24 (or Appropriation (Parliamentary Departments) Bill (No. 1) 2023-24 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 Commonwealth Performance Framework

The following diagram outlines the key components of the 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.

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 **key 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 its **activities**, its **risk oversight and management systems** including **key risks**, and how it will **cooperate** with others, including any **subsidiaries**, to achieve its purposes.

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

Veterans' Affairs Portfolio overview	3
Entity resources and planned performance	9
Department of Veterans' Affairs.....	11
Australian War Memorial	77
Portfolio glossary	106

Portfolio Overview

Veterans' Affairs Portfolio overview

Ministers and portfolio responsibilities

On 1 June 2022, the Hon Matt Keogh MP (Member for Burt) was sworn in as Minister for Veterans' Affairs and Minister for Defence Personnel, and the Hon Matt Thistlethwaite MP (Member for Kingsford Smith) was sworn in Assistant Minister for Veterans' Affairs.

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.

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

For information on resourcing across the portfolio, please refer to *Part 1: Agency Financial Resourcing in the Budget Paper No. 4: Agency Resourcing*.

The Department of Veterans' Affairs

The purpose of DVA is to support the wellbeing of those who serve or have served in the defence of our nation, and their families. This is achieved by partnering with organisations and individuals to help design, implement and deliver effective programs and benefits, which enhance the wellbeing of veterans and their families; providing and maintaining war graves; and delivering meaningful commemorative activities to promote community recognition and understanding of the service and sacrifice of veterans. DVA is therefore the primary Australian Government 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 for administering these policies and programs. 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. DVA also administers legislation such as the *Defence Service Homes Act 1918* and the *War Graves Act 1980*.

The Australian War Memorial

The Australian War Memorial (AWM) was established as a Commonwealth corporate entity 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.

Other statutory bodies

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

The Veterans' Review Board

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

Office of Australian War Graves

The Office of Australian War Graves (OAWG) is the agent of the Commonwealth War Graves Commission (CWGC), established under the *War Graves Act 1980*. The OAWG manages 76 war cemeteries and war plots commemorating our war dead in Australia, Papua New Guinea and the Solomon Islands. The OAWG also cares for the more than 330,000 other final resting places of post-war dead, and other eligible veterans of war, conflicts, peace and other operations to which Australia has been committed, in over 2,330 locations.

The Repatriation Medical Authority

The Repatriation Medical Authority (RMA) is an independent statutory authority established under section 196A of the 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. Members of the RMA are eminent medical practitioners and medical scientists.

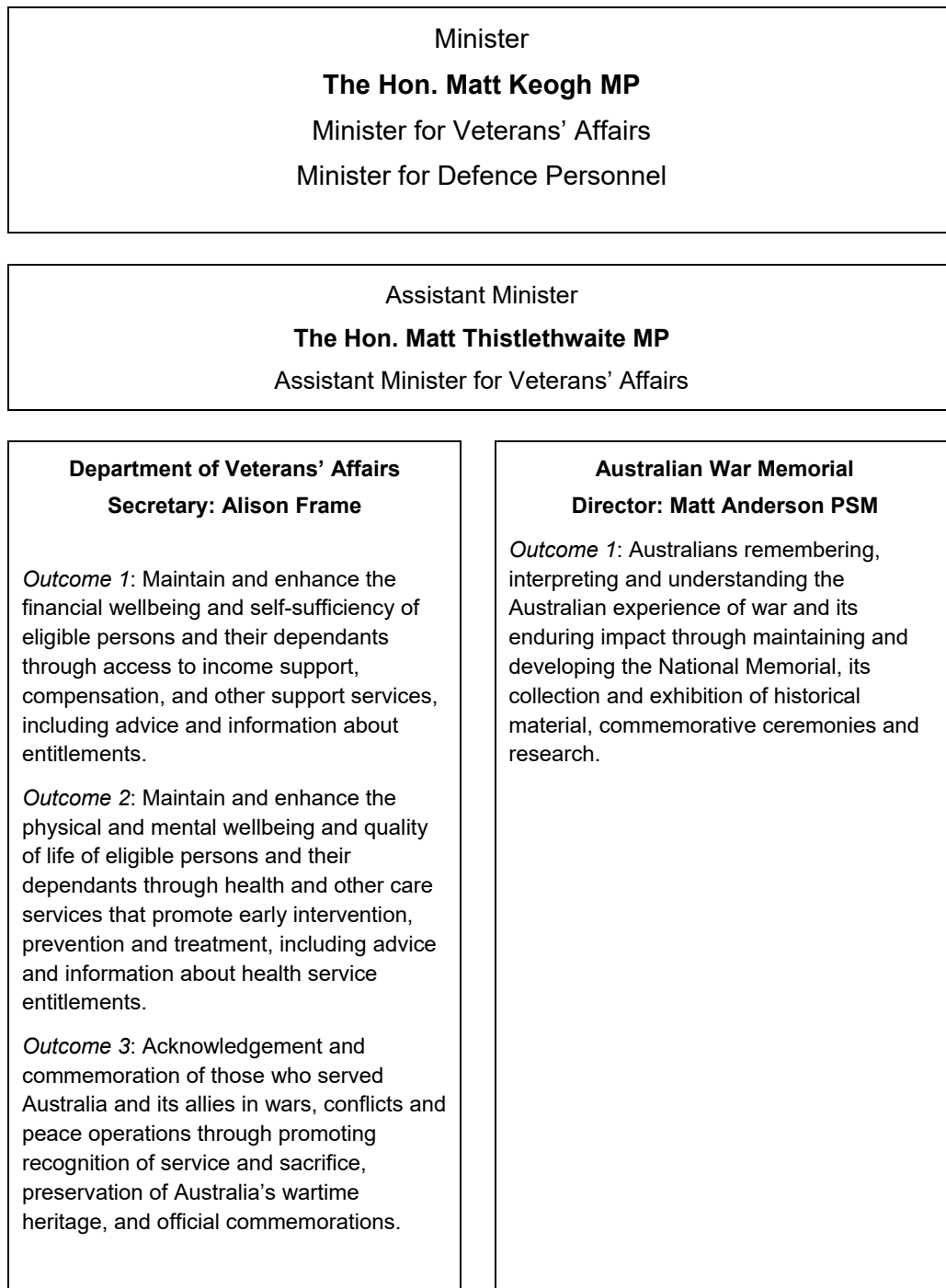
The Specialist Medical Review Council

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.

Defence Service Homes Insurance Scheme

The Defence Service Homes Insurance Scheme, which is established under the *Defence Service Homes Act 1918*, provides home building insurance and claims support tailored to all ADF members and veterans, including Reservists and widow(er)s. It is self-funded through the premiums paid by policyholders, which is invested back in the Defence Service Homes Insurance Scheme, providing greater support to veterans and their families.

Figure 1: Veterans' Affairs portfolio structure and outcomes



**Entity resources and
planned performance**

Department of Veterans' Affairs.....11

Australian War Memorial77

Department of Veterans' Affairs

**Entity resources and planned
performance**

Department of Veterans' Affairs

Section 1: Entity overview and resources	15
1.1 Strategic direction statement	15
1.2 Entity resource statement	17
1.3 Budget measures.....	21
Section 2: Outcomes and planned performance.....	25
2.1 Budgeted expenses and performance for Outcome 1.....	26
2.2 Budgeted expenses and performance for Outcome 2.....	41
2.3 Budgeted expenses and performance for Outcome 3.....	56
Section 3: Budgeted financial statements	61
3.1 Budgeted financial statements.....	61
3.2 Budgeted financial statements tables	62

Department of Veterans' Affairs

Section 1: Entity overview and resources

1.1 Strategic direction statement

The Australian Government is committed to recognising and supporting all those who have served to defend our nation, and the families who support them.

The Department of Veterans' Affairs' (DVA's) vision is to *lead Australia's commitment to honour veterans, empowering them and their families to continue life after service within a society that understand and values what they have done and their ongoing contribution to the community.*

DVA supports veterans and families, by providing compensation, funding treatment, services and programs of support, as well as delivering meaningful commemoration activities.

Through the 2023-24 Budget, the Government is investing additional funding to support the more than 340,000 veterans and dependants accessing Department of Veterans' Affairs (DVA) services.

The Royal Commission into Defence and Veteran Suicide represents a once-in-a-generation opportunity to deliver meaningful and long-lasting change to the way we support our veteran community, and the Government is committed to addressing its recommendations.

The measures in the Budget respond to the Royal Commission's interim recommendations with significant investments that will ensure the future sustainability of our IT systems and help reduce the time veterans have to wait to receive support and services. These investments will improve the experience of veterans and families who reach out to DVA for assistance.

The Budget also invests in critical support capabilities and programs to continue important mental health awareness and suicide intervention training for volunteers supporting veterans and expand eligibility for the Acute Support Package to grandparents who are full-time carers for children for veterans.

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 the October *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 X' tables in Section 2 and the financial statements in Section 3 are presented on an accrual basis.

Changes to indexation framework for various programs

The indexation framework for programs indexed by Wage Cost Indices, including for government supported services, has been updated to better align with wages and prices movements.

Increased funding has been provided to the following programs:

- Veterans' Disability Support
- Assistance and Other Compensation for Veterans and Dependants
- Military Rehabilitation Compensation Acts - Income Support and Compensation
- General Medical Consultations and Services
- Veterans' Hospital Services
- Veterans' Community Care and Support
- Veterans' Counselling and Other Health Services
- Military Rehabilitation Compensation Acts - Health and Other Care Services
- Commemorative Activities

Table 1.1: Department of Veterans' Affairs resource statement — Budget estimates for 2023-24 as at Budget May 2023

	2022-23 <i>Estimated</i> <i>Actual</i> \$'000	2023-24 Estimate \$'000
Departmental		
Annual appropriations - ordinary annual services ^(a)		
Prior year appropriations available	37,353	38,674
Departmental appropriation ^(b)	519,281	552,771
s74 External Revenue ^(c)	7,954	7,230
Departmental capital budget ^(d)	13,825	13,750
Annual appropriations - other services - non-operating ^(e)		
Prior year appropriations available	10,235	10,235
Equity injections	3,504	4,548
Total departmental annual appropriations	592,152	627,208
Special accounts ^(f)		
Opening balance	8,540	4,631
Appropriation receipts ^(g)	120	120
Non-appropriation receipts ^(h)	103,961	107,434
Total special accounts	108,081	107,554
<i>less departmental appropriations drawn from annual/special appropriations and credited to special accounts</i>	<i>120</i>	<i>120</i>
Total departmental resourcing	700,113	734,642
Administered		
Annual appropriations - ordinary annual services ^(a)		
Outcome 1	67,346	72,062
Outcome 2 ⁽ⁱ⁾	62,059	53,191
Outcome 3 ⁽ⁱ⁾	61,756	58,319
Administered capital budget ^(k)	2,420	7,005
Payments to corporate entities ^(l)	42,828	42,140
Annual appropriations - other services - non-operating ^(e)		
Payments to corporate entities ^(l)	131,563	7,645
Total administered annual appropriations	367,972	240,362

Continued on next page

Table 1.1: Department of Veterans' Affairs resource statement — Budget estimates for 2023-24 as at Budget May 2023 (continued)

	2022-23 <i>Estimated Actual</i> \$'000	2023-24 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</i>	4,409,636	4,407,702
<i>Compensation (Japanese Internment) Act 2001</i>	25	25
<i>Safety, Rehabilitation and Compensation (Defence-related Claims) Act 1988</i>	390,363	490,562
<i>Military Rehabilitation and Compensation Act 2004</i>	1,859,930	2,348,274
<i>Treatment Benefits (Special Access) Act 2019</i>	11	11
Total Outcome 1	6,659,993	7,246,602
Outcome 2		
<i>Veterans' Entitlements Act 1986</i>	3,689,446	3,718,283
<i>Safety, Rehabilitation and Compensation (Defence-related Claims) Act 1988</i>	67,053	73,906
<i>Military Rehabilitation and Compensation Act 2004</i>	336,165	347,558
<i>Australian Participants in British Nuclear Tests and British Commonwealth Occupation Force (Treatment) Act 2006</i>	11,733	12,371
<i>Public Governance, Performance and Accountability Act 2013 - s77 Repayments</i>	5	5
<i>Treatment Benefits (Special Access) Act 2019</i>	4,421	4,421
Total Outcome 2	4,108,823	4,156,544
Total administered special appropriations	10,768,816	11,403,146
Special accounts ^(f)		
Opening balance	142	142
Non-appropriation receipts ^(h)	20	35
Total special accounts	162	177
less payments to corporate entities from annual/special appropriations	174,391	49,785
Total administered resourcing	10,962,559	11,593,900
Total resourcing for DVA	11,662,672	12,328,542
	2022-23	2023-24
Average staffing level (number)	2,728	3,129

Table 1.1: Department of Veterans' Affairs resource statement — Budget estimates for 2023-24 as at Budget May 2023 (continued)
Third party payments from and on behalf of other entities

	2022-23 <i>Estimated actual</i> \$'000	2023-24 Estimate \$'000
Payments made on behalf of the Department of Social Services <i>Social Security (Administration) Act 1999</i>	62,280	69,413
Payments made by Services Australia on behalf of DVA <i>Veterans' Entitlements Act 1986</i>	2,732,482	2,666,714
<i>Military Rehabilitation and Compensation Act 2004</i>	226,134	233,285
<i>Safety, Rehabilitation and Compensation (Defence-related Claims) Act 1988</i>	10,231	11,277
<i>Australian Participants in British Nuclear Tests and British Commonwealth Occupation Force (Treatment) Act 2006</i>	11,733	12,371
Payments made to Services Australia for processing payment of health care provider treatment accounts and the provision of IT services	79,627	80,976
Payments made to the Department of Social Services for the Community Grant Hub services	1,730	1,659
Receipts received from the Department of Social Services for the provision of services	192	198
Payments made to corporate entities within the Portfolio Australian War Memorial - Bill 1	42,828	42,140
Australian War Memorial - Bill 2	131,563	7,645

All figures shown above are GST exclusive – these may not match the figures in the cash flow statement.
 Prepared on a resourcing (i.e. appropriations available) basis.

- (a) Appropriation Bill (No. 1) 2023-24.
- (b) Excludes departmental capital budget (DCB).
- (c) Estimated External Revenue receipts under section 74 of the PGPA Act.
- (d) 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'.
- (e) Appropriation Bill (No. 2) 2023-24.
- (f) Excludes trust moneys held in Services for Other Entities and Trust Moneys (SOETM) and other special accounts. For further information on 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.
- (g) Amounts credited to the special account(s) from DVA's annual appropriations.
- (h) Amounts credited to the special account(s) from other entities.
- (i) 2022-23 appropriations include \$16.0 million in Movement of Funds to be returned to Consolidated Revenue through section 51 of the *Public Governance, Performance and Accountability Act 2013*.
- (j) 2022-23 appropriations include \$7.4 million in Movement of Funds to be returned to Consolidated Revenue through section 51 of the *Public Governance, Performance and Accountability Act 2013*.
- (k) Administered capital budgets are not separately identified in Appropriation Bill (No. 1) and form part of ordinary annual services items. Please refer to Table 3.10 for further details. For accounting purposes, this amount is designated as a 'contribution by owner'.
- (l) 'Corporate entities' are corporate Commonwealth entities and Commonwealth companies as defined under the PGPA Act.

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 2023-24 Budget measures
Measures announced since the 2022-23 October Budget**

		2022-23 Program \$'000	2023-24 \$'000	2024-25 \$'000	2025-26 \$'000	2026-27 \$'000
Payment measures						
A Modern and Clinically Appropriate Medicare Benefits Schedule ^(a)	2.1					
Administered payment		–	445	(552)	(1,145)	(1,305)
Total		–	445	(552)	(1,145)	(1,305)
Aged Care Regulatory Reform ^(a)	2.1-2.6					
Departmental payment		–	1,685	1,743	–	–
Total		–	1,685	1,743	–	–
Assistance for IVF – assisted reproductive technology storage ^(a)	2.1					
Administered payment		–	(65)	(40)	(19)	4
Total		–	(65)	(40)	(19)	4
COVID-19 Aged Care Response ^(a)	2.1					
Administered payment		284	–	–	–	–
Total		284	–	–	–	–
COVID-19 Response ^(a)	2.1					
Administered payment		4,587	3,538	–	–	–
Total		4,587	3,538	–	–	–
Department of Veterans' Affairs Claims Processing – additional funding	All					
Departmental payment		–	64,145	–	–	–
Total		–	64,145	–	–	–

Continued on next page

Table 1.2: Department of Veterans' Affairs 2023-24 Budget measures (continued)

		2022-23	2023-24	2024-25	2025-26	2026-27
	Program	\$'000	\$'000	\$'000	\$'000	\$'000
Payment measures (continued)						
Funding Pay Increases for Aged Care Workers ^(a)	2.4					
Administered payment		–	1,124	–	–	–
Total		–	1,124	–	–	–
Implementing Aged Care Reform – home care ^(a)	2.1-2.6					
Departmental payment		–	329	–	–	–
Total		–	329	–	–	–
Improving Aged Care Support ^(a)	2.1					
Administered payment		–	–	46	50	52
Total		–	–	46	50	52
Improving the Investment in Aged Care ^(a)	2.4					
Administered payment		–	–	(15,515)	(18,126)	(22,648)
Total		–	–	(15,515)	(18,126)	(22,648)
Increased Support for Commonwealth Rent Assistance Recipients ^(b)	1.1, 1.5					
Administered payment		–	2,795	3,615	3,504	3,400
Departmental payment		–	158	–	–	–
Total		–	2,953	3,615	3,504	3,400
Jobs and Skills Summit – incentivise pensioners into the workforce – 6 months extension ^(b)	1.1					
Administered payment		–	207	–	–	–
Total		–	207	–	–	–

Continued on next page

Table 1.2: Department of Veterans' Affairs 2023-24 Budget measures (continued)

	Program	2022-23 \$'000	2023-24 \$'000	2024-25 \$'000	2025-26 \$'000	2026-27 \$'000
Payment measures (continued)						
Medicare Urgent Care Clinics – additional funding ^(a)	2.1					
Administered payment		23	578	446	453	462
Total		23	578	446	453	462
Modernisation and Sustainment of ICT Systems	1.1 - 1.6 2.1 - 2.6					
Departmental payment		–	71,059	66,983	59,921	55,688
Total		–	71,059	66,983	59,921	55,688
Pharmaceutical Benefits Scheme (PBS) New and Amended Listings ^(a)	2.1, 2.3					
Administered payment		1,935	4,622	4,990	5,664	4,737
Total		1,935	4,622	4,990	5,664	4,737
Reducing Patient Costs and Improving Services through Community Pharmacies ^(a)	2.3					
Administered payment		–	(4,143)	(11,160)	(14,918)	(16,369)
Total		–	(4,143)	(11,160)	(14,918)	(16,369)
Sir John Monash Centre – additional funding ^(c)	3.1					
Administered payment		–	–	–	–	–
Total		–	–	–	–	–
Strengthening Medicare ^(a)	2.1-2.6					
Administered payment		–	6,594	9,708	9,202	8,949
Departmental payment		–	457	477	481	485
Total		–	7,051	10,185	9,683	9,434

Continued on next page

Table 1.2: Department of Veterans' Affairs 2023-24 Budget measures (continued)

		2022-23 Program \$'000	2023-24 \$'000	2024-25 \$'000	2025-26 \$'000	2026-27 \$'000
Payment measures (continued)						
Supporting Veteran Families at Risk	2.5, 2.6					
Administered payment		–	57	154	155	158
Total		–	57	154	155	158
Supporting Veterans – volunteer training in suicide recognition and intervention	2.5					
Administered payment		–	723	742	–	–
Departmental payment		–	257	267	–	–
Total		–	980	1,009	–	–
Vaping Regulation Reform and Smoking Cessation Package ^(a)	2.1					
Administered payment		–	–	–	753	789
Total		–	–	–	753	789
Total Payment measures						
Administered		6,829	16,475	(7,566)	(14,427)	(21,771)
Departmental		–	138,090	69,470	60,402	56,173
Total		6,829	154,565	61,904	45,975	34,402

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

- (a) The lead entity for this measure is the Department of Health and Aged Care. The full measure description and package details appear in the Budget Paper No. 2 under the Health and Aged Care portfolio.
- (b) The lead entity for this measure is the Department of Social Services. The full measure description and package details appear in the Budget Paper No. 2 under the Social Services portfolio.
- (c) This measure was a decision taken but not yet announced in the October 2022-23 Budget with a total financial impact of \$7.4 million over four years from 2023-24 (\$8.3 million over six years from 2023-24).

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 Commonwealth performance framework established by the *Public Governance, Performance and Accountability Act 2013*. It is anticipated that the performance measure 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 a complete picture of an entity's planned and actual performance.

The most recent corporate plan for the Department of Veterans' affairs can be found at: <https://www.dva.gov.au/documents-and-publications/dva-corporate-plans>

The most recent annual performance statement can be found at: <https://www.dva.gov.au/documents-and-publications/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

Services Australia
Programs <ul style="list-style-type: none">Program 1.1 – Services to the Community – Social Security and Welfare
Department of Social Services
Programs <ul style="list-style-type: none">Program 1.6 – Income Support for SeniorsProgram 1.7 – Allowances and Concessions for Seniors
Contribution to Outcome 1 made by linked programs
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 by Administered and Departmental funding sources.

Table 2.1.1: Budgeted expenses for Outcome 1

	2022-23 Estimated actual \$'000	2023-24 Budget \$'000	2024-25 Forward estimate \$'000	2025-26 Forward estimate \$'000	2026-27 Forward estimate \$'000
Outcome 1:					
Program 1.1: Veterans' Income Support and Allowances					
Administered Expenses					
Special Appropriations	1,783,845	1,772,926	1,731,603	1,672,629	1,614,282
Total expenses for program 1.1	1,783,845	1,772,926	1,731,603	1,672,629	1,614,282
Program 1.2: Veterans' Disability Support					
Administered Expenses					
Ordinary annual services (Appropriation Bill No. 1)	21,126	22,171	22,912	23,290	23,775
Special Appropriations	1,598,379	1,667,632	1,680,115	1,680,585	1,681,172
Total expenses for program 1.2	1,619,505	1,689,803	1,703,027	1,703,875	1,704,947
Program 1.3: Assistance to Defence Widow/ers and Dependents					
Administered Expenses					
Special Appropriations	1,030,500	978,556	906,463	851,433	800,426
Total expenses for program 1.3	1,030,500	978,556	906,463	851,433	800,426

Continued on next page

Table 2.1.1: Budgeted expenses for Outcome 1 (continued)

	2022-23 Estimated actual	2023-24 Budget	2024-25 Forward estimate	2025-26 Forward estimate	2026-27 Forward estimate
Outcome 1:	\$'000	\$'000	\$'000	\$'000	\$'000
Program 1.4: Assistance and Other Compensation for Veterans and Dependents					
Administered Expenses					
Ordinary annual services (Appropriation Bill No. 1)	14,633	10,411	10,706	10,881	10,826
Special Appropriations	6,179	5,045	4,485	4,006	3,614
Total expenses for program 1.4	20,812	15,456	15,191	14,887	14,440
Program 1.5: Veterans' Children Education Scheme					
Administered Expenses					
Ordinary annual services (Appropriation Bill No. 1)	17,718	19,888	20,402	20,538	21,058
Total expenses for program 1.5	17,718	19,888	20,402	20,538	21,058
Program 1.6: Military Rehabilitation and Compensation Acts Payments - Income Support and Compensation					
Administered Expenses					
Ordinary annual services (Appropriation Bill No. 1)	13,913	19,604	28,543	42,144	62,954
Special Appropriations	2,250,293	2,838,183	2,913,855	2,980,372	3,042,259
Special Account	140	30	100	60	60
Total expenses for program 1.6	2,264,346	2,857,817	2,942,498	3,022,576	3,105,273

Continued on next page

Table 2.1.1: Budgeted expenses for Outcome 1 (continued)

	2022-23 Estimated actual \$'000	2023-24 Budget \$'000	2024-25 Forward estimate \$'000	2025-26 Forward estimate \$'000	2026-27 Forward estimate \$'000
Outcome 1:					
Program 1.7: Adjustment to the Military Rehabilitation and Compensation Acts Liability Provision - Income Support and Compensation					
Administered Expenses					
Expenses not requiring appropriation in the Budget year ^(a)	560,500	552,800	621,000	694,100	694,100
Total expenses for program 1.7	560,500	552,800	621,000	694,100	694,100
Outcome 1 Totals by appropriation type					
Administered Expenses					
Ordinary annual services (Appropriation Bill No. 1)	67,390	72,074	82,563	96,853	118,613
Special Appropriations	6,669,196	7,262,342	7,236,521	7,189,025	7,141,753
Special Account	140	30	100	60	60
Expenses not requiring appropriation in the Budget year ^(a)	560,500	552,800	621,000	694,100	694,100
Administered total	7,297,226	7,887,246	7,940,184	7,980,038	7,954,526
Departmental Expenses					
Departmental appropriation	354,919	368,983	284,838	284,538	286,719
S74 External Revenue ^(b)	5,442	4,947	5,084	5,101	5,186
Special Accounts	51,607	57,649	64,154	71,143	78,726
Expenses not requiring appropriation in the Budget year ^(c)	14,631	13,811	16,482	13,299	13,241
Departmental total	426,599	445,390	370,558	374,081	383,872
Total expenses for Outcome 1	7,723,825	8,332,636	8,310,742	8,354,119	8,338,398

	2022-23	2023-24
Average Staffing Level (number)	1,837	2,006

(a) Administered expenses not requiring appropriation in the Budget year are made up of estimated movement in the liability provision for the Military Compensation Scheme.

(b) Estimated expenses incurred in relation to receipts retained under section 74 of the PGPA Act.

(c) Expenses not requiring appropriation in the Budget year are made up of depreciation expenses, amortisation expenses, and audit fees.

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**

	2022-23 Estimated actual \$'000	2023-24 Budget \$'000	2024-25 Forward estimate \$'000	2025-26 Forward estimate \$'000	2026-27 Forward estimate \$'000
Special Appropriations:					
<i>Veterans' Entitlements Act 1986</i>					
Income support pensions	1,774,824	1,766,670	1,725,095	1,665,882	1,607,296
Other allowances	9,021	6,256	6,508	6,747	6,986
Total program expenses	1,783,845	1,772,926	1,731,603	1,672,629	1,614,282

Program 1.2: Veterans' Disability Support

	2022-23 Estimated actual \$'000	2023-24 Budget \$'000	2024-25 Forward estimate \$'000	2025-26 Forward estimate \$'000	2026-27 Forward estimate \$'000
Annual Administered Expenses:					
Ordinary annual services (Appropriation Bill No. 1)					
Medical examinations, fares and expenses	20,393	21,394	22,115	22,489	22,954
Vehicle Assistance Scheme	733	777	797	801	821
Special Appropriations:					
<i>Veterans' Entitlements Act 1986</i>					
Disability pensions	1,597,323	1,666,532	1,679,000	1,679,470	1,680,042
Loss of earnings	225	225	217	212	205
Recreation transport allowance	820	864	887	893	915
<i>Treatment Benefits (Special Access) Act 2019</i>					
Southeast Asia Treaty Organisation pharmacy supplement	11	11	11	10	10
Total program expenses	1,619,505	1,689,803	1,703,027	1,703,875	1,704,947

Program 1.3: Assistance to Defence Widow/ers and Dependants

	2022-23 Estimated actual \$'000	2023-24 Budget \$'000	2024-25 Forward estimate \$'000	2025-26 Forward estimate \$'000	2026-27 Forward estimate \$'000
Special Appropriations:					
<i>Veterans' Entitlements Act 1986</i>					
War & Defence Widows pension	1,030,500	978,556	906,463	851,433	800,426
Total program expenses	1,030,500	978,556	906,463	851,433	800,426

Program 1.4: Assistance and Other Compensation for Veterans and Dependants

	2022-23 Estimated actual \$'000	2023-24 Budget \$'000	2024-25 Forward estimate \$'000	2025-26 Forward estimate \$'000	2026-27 Forward estimate \$'000
Annual Administered Expenses:					
Ordinary annual services (Appropriation Bill No. 1)					
Compensation and Legal Expenses	1,847	1,937	2,004	2,035	2,077
Discretionary Payments	419	448	460	466	478
Advocacy Grants and Support	10,771	6,358	6,525	6,632	6,486
Veterans' Access to Community Information	1,596	1,668	1,717	1,748	1,785
Special Appropriations:					
<i>Veterans' Entitlements Act 1986</i>					
Funeral benefits	5,066	4,200	3,820	3,475	3,162
Prisoners of War in Europe	900	652	512	398	319
Compensation payments for British Commonwealth and Allied veterans	160	140	100	80	80
<i>Compensation (Japanese Internment) Act 2001</i>					
Prisoners of War in Japan	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>					
Total program expenses	20,812	15,456	15,191	14,887	14,440

Program 1.5: Veterans' Children Education Scheme

	2022-23 Estimated actual \$'000	2023-24 Budget \$'000	2024-25 Forward estimate \$'000	2025-26 Forward estimate \$'000	2026-27 Forward estimate \$'000
Annual Administered Expenses:					
Ordinary annual service (Appropriation Bill No. 1)					
Veterans' Children Education Scheme	17,718	19,888	20,402	20,538	21,058
Total program expenses	17,718	19,888	20,402	20,538	21,058

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

	2022-23 Estimated actual \$'000	2023-24 Budget \$'000	2024-25 Forward estimate \$'000	2025-26 Forward estimate \$'000	2026-27 Forward estimate \$'000
Annual Administered Expenses:					
Ordinary annual services (Appropriation Bill No. 1 & 3)					
Other income support and compensation-related payments - DRCA	3,076	3,400	3,524	3,628	3,718
Other income support and compensation-related payments - MRCA	10,837	16,204	25,019	38,516	59,236
Special Appropriations:					
<i>Safety, Rehabilitation and Compensation (Defence-related Claims) Act 1988</i>					
Permanent impairment	213,288	359,612	402,420	380,178	382,361
Benefits for eligible dependants	54,436	42,996	48,021	53,530	59,786
Incapacity payments	110,669	75,187	84,749	124,082	129,858
Medical examinations	3,520	6,217	5,431	5,103	5,264
Death payments	7,483	5,583	5,991	6,412	6,872
Other income support and compensation-related payments	967	967	1,086	1,218	1,362
<i>Military Rehabilitation and Compensation Act 2004</i>					
Permanent impairment	1,424,556	1,929,969	1,812,133	1,731,761	1,740,969
Benefits for eligible dependants	31,950	36,629	37,542	37,770	38,715
Income maintenance payments	364,294	310,913	470,275	596,896	632,555
Medical examinations	38,956	69,939	46,022	43,222	44,303
Other income support and compensation-related payments	174	171	185	200	214
Special Accounts:					
Military death claim compensation	140	30	100	60	60
Total program expenses	2,264,346	2,857,817	2,942,498	3,022,576	3,105,273

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

	2022-23 Estimated actual \$'000	2023-24 Budget \$'000	2024-25 Forward estimate \$'000	2025-26 Forward estimate \$'000	2026-27 Forward estimate \$'000
Administered Expenses:					
Expenses not requiring appropriation in the Budget year	560,500	552,800	621,000	694,100	694,100
Total program expenses	560,500	552,800	621,000	694,100	694,100

Table 2.1.3: Performance criteria for Outcome 1

Table 2.1.3 details the performance measures for each program associated with Outcome 1. It also provides the related key activities as expressed in the current corporate plan where further detail is provided about the delivery of the activities related to the program, the context in which these activities are delivered and how the performance of these activities will be measured. Where relevant, details of the 2023-24 Budget measures that have created new programs or materially changed existing programs are provided.

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.		
Program 1.1 - Veterans' Income Support and Allowances To deliver means-tested income support pensions and other allowances to eligible veterans and dependants under the <i>Veterans' Entitlements Act 1986</i> . Income support provides a regular means-tested payment for eligible veterans and their dependants with limited means.		
Key Activities	<ul style="list-style-type: none"> Provide income and financial support and compensation payments to eligible veterans and families. 	
Year	Performance measures	Expected Performance Results
Current year 2022-23	Timeliness: The percentage of claims processed within 30 days	70%
	Timeliness: The percentage of change of circumstances processed within 10 days	44%
	Quality: Correctness rate of processing of new claims	98%
	Quality: Correctness rate of processing change of circumstances	98%
	Client satisfaction: The percentage of clients satisfied with the level of customer service they received when accessing their entitlements	80%

Continued on next page

Year	Performance measures	Planned Performance Results
Budget Year 2023-24	Timeliness: The percentage of claims processed within 30 days	≥50%
	Timeliness: The percentage of change of circumstances processed within 10 days	≥50%
	Quality: Correctness rate of processing of new claims	≥95%
	Quality: Correctness rate of processing change of circumstances	≥95%
	Client satisfaction: The percentage of clients satisfied with the level of customer service they received when accessing their entitlements	≥80%
Forward Estimates 2024-27	As per 2023-24	As per 2023-24

<p>This program provides compensation in the form of disability compensation payments and ancillary benefits to eligible veterans for the tangible effects of war or defence service.</p>		
Key Activities	<ul style="list-style-type: none"> Provide disability support and compensation payments to eligible veterans. 	
Year	Performance measures	Expected Performance Results
Current year 2022-23	<p>Timeliness: The percentage of claims processed within 100 days</p> <p>Quality: Correctness rate of processed claims</p> <p>Client satisfaction: The percentage of clients satisfied with the level of customer service they received when accessing their entitlements</p>	<p>16%</p> <p>95%</p> <p>80%</p>
Year	Performance measures	Planned Performance Results
Budget Year 2023-24	<p>Timeliness: The percentage of claims processed within 100 days</p> <p>Quality: Correctness rate of processed claims</p> <p>Client satisfaction: The percentage of clients satisfied with the level of customer service they received when accessing their entitlements</p>	<p>≥50%</p> <p>≥95%</p> <p>≥80%</p>
Forward Estimates 2024-27	As per 2023-24	As per 2023-24

Program 1.3 - Assistance to Defence Widow/ers and Dependants		
The war widow/ers pension is part of a compensation package provided in recognition of the special circumstances and to compensate a widowed partner of a veteran, where there was a connection between the veteran's death and service. Eligible children are also provided with financial support.		
Key Activities	<ul style="list-style-type: none"> Provide income and financial support and compensation payments to eligible dependants. 	
Year	Performance measures	Expected Performance Results
Current year 2022-23	<p>Timeliness: The percentage of claims processed within 30 days</p> <p>Quality: Correctness rate of processed claims</p> <p>Client satisfaction: The percentage of clients satisfied with the level of customer service they received when accessing their entitlements</p>	<p>41%</p> <p>95%</p> <p>80%</p>
Year	Performance measures	Planned Performance Results
Budget Year 2023-24	<p>Timeliness: The percentage of claims processed within 30 days</p> <p>Quality: Correctness rate of processed claims</p> <p>Client satisfaction: The percentage of clients satisfied with the level of customer service they received when accessing their entitlements</p>	<p>≥50%</p> <p>≥95%</p> <p>≥80%</p>
Forward Estimates 2024-27	As per 2023-24	As per 2023-24

Program 1.4 - Assistance and Other Compensation for Veterans and Dependents		
<p>This program delivers other allowances and assistance to eligible veterans and dependents under the VEA and related legislation, including home insurance, funeral benefits, prisoner of war ex gratia payments, and payments on behalf of Commonwealth and allied countries. Assistance is also provided to the ex-service community via Building Excellence in Support and Training grants and the Advocacy Training and Development Program.</p>		
Key Activities	<ul style="list-style-type: none"> • Provide income and financial support and compensation payments to eligible veterans and families. • Enable veterans and families to access housing-related support via Defence Home Ownership Assistance Scheme and Defence Service Homes Insurance. 	
Year	Performance measures	Expected Performance Results
Current year 2022-23	<p>Funeral Benefits: Timeliness: The percentage of claims processed within 10 days</p> <p>Quality: Correctness rate of processed claims</p> <p>Client satisfaction: The percentage of clients satisfied with the level of customer service they received when accessing their entitlements</p> <p>Defence Service Homes Insurance: Policyholder satisfaction: The percentage of policyholders satisfied with the service provided when their claim for damage to their home has been finalised</p>	<p>86%</p> <p>99%</p> <p>80%</p> <p>90%</p>
Year	Performance measures	Planned Performance Results
Budget Year 2023-24	<p>Funeral Benefits: Timeliness: The percentage of claims processed within 10 days</p> <p>Quality: Correctness rate of processed claims</p> <p>Client satisfaction: The percentage of clients satisfied with the level of customer service they received when accessing their entitlements</p> <p>Defence Service Homes Insurance: Policyholder satisfaction: The percentage of policyholders satisfied with the service provided when their claim for damage to their home has been finalised</p>	<p>≥50%</p> <p>≥95%</p> <p>≥80%</p> <p>≥90%</p>
Forward Estimates 2024-27	As per 2023-24	As per 2023-24

Program 1.5 - Veterans' Children Education Scheme Under the Veterans' Children Education Scheme and the Military Rehabilitation and Compensation Act Education and Training Scheme, education allowances are paid to eligible children of ADF members who have died or been severely injured as a result of service. The schemes provide financial assistance, student support services, guidance and counselling for eligible students undertaking primary, secondary and tertiary full-time study within Australia.		
Key Activities	<ul style="list-style-type: none"> Provide eligible children of veterans and families with financial assistance and support to access to education and skills development. 	
Year	Performance measures	Expected Performance Results
Current year 2022-23	Timeliness: The percentage of claims processed within 28 days Quality: Correctness rate of processed claims	43% 98%
Year	Performance measures	Planned Performance Results
Budget Year 2023-24	Timeliness: The percentage of claims processed within 28 days Quality: Correctness rate of processed claims	≥50% ≥95%
Forward Estimates 2024-27	As per 2023-24	As per 2023-24

Program 1.6 – Military Rehabilitation and Compensation Acts Payments – Income Support and Compensation

This program provides compensation to eligible veterans and dependants under the DRCA, the MRCA and related legislation. The DRCA (and MRCA for injuries since 1 July 2004) provides coverage for injured ADF members to support their return to health, work and independence. There is also compensation for eligible dependants, and MRCA health care and other ancillary benefits.

Key Activities	<ul style="list-style-type: none"> Provide income and financial support and compensation payments to eligible veterans and families. 	
Year	Performance measures	Expected Performance Results
Current year 2022-23	Timeliness: The percentage of DRCA liability claims processed (determined) within 100 days	11%
	Timeliness: The percentage of DRCA permanent impairment claims processed (determined) within 100 days	19%
	Timeliness: The percentage of DRCA incapacity claims processed (determined) within 50 days	40%
	Quality: Correctness rate of processed DRCA liability claims	95%
	Quality: Correctness rate of processed DRCA permanent impairment claims	97%
	Quality: Correctness rate of processed DRCA incapacity claims	95%
	Timeliness: The percentage of MRCA liability claims processed (determined) within 90 days	22%
	Timeliness: The percentage of MRCA permanent impairment claims processed (determined) within 90 days	16%
	Timeliness: The percentage of MRCA incapacity claims processed (determined) within 50 days	34%
	Quality: Correctness rate of processed MRCA liability claims	95%
	Quality: Correctness rate of processed MRCA permanent impairment claims	95%

Continued on next page

	Quality: Correctness rate of processed MRCA incapacity claims	95%
	Client Satisfaction: The percentage of clients satisfied with the level of customer service they received when accessing their entitlements	80%
Year	Performance measures	Planned Performance Results
Budget Year 2023-24	Timeliness: The percentage of DRCA liability claims processed (determined) within 100 days	≥50%
	Timeliness: The percentage of DRCA permanent impairment claims processed (determined) within 100 days	≥50%
	Timeliness: The percentage of DRCA incapacity claims processed (determined) within 50 days	≥50%
	Quality: Correctness rate of processed DRCA liability claims	≥95%
	Quality: Correctness rate of processed DRCA permanent impairment claims	≥95%
	Quality: Correctness rate of processed DRCA incapacity claims	≥95%
	Timeliness: The percentage of MRCA liability claims processed (determined) within 90 days	≥50%
	Timeliness: The percentage of MRCA permanent impairment claims processed (determined) within 90 days	≥50%
	Timeliness: The percentage of MRCA incapacity claims processed (determined) within 50 days	≥50%
	Quality: Correctness rate of processed MRCA liability claims	≥95%
	Quality: Correctness rate of processed MRCA permanent impairment claims	≥95%
	Quality: Correctness rate of processed MRCA incapacity claims	≥95%
	Client Satisfaction: The percentage of clients satisfied with the level of customer service they received when accessing their entitlements	≥80%
Forward Estimates 2024-27	As per 2023-24	As per 2023-24

2.2 Budgeted expenses and performance for Outcome 2

Outcome 2: Maintain and enhance the physical and mental 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

Department of Health and Aged Care
Programs <ul style="list-style-type: none"> • Program 1.4 – Health Workforce • Program 1.9 – Immunisation • Program 2.1 – Medical Benefits • Program 2.3 – Pharmaceutical Benefits • Program 2.5 – Dental Services • Program 3.2 – Aged Care Services
Services Australia
Programs <ul style="list-style-type: none"> • Program 1.1 – Services to the Community – Social Security and Welfare • Program 1.2 – Services to the Community – Health
The Treasury
Programs <ul style="list-style-type: none"> • Program 1.9 – National Partnership Payments to the States
Contribution to Outcome 2 made by linked programs 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

	2022-23 Estimated actual \$'000	2023-24 Budget \$'000	2024-25 Forward estimate \$'000	2025-26 Forward estimate \$'000	2026-27 Forward estimate \$'000
Outcome 2:					
Program 2.1: General Medical Consultations and Services					
Administered Expenses					
Special Appropriations	715,497	720,024	720,374	706,307	720,196
Total expenses for program 2.1	715,497	720,024	720,374	706,307	720,196
Program 2.2: Veterans' Hospital Services					
Administered Expenses					
Special Appropriations	954,757	965,812	1,087,982	1,100,675	1,121,228
Total expenses for program 2.2	954,757	965,812	1,087,982	1,100,675	1,121,228
Program 2.3: Veterans' Pharmaceuticals Benefits					
Administered Expenses					
Special Appropriations	381,737	342,868	338,330	335,737	333,471
Total expenses for program 2.3	381,737	342,868	338,330	335,737	333,471

Continued on next page

Table 2.2.1: Budgeted expenses for Outcome 2 (continued)

	2022-23 Estimated actual \$'000	2023-24 Budget \$'000	2024-25 Forward estimate \$'000	2025-26 Forward estimate \$'000	2026-27 Forward estimate \$'000
Outcome 2:					
Program 2.4: Veterans' Community Care and Support					
Administered Expenses					
Ordinary annual services (Appropriation Bill No. 1)	35,044	41,198	19,329	14,933	4,059
Special Appropriations	907,361	858,288	934,570	983,211	1,011,910
Total expenses for program 2.4	942,405	899,486	953,899	998,144	1,015,969
Program 2.5: Veterans' Counselling and Other Health Services					
Administered Expenses					
Ordinary annual services (Appropriation Bill No. 1)	8,196	9,490	11,008	5,303	5,410
Special Appropriations	750,715	852,673	898,394	911,933	931,087
Total expenses for program 2.5	758,911	862,163	909,402	917,236	936,497
Program 2.6: Military Rehabilitation and Compensation Acts - Health and Other Care Services					
Administered Expenses					
Ordinary annual services (Appropriation Bill No. 1)	2,819	2,503	2,600	2,696	2,752
Special Appropriations	402,729	421,472	464,445	498,992	509,450
Total expenses for program 2.6	405,548	423,975	467,045	501,688	512,202

Continued on next page

Table 2.2.1: Budgeted expenses for Outcome 2 (continued)

	2022-23 Estimated actual \$'000	2023-24 Budget \$'000	2024-25 Forward estimate \$'000	2025-26 Forward estimate \$'000	2026-27 Forward estimate \$'000
Outcome 2:					
Program 2.7: Adjustment to the Military Rehabilitation and Compensation Acts Liability Provision - Health and Other Care Services					
Administered Expenses					
Expenses not requiring appropriation in the Budget year ^(a)	1,404,300	1,425,400	1,453,800	1,503,700	1,503,700
Total expenses for program 2.7	1,404,300	1,425,400	1,453,800	1,503,700	1,503,700
Outcome 2 Totals by appropriation type					
Administered Expenses					
Ordinary annual services (Appropriation Bill No. 1)	46,059	53,191	32,937	22,932	12,221
Special Appropriations	4,112,796	4,161,137	4,444,095	4,536,855	4,627,342
Expenses not requiring appropriation in the Budget year ^(a)	1,404,300	1,425,400	1,453,800	1,503,700	1,503,700
Administered total	5,563,155	5,639,728	5,930,832	6,063,487	6,143,263
Departmental Expenses					
Departmental appropriation	142,290	165,481	136,743	132,502	132,114
S74 External Revenue ^(b)	2,182	1,983	2,038	2,045	2,079
Expenses not requiring appropriation in the Budget year ^(c)	5,866	5,537	6,608	5,332	5,309
Departmental total	150,338	173,001	145,389	139,879	139,502
Total expenses for Outcome 2	5,713,493	5,812,729	6,076,221	6,203,366	6,282,765
Movement of administered funds between years					
	2022-23 Estimated actual \$'000	2023-24 Budget \$'000	2024-25 Forward estimate \$'000	2025-26 Forward estimate \$'000	2026-27 Forward estimate \$'000
Outcome 2					
Program 2.4: Veterans' Community Care and Support - Veteran Wellbeing Grants	(16,000)	16,000	-	-	-
Total movement of administered funds	(16,000)	16,000	-	-	-
Average Staffing Level (number)	768	991			

(a) Administered expenses not requiring appropriation in the Budget year are made up of estimated movement in the liability provision for the Military Compensation Scheme.

(b) Estimated expenses incurred in relation to receipts retained under section 74 of the PGPA Act.

(c) Expenses not requiring appropriation in the Budget year are made up of depreciation expenses, amortisation expenses, and audit fees.

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

	2022-23 Estimated actual \$'000	2023-24 Budget \$'000	2024-25 Forward estimate \$'000	2025-26 Forward estimate \$'000	2026-27 Forward estimate \$'000
Special Appropriations:					
<i>Veterans' Entitlements Act 1986</i>					
GP consultations	105,396	106,469	107,091	107,767	110,007
Specialist consultations	108,294	109,067	109,401	110,541	112,795
Medical services	416,811	418,518	414,912	397,518	405,068
Dental	84,996	85,970	88,970	90,481	92,326
Total program expenses	715,497	720,024	720,374	706,307	720,196

Program 2.2: Veterans' Hospital Services

	2022-23 Estimated actual \$'000	2023-24 Budget \$'000	2024-25 Forward estimate \$'000	2025-26 Forward estimate \$'000	2026-27 Forward estimate \$'000
Special Appropriations:					
<i>Veterans' Entitlements Act 1986</i>					
Public hospitals	390,256	375,794	401,913	402,713	410,230
Private hospitals	559,114	585,006	678,194	691,062	703,969
Nursing homes	5,387	5,012	7,875	6,900	7,029
Total program expenses	954,757	965,812	1,087,982	1,100,675	1,121,228

Program 2.3: Veterans' Pharmaceuticals Benefits

	2022-23 Estimated actual \$'000	2023-24 Budget \$'000	2024-25 Forward estimate \$'000	2025-26 Forward estimate \$'000	2026-27 Forward estimate \$'000
Special Appropriations:					
<i>Veterans' Entitlements Act 1986</i>					
Pharmaceutical services	381,737	342,868	338,330	335,737	333,471
Total program expenses	381,737	342,868	338,330	335,737	333,471

Program 2.4: Veterans' Community Care and Support

	2022-23 Estimated actual \$'000	2023-24 Budget \$'000	2024-25 Forward estimate \$'000	2025-26 Forward estimate \$'000	2026-27 Forward estimate \$'000
Annual Administered Expenses:					
Ordinary annual services (Appropriation Bill No. 1)					
Grants-In-Aid	145	145	145	145	145
Veteran Employment Program	-	700	700	250	-
Veteran Wellbeing Grants	9,602	22,277	3,834	3,838	3,914
Veterans' and Families' Hubs	21,120	13,780	11,755	10,700	-
Psychiatry Training Program	1,579	1,642	-	-	-
Supporting Invictus Australia	2,598	2,654	2,895	-	-
Special Appropriations:					
<i>Veterans' Entitlements Act 1986</i>					
Residential care	602,757	529,324	597,851	642,411	681,209
Community nursing	166,675	176,995	181,465	184,870	188,860
Veterans' Home Care	126,874	139,674	142,547	142,993	128,689
In-home respite	9,649	10,845	11,225	11,352	11,534
Carer and volunteer support	1,401	1,445	1,477	1,580	1,613
<i>Public Governance, Performance and Accountability Act 2013</i>					
Section 77 Repayments	5	5	5	5	5
Total program expenses	942,405	899,486	953,899	998,144	1,015,969

Program 2.5: Veterans' Counselling and Other Health Services

	2022-23 Estimated actual \$'000	2023-24 Budget \$'000	2024-25 Forward estimate \$'000	2025-26 Forward estimate \$'000	2026-27 Forward estimate \$'000
Annual Administered Expenses:					
Ordinary annual services (Appropriation Bill No. 1)					
Counselling support & children's assistance	965	832	863	951	971
Kookaburra kids	3,700	4,530	5,874	-	-
Compensation and legal expenses	64	67	69	70	71
Veterans' Vocational Rehabilitation Scheme	365	398	410	413	423
Health & medical research	2,923	3,038	3,143	3,196	3,258
Wellbeing and Support Program (VEA component)	179	625	649	673	687
Special Appropriations:					
<i>Veterans' Entitlements Act 1986</i>					
Travel for treatment	142,815	197,271	204,159	207,623	211,914
Subsistence	7,448	8,114	8,315	8,367	8,577
Open Arms	115,643	126,222	130,640	132,103	134,835
Non-institutional care - services	263,613	292,675	319,267	324,084	330,779
Non-institutional care - products	46,880	50,974	52,244	52,561	53,875
Rehabilitation appliances	149,896	151,738	157,223	159,886	163,191
Psychiatric Assistance Dogs	2,744	3,237	3,709	4,162	4,381
Health treatment for British Commonwealth and Allied veterans	5,522	5,650	5,614	5,708	5,826
<i>Australian Participants in British Nuclear Tests and British Commonwealth Occupation Force (Treatment) Act 2006</i>					
Nuclear test health care payments	11,733	12,371	12,802	13,018	13,288
<i>Treatment Benefits Act (Special Access) 2019</i>					
Health Care for Southeast Asia Treaty Organisation personnel	4,421	4,421	4,421	4,421	4,421
Total program expenses	758,911	862,163	909,402	917,236	936,497

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

	2022-23 Estimated actual \$'000	2023-24 Budget \$'000	2024-25 Forward estimate \$'000	2025-26 Forward estimate \$'000	2026-27 Forward estimate \$'000
Annual Administered Expenses:					
Ordinary annual services (Appropriation Bill No. 1)					
Wellbeing and Support Program (DRCA component)	563	939	975	1,011	1,032
Wellbeing and Support Program (MRCA component)	2,256	1,564	1,625	1,685	1,720
Special Appropriations:					
<i>Safety, Rehabilitation and Compensation (Defence-related Claims) Act 1988</i>					
Medical services	29,596	31,668	32,798	33,357	34,051
Rehabilitation services	13,255	13,717	14,086	14,343	14,642
Other services	23,778	28,125	32,927	38,824	39,632
Psychiatric Assistance Dogs	348	396	451	504	532
<i>Military Rehabilitation and Compensation Act 2004</i>					
Medical services	236,470	239,240	247,788	252,027	257,269
Rehabilitation services	69,510	69,665	86,653	95,487	97,475
Other services	28,509	37,225	48,107	62,621	63,923
Psychiatric Assistance Dogs	1,263	1,436	1,635	1,829	1,926
Total program expenses	405,548	423,975	467,045	501,688	512,202

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

	2022-23 Estimated actual \$'000	2023-24 Budget \$'000	2024-25 Forward estimate \$'000	2025-26 Forward estimate \$'000	2026-27 Forward estimate \$'000
Administered Expenses:					
Expenses not requiring appropriation in the Budget year	1,404,300	1,425,400	1,453,800	1,503,700	1,503,700
Total program expenses	1,404,300	1,425,400	1,453,800	1,503,700	1,503,700

Table 2.2.3: Performance measures for Outcome 2

Table 2.2.3 details the performance measures for each program associated with Outcome 2. It also provides the related key activities as expressed in the current corporate plan where further detail is provided about the delivery of the activities related to the program, the context in which these activities are delivered and how the performance of these activities will be measured. Where relevant, details of the 2023-24 Budget measures that have created new programs or materially changed existing programs are provided.

Outcome 2 – Maintain and enhance the physical and mental wellbeing and quality of life of eligible persons and their dependants through health and other care services that promote early intervention, prevention and treatment, including advice and information about health service entitlements.		
Program 2.1 – General Medical Consultations and Services		
DVA has arrangements in place with medical and allied health practitioners in both the public and private sectors to deliver a comprehensive range of services throughout Australia, provided in hospitals, in providers' rooms and in the homes of veterans and families. To ensure that eligible veterans and dependants are able to access necessary services, DVA will either pay for travel to the nearest service provider or pay a provider to travel to other locations to provide services to eligible veterans and dependants.		
Key Activities	<ul style="list-style-type: none"> Work with a range of medical, dental, hearing and allied health providers throughout Australia to ensure veterans and families have access to a comprehensive range of health services. 	
Year	Performance measures	Expected Performance Results
Current year 2022-23	Quality of service: The proportion of clients accessing services against the total number of clients who have registered a complaint in relation to unmet access and/or quality	99%
Year	Performance measures	Planned Performance Results
Budget Year 2023-24	Quality of service: The proportion of clients accessing services against the total number of clients who have registered a complaint in relation to unmet access and/or quality	<1%*
Forward Estimates 2024-27	As per 2023-24	As per 2023-24

*The target has been reversed to more clearly measure the intent of the performance measure.

Program 2.2 - Veterans' Hospital Services This program provides access to inpatient and outpatient hospital services for eligible veterans through arrangements with private hospitals, day procedure centres and mental health hospitals, as well as all public hospitals operated by the state and territory governments.		
Key Activities	<ul style="list-style-type: none"> Make arrangements with public and private hospital service providers throughout Australia to ensure veterans and families have access to a comprehensive range of services. 	
Year	Performance measures	Expected Performance Results
Current year 2022-23	Quality of service: The proportion of clients accessing services against the total number of clients who have registered a complaint in relation to unmet access and/or quality	100%
Year	Performance measures	Planned Performance Results
Budget Year 2023-24	Quality of service: The proportion of clients accessing services against the total number of clients who have registered a complaint in relation to unmet access and/or quality	<1%*
Forward Estimates 2024-27	As per 2023-24	As per 2023-24

*The target has been reversed to more clearly measure the intent of the performance measure.

Program 2.3 - Veterans' Pharmaceutical Benefits The Repatriation Pharmaceutical Benefits Scheme provides clients with access to a comprehensive range of pharmaceuticals and wound dressings for the treatment of their health care needs, including items available to the broader Australian community under the Pharmaceutical Benefits Scheme.		
Key Activities	<ul style="list-style-type: none"> Provide eligible veterans with access to a broader range of medicines and wound care items at a concession rate. 	
Year	Performance measures	Expected Performance Results
Current year 2022-23	Quality of service: The proportion of clients accessing services against the total number of clients who have registered a complaint in relation to unmet access and/or quality	100%
Year	Performance measures	Planned Performance Results
Budget Year 2023-24	Quality of service: The proportion of clients accessing services against the total number of clients who have registered a complaint in relation to unmet access and/or quality	<1%*
Forward Estimates 2024-27	As per 2023-24	As per 2023-24

*The target has been reversed to more clearly measure the intent of the performance measure.

Program 2.4 - Veterans' Community Care and Support DVA manages community support and residential aged care programs for clients, including the Veterans' Home Care program and the Community Nursing program, which aim to support people to remain independent in their homes and improve their quality of life and health. This program also provides subsidies and supplements for DVA clients living in residential care facilities.		
Key Activities	<ul style="list-style-type: none"> Provide a range of care and support in the home to assist eligible veterans and families to remain independent for longer. 	
Year	Performance measures	Expected Performance Results
Current year 2022-23	Quality of service: The proportion of clients accessing services against the total number of clients who have registered a complaint in relation to unmet access and/or quality	99%
Year	Performance measures	Planned Performance Results
Budget Year 2023-24	Quality of service: The proportion of clients accessing services against the total number of clients who have registered a complaint in relation to unmet access and/or quality	<1%*
Forward Estimates 2024-27	As per 2023-24	As per 2023-24

*The target has been reversed to more clearly measure the intent of the performance measure.

Program 2.5 - Veterans' Counselling and Other Health Services This program provides a wide range of mental and allied health care services, including counselling and referral services for veterans and families. The program also supports eligible veterans and families with funding for aids and appliances, and travel for treatment.		
Key Activities	<ul style="list-style-type: none"> • Provide veterans and families with access to mental health care services, including primary prevention through counselling and complex care coordination. • Support veterans with travel for treatment and provide access to aids, appliances and modifications to support independent living. • Provide veterans with access to allied health services, including access to telehealth services. • Provide access to Open Arms including individual and family counselling, after-hours counselling, group program interventions, and peer support. 	
Year	Performance measures	Expected Performance Results
Current year 2022-23	Access to Services Quality of service: The proportion of clients accessing services against the total number of clients who have registered a complaint in relation to unmet access and/or quality Travel Timeliness: Target percentage of claims for reimbursement processed within 28 days Open Arms – Veterans & Families Counselling (Open Arms) Percentage of clients allocated to an (Open Arms) clinician within two weeks of initial intake Client satisfaction	99% 95% 90% 90%

Continued on next page

Year	Performance measures	Planned Performance Results
Budget Year 2023-24	<p>Access to Services Quality of service: The proportion of clients accessing services against the total number of clients who have registered a complaint in relation to unmet access and/or quality</p> <p>Travel Timeliness: Target percentage of claims for reimbursement processed within 28 days</p> <p>Open Arms – Veterans & Families Counselling (Open Arms) Percentage of clients allocated to an Open Arms clinician within two weeks of initial intake</p> <p>Client Satisfaction</p>	<p><1%*</p> <p>≥95%</p> <p>≥65%</p> <p>≥80%</p>
Forward Estimates 2024-27	As per 2023-24	As per 2023-24

*The target has been reversed to more clearly measure the intent of the performance measure.

Program 2.6 – Military Rehabilitation and Compensation Acts – Health and Other Care Services DVA arranges for the provision of rehabilitation, medical and other related services under the DRCA, the MRCA and related legislation. The services include payment for medical treatment, rehabilitation services, attendant care and household services.		
Key Activities	<ul style="list-style-type: none"> Provide veterans with access to medical management, psychosocial and vocational rehabilitation programs and support for employment. 	
Year	Performance measures	Expected Performance Results
Current year 2022-23	Timeliness: The percentage of rehabilitation assessments completed within 30 days of assessment referral Client satisfaction: An annual survey of client satisfaction with the rehabilitation program	75% 75%
Year	Performance measures	Planned Performance Results
Budget Year 2023-24	Timeliness: The percentage of rehabilitation assessments completed within 30 days of assessment referral Client satisfaction: An annual survey of client satisfaction with the rehabilitation program	≥75% ≥75%
Forward Estimates 2024-27	As per 2023-24	As per 2023-24

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

	2022-23 Estimated actual \$'000	2023-24 Budget \$'000	2024-25 Forward estimate \$'000	2025-26 Forward estimate \$'000	2026-27 Forward estimate \$'000
Program 3.1: War Graves					
Administered Expenses					
Ordinary annual services (Appropriation Bill No. 1)	28,265	26,819	26,769	26,934	27,608
Special Accounts	20	35	45	45	45
Expenses not requiring appropriation in the Budget year ^(b)	2,879	3,427	3,680	2,774	2,843
Total expenses for program 3.1	31,164	30,281	30,494	29,753	30,496
Program 3.2: Commemorative Activities					
Administered Expenses					
Ordinary annual services (Appropriation Bill No. 1)	26,139	31,500	19,842	20,210	20,384
Total expenses for program 3.2	26,139	31,500	19,842	20,210	20,384

Continued on next page

Table 2.3.1: Budgeted expenses for Outcome 3 (continued)

	2022-23 Estimated actual \$'000	2023-24 Budget \$'000	2024-25 Forward estimate \$'000	2025-26 Forward estimate \$'000	2026-27 Forward estimate \$'000
Outcome 3:					
Outcome 3 Totals by appropriation type					
Administered Expenses					
Ordinary annual services (Appropriation Bill No. 1)	54,404	58,319	46,611	47,144	47,992
Special accounts	20	35	45	45	45
Expenses not requiring appropriation in the Budget year ^(b)	2,879	3,427	3,680	2,774	2,843
Administered total	57,303	61,781	50,336	49,963	50,880
Departmental Expenses					
Departmental appropriation	21,528	17,289	15,245	15,441	15,702
S74 External Revenue ^(a)	330	300	308	309	315
Expenses not requiring appropriation in the Budget year ^(b)	887	838	1,000	807	803
Departmental total	22,745	18,427	16,553	16,557	16,820
Total expenses for Outcome 3	80,048	80,208	66,889	66,520	67,700
Movement of administered funds between years	2022-23 Estimated actual \$'000	2023-24 Budget \$'000	2024-25 Forward estimate \$'000	2025-26 Forward estimate \$'000	2026-27 Forward estimate \$'000
Outcome 3					
Program 3.1: War Graves - Marking WWI Graves	(99)	99	-	-	-
Program 3.2: Commemorative Activities - Supporting the Kokoda Track	(7,253)	7,253	-	-	-
Total movement of administered funds	(7,352)	7,352	-	-	-
Average Staffing Level (number)	2022-23 123	2023-24 132			

(a) Estimated expenses incurred in relation to receipts retained under section 74 of the PGPA Act.

(b) Expenses not requiring appropriation in the Budget year are made up of depreciation expenses, amortisation expenses, and audit fees.

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**

	2022-23 Estimated actual \$'000	2023-24 Budget \$'000	2024-25 Forward estimate \$'000	2025-26 Forward estimate \$'000	2026-27 Forward estimate \$'000
Annual Administered Expenses:					
Ordinary annual services (Appropriation Bill No. 1)					
War graves care & maintenance	27,024	25,471	25,388	25,545	26,184
War graves refurbishment, reconstruction & relocation	1,236	1,343	1,376	1,384	1,419
Compensation and legal expenses	5	5	5	5	5
Special Account Expenses:					
Services for Other Entities and Trust Moneys	20	35	45	45	45
Expenses not requiring appropriation in the Budget year	2,879	3,427	3,680	2,774	2,843
Total program expenses	31,164	30,281	30,494	29,753	30,496

Program 3.2: Commemorative Activities

	2022-23 Estimated actual \$'000	2023-24 Budget \$'000	2024-25 Forward estimate \$'000	2025-26 Forward estimate \$'000	2026-27 Forward estimate \$'000
Annual Administered Expenses:					
Ordinary annual services (Appropriation Bill No. 1)					
Veterans' commemorative activities	19,971	25,188	16,342	16,710	16,884
Saluting Their Service	3,500	3,500	3,500	3,500	3,500
<i>Australian Veterans' Recognition (Putting Veterans and Their Families First) Act 2019</i>	2,668	2,812	-	-	-
Total program expenses	26,139	31,500	19,842	20,210	20,384

Table 2.3.3: Performance measures for Outcome 3

Table 2.3.3 details the performance measures for each program associated with Outcome 3. It also provides the related key activities as expressed in the current corporate plan where further detail is provided about the delivery of the activities related to the program, the context in which these activities are delivered and how the performance of these activities will be measured. Where relevant, details of the 2023-24 Budget measures that have created new programs or materially changed existing programs are provided.

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.		
Program 3.1 - War Graves This program acknowledges and commemorates veterans' service and sacrifice, and promotes an increased understanding of Australia's wartime history. To meet the Australian Government's commitment, the Office of Australian War Graves cares for and maintains official commemorations and sites of collective official commemoration to the standards set by the Commonwealth War Graves Commission (CWGC).		
Key Activities	<ul style="list-style-type: none"> Provide and maintain war cemeteries, war plots, gardens of remembrance and memorials to the missing and other individual official commemorations for those eligible veterans who have died as a result of their service to Australia in wars, conflicts and peace operations. To operate and maintain memorial sites in Thailand, Malaysia and France. 	
Year	Performance measures	Expected Performance Results
Current year 2022-23	Quality of Service: New official commemorations are completed within published timeframes Quality of Service: Maintain public access to memorial sites in Thailand, Malaysia and France	95% Unscheduled closures <5 days
Year	Performance measures	Planned Performance Results
Budget Year 2023-24	Quality of Service: New official commemorations are completed within published timeframes Quality of Service: Maintain public access to memorial sites in Thailand, Malaysia and France	≥95% Unscheduled closures ≤5 days
Forward Estimates 2024-27	As per 2023-24	As per 2023-24

Program 3.2 - Commemorative Activities Commemorative activities are delivered to enable the community to better understand, acknowledge and commemorate the service and sacrifice of the men and women who have served Australia in wars, conflicts and peace operations.		
Key Activities	<ul style="list-style-type: none"> Deliver domestic and international commemorative events to enable the community to better understand, acknowledge and commemorate the service and sacrifice of those who have served Australia in wars, conflicts and peace operations. 	
Year	Performance measures	Expected Performance Results
Current year 2022-23	Commemorative event quality: Commemorative events are conducted to commemorate veterans' service in a dignified, solemn and respectful manner	Achieved*
Year	Performance measures	Planned Performance Results
Budget Year 2023-24	Commemorative event quality: Commemorative events are conducted to commemorate veterans' service in a dignified, solemn and respectful manner	The number of discrete complaints is less than 1% of the estimated audience for any one event
Forward Estimates 2024-27	As per 2023-24	As per 2023-24

*Precise audience data not available at time of publication.

Section 3: Budgeted financial statements

Section 3 presents budgeted financial statements which provide a comprehensive snapshot of entity finances for the 2023-24 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 that was implemented under net cost of services through Operation Sunlight.

3.1.2 Analysis of budgeted financial statements

The budgeted financial statements are shown at two levels and reflect the financial results of the two reporting entities: Department of Veterans' Affairs (DVA), and Defence Service Homes Insurance Scheme (DSHIS).

The budgeted DVA and DSHIS financial statements form the basis of the financial statements that will appear in the organisation's 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)

DVA is budgeting for a breakeven operating result before depreciation and amortisation expense in 2023-24. Total expenses for 2023-24 is estimated to be \$636.8 million, an increase of \$37.1 million from 2022-23 as a result of new government initiatives.

Departmental (DSHIS)

DSHIS is budgeting for a breakeven operating result before depreciation and amortisation expense in 2023-24. Revenue for 2023-24 is expected to be \$57.6 million, an increase of \$6 million from 2022-23, primarily driven by the sale of goods and services (net premium revenue).

Administered statements

The Department will administer \$11.6 billion of administered expense in the 2023-24 financial year, excluding movement in the Military Compensation Scheme Liability provisions.

3.2 Budgeted financial statements tables

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

	2022-23 Estimated actual \$'000	2023-24 Budget \$'000	2024-25 Forward estimate \$'000	2025-26 Forward estimate \$'000	2026-27 Forward estimate \$'000
EXPENSES					
Employee benefits	295,085	371,498	303,004	310,734	317,231
Suppliers	221,463	176,649	131,558	120,327	116,362
Depreciation and amortisation	42,243	41,198	44,648	40,160	40,075
Insurance claims	39,845	46,087	52,416	58,553	65,480
Other expenses	1,046	1,386	874	743	1,046
Total expenses	599,682	636,818	532,500	530,517	540,194
LESS:					
OWN-SOURCE INCOME					
Own-source revenue					
Net premium revenue	47,524	53,566	59,389	65,922	73,173
Rendering of services	7,954	7,230	7,430	7,456	7,580
Other revenue	3,898	3,898	4,580	5,036	5,368
Total own-source revenue	59,376	64,694	71,399	78,414	86,121
Gains					
Resources received free of charge	845	845	845	845	845
Total gains	845	845	845	845	845
Total own-source income	60,221	65,539	72,244	79,259	86,966
Net cost of/(contribution by) services	539,461	571,279	460,256	451,258	453,228
Revenue from Government	519,281	552,771	438,449	434,582	436,637
Surplus/(deficit) attributable to the Australian Government	(20,180)	(18,508)	(21,807)	(16,676)	(16,591)
Total comprehensive income attributable to the Australian Government	(20,180)	(18,508)	(21,807)	(16,676)	(16,591)

Continued on next page

Table 3.1a: Departmental comprehensive income statement (DVA) (showing net cost of services) (for the period ended 30 June) (continued)**Note: Impact of net cash appropriation arrangements**

	2022-23 \$'000	2023-24 \$'000	2024-25 \$'000	2025-26 \$'000	2026-27 \$'000
Total comprehensive income attributable to the Australian Government	(20,180)	(18,508)	(21,807)	(16,676)	(16,591)
Depreciation/amortisation expenses previously funded through revenue appropriation ^(a)	20,539	19,341	23,245	18,593	18,508
Depreciation/amortisation expenses for ROU ^(b)	21,704	21,857	21,404	21,567	21,567
Principal repayments on leased assets	(22,063)	(22,690)	(22,842)	(23,484)	(23,484)
Total comprehensive income/(loss) excluding depreciation/amortisation expenses previously funded through revenue appropriations, depreciation on ROU, principal repayments on leased assets	-	-	-	-	-

Prepared on Australian Accounting Standards basis.

(a) From 2010-11, the Government introduced net cash appropriation arrangements where Bill 1 revenue appropriations for the depreciation/amortisation expenses of non-corporate Commonwealth entities (and select corporate Commonwealth entities) were replaced with a separate capital budget (the Departmental Capital Budget, or DCB) provided through Bill 1 equity appropriations. For information regarding DCBs, please refer to Table 3.2.5 Departmental Capital Budget Statement.

(b) Applies leases under AASB 16 Leases.

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

	2022-23 Estimated actual \$'000	2023-24 Budget \$'000	2024-25 Forward estimate \$'000	2025-26 Forward estimate \$'000	2026-27 Forward estimate \$'000
ASSETS					
Financial assets					
Cash and cash equivalents	6,631	7,973	8,248	8,507	10,370
Trade and other receivables	74,447	75,899	76,625	79,496	79,496
Appropriation receivables	46,909	38,630	34,288	34,545	34,840
Investments	53,640	51,288	51,288	48,674	46,973
Total financial assets	181,627	173,790	170,449	171,222	171,679
Non-financial assets					
Land and buildings	134,695	115,544	100,738	88,742	77,534
Infrastructure, plant and equipment	193	140	111	87	82
Intangibles	63,292	62,171	52,583	47,092	41,017
Other non-financial assets	3,833	2,480	2,480	2,482	2,482
Total non-financial assets	202,013	180,335	155,912	138,403	121,115
Total assets	383,640	354,125	326,361	309,625	292,794
LIABILITIES					
Payables					
Suppliers	59,121	47,883	44,002	40,749	39,180
Other payables	42,166	43,385	46,814	50,066	50,304
Total payables	101,287	91,268	90,816	90,815	89,484
Interest bearing liabilities					
Leases	110,126	90,011	72,781	56,101	39,422
Total interest bearing liabilities	110,126	90,011	72,781	56,101	39,422
Provisions					
Employee provisions	72,702	75,656	73,869	76,144	77,932
Other provisions	64,004	62,879	61,777	60,279	60,279
Total provisions	136,706	138,535	135,646	136,423	138,211
Total liabilities	348,119	319,814	299,243	283,339	267,117
Net assets	35,521	34,311	27,118	26,286	25,677
EQUITY*					
Contributed equity	378,546	396,844	411,458	427,302	443,284
Asset revaluation reserve	17,409	17,409	17,409	17,409	17,409
Retained surplus (accumulated deficit)	(360,434)	(379,942)	(401,749)	(418,425)	(435,016)
Total equity	35,521	34,311	27,118	26,286	25,677

Prepared on Australian Accounting Standards basis.

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

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

	2022-23 Estimated actual \$'000	2023-24 Budget \$'000	2024-25 Forward estimate \$'000	2025-26 Forward estimate \$'000	2026-27 Forward estimate \$'000
OPERATING ACTIVITIES					
Cash received					
Appropriations	526,297	570,291	442,791	434,325	436,342
Sale of goods and rendering of services	54,621	59,632	67,607	72,165	80,753
Net GST received	12,503	8,512	4,472	3,843	3,796
Other	3,654	3,744	4,660	5,036	5,368
Total cash received	597,075	642,179	519,530	515,369	526,259
Cash used					
Employees	293,722	366,690	306,181	307,383	315,443
Suppliers	224,134	195,567	139,065	126,580	120,882
Interest payments on lease liability	1,046	1,036	874	743	1,046
Other	54,463	58,206	50,293	59,533	65,242
Total cash used	573,365	621,499	496,413	494,239	502,613
Net cash from/(used by) operating activities	23,710	20,680	23,117	21,130	23,646
INVESTING ACTIVITIES					
Cash received					
Proceeds from sales of non-financial assets	-	1,000	-	-	-
Investments realised	53,640	51,288	51,288	48,674	52,701
Total cash received	53,640	52,288	51,288	48,674	52,701
Cash used					
Purchase of property, plant and equipment, and intangibles	24,890	18,298	14,614	15,844	15,982
Purchase of investments	52,404	48,936	51,288	46,060	51,000
Total cash used	77,294	67,234	65,902	61,904	66,982
Net cash from/(used by) investing activities	(23,654)	(14,946)	(14,614)	(13,230)	(14,281)
FINANCING ACTIVITIES					
Cash received					
Contributed equity	17,329	18,298	14,614	15,844	15,982
Total cash received	17,329	18,298	14,614	15,844	15,982
Cash used					
Lease liability - principal payments	22,063	22,690	22,842	23,485	23,484
Total cash used	22,063	22,690	22,842	23,485	23,484
Net cash from/(used by) financing activities	(4,734)	(4,392)	(8,228)	(7,641)	(7,502)
Net increase/(decrease) in cash held	(4,678)	1,342	275	259	1,863
Cash and cash equivalents at the beginning of the reporting period	11,309	6,631	7,973	8,248	8,507
Cash and cash equivalents at the end of the reporting period	6,631	7,973	8,248	8,507	10,370

Prepared on Australian Accounting Standards basis.

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

	2022-23 Estimated actual \$'000	2023-24 Budget \$'000	2024-25 Forward estimate \$'000	2025-26 Forward estimate \$'000	2026-27 Forward estimate \$'000
EXPENSES					
Employee benefits	5,269	5,795	6,375	7,012	7,222
Suppliers	6,493	5,767	5,363	5,578	6,024
Insurance claims	39,845	46,087	52,416	58,553	65,480
Total expenses	51,607	57,649	64,154	71,143	78,726
LESS:					
OWN-SOURCE INCOME					
Own-source revenue					
Net premium revenue	47,524	53,566	59,389	65,922	73,173
Other revenue	3,898	3,898	4,580	5,036	5,368
Total own-source revenue	51,422	57,464	63,969	70,958	78,541
Gains					
Resources received free of charge	65	65	65	65	65
Total gains	65	65	65	65	65
Total own-source income	51,487	57,529	64,034	71,023	78,606
Net cost of/(contribution by) services	120	120	120	120	120
Revenue from Government	120	120	120	120	120
Surplus/(deficit) attributable to the Australian Government	-	-	-	-	-
Total comprehensive income/(loss) attributable to the Australian Government	-	-	-	-	-

Note: Reconciliation of comprehensive income attributable to the agency

	2022-23 \$'000	2023-24 \$'000	2024-25 \$'000	2025-26 \$'000	2026-27 \$'000
Total comprehensive income/(loss) attributable to the Australian Government	-	-	-	-	-
Plus non-appropriated expenses:					
Depreciation and amortisation expenses	-	-	-	-	-
Total comprehensive income attributable to the agency	-	-	-	-	-

Prepared on Australian Accounting Standards basis.

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

	2022-23 Estimated actual \$'000	2023-24 Budget \$'000	2024-25 Forward estimate \$'000	2025-26 Forward estimate \$'000	2026-27 Forward estimate \$'000
ASSETS					
Financial assets					
Cash and cash equivalents	4,631	4,725	4,819	4,916	6,617
Trade and other receivables	68,411	71,147	71,733	74,602	74,602
Investments	53,640	51,288	51,288	48,674	46,973
Total financial assets	126,682	127,160	127,840	128,192	128,192
Non-financial assets					
Other non-financial assets	30	30	30	30	30
Total non-financial assets	30	30	30	30	30
Total assets	126,712	127,190	127,870	128,222	128,222
LIABILITIES					
Payables					
Suppliers	8,328	8,495	8,665	8,838	8,838
Other payables	35,075	36,511	38,123	39,800	39,800
Total payables	43,403	45,006	46,788	48,638	48,638
Provisions					
Other provisions	60,164	59,039	57,937	56,439	56,439
Total provisions	60,164	59,039	57,937	56,439	56,439
Total liabilities	103,567	104,045	104,725	105,077	105,077
Net assets	23,145	23,145	23,145	23,145	23,145
EQUITY*					
Retained surplus	23,145	23,145	23,145	23,145	23,145
Total equity	23,145	23,145	23,145	23,145	23,145

Prepared on Australian Accounting Standards basis.

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

Table 3.3b: Budgeted departmental statement of cash flows (DSHS) (for the period ended 30 June)

	2022-23 Estimated actual \$'000	2023-24 Budget \$'000	2024-25 Forward estimate \$'000	2025-26 Forward estimate \$'000	2026-27 Forward estimate \$'000
OPERATING ACTIVITIES					
Cash received					
Appropriations	120	120	120	120	120
Sale of goods and rendering of services	46,423	52,248	60,397	64,711	73,173
Other	3,898	3,898	4,580	5,036	5,368
Total cash received	50,441	56,266	65,097	69,867	78,661
Cash used					
Employees	5,269	5,795	6,375	7,012	7,222
Suppliers	6,287	5,535	5,128	5,340	5,959
Other	44,030	47,194	53,500	60,032	65,480
Total cash used	55,586	58,524	65,003	72,384	78,661
Net cash from/(used by) operating activities	(5,145)	(2,258)	94	(2,517)	-
INVESTING ACTIVITIES					
Cash received					
Investments realised	53,640	51,288	51,288	48,674	52,701
Total cash received	53,640	51,288	51,288	48,674	52,701
Cash used					
Purchase of investments	52,404	48,936	51,288	46,060	51,000
Total cash used	52,404	48,936	51,288	46,060	51,000
Net cash from/(used by) investing activities	1,236	2,352	-	2,614	1,701
Net increase/(decrease) in cash held	(3,909)	94	94	97	1,701
Cash and cash equivalents at the beginning of the reporting period	8,540	4,631	4,725	4,819	4,916
Cash and cash equivalents at the end of the reporting period	4,631	4,725	4,819	4,916	6,617

Prepared on Australian Accounting Standards basis.

Table 3.4: Departmental statement of changes in equity — summary of movement (Budget year 2023-24)

	Retained earnings	Asset revaluation reserve	Contributed equity/capital	Total equity
	\$'000	\$'000	\$'000	\$'000
Opening balance as at 1 July 2023	(360,434)	17,409	378,546	35,521
Comprehensive income				
Comprehensive income attributable to the Australian Government	(18,508)	-	-	(18,508)
Total comprehensive income attributable to the Australian Government	(18,508)	-	-	(18,508)
Transactions with owners				
Contribution by owners				
Appropriation (equity injection)	-	-	4,548	4,548
Departmental Capital Budget (DCB)	-	-	13,750	13,750
Other	(1,000)	-	-	(1,000)
Sub-total transactions with owners	(1,000)	-	18,298	17,298
Estimated closing balance as at 30 June 2024	(379,942)	17,409	396,844	34,311

Prepared on Australian Accounting Standards basis.

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

	2022-23 Estimated actual \$'000	2023-24 Budget \$'000	2024-25 Forward estimate \$'000	2025-26 Forward estimate \$'000	2026-27 Forward estimate \$'000
NEW CAPITAL APPROPRIATIONS					
Capital budget - Bill 1 (Departmental Capital Budget)	13,825	13,750	13,956	15,651	15,789
Equity injections - Bill 2	3,504	4,548	658	193	193
Total new capital appropriations	17,329	18,298	14,614	15,844	15,982
<i>Provided for:</i>					
Purchase of non-financial assets	17,329	18,298	14,614	15,844	15,982
Total items	17,329	18,298	14,614	15,844	15,982
PURCHASE OF NON-FINANCIAL ASSETS					
Funded by capital appropriations - Equity Injections ^(a)	3,504	4,548	658	193	193
Funded by capital appropriations - Departmental Capital Budget ^(b)	13,825	13,750	13,956	15,651	15,789
TOTAL	17,329	18,298	14,614	15,844	15,982
RECONCILIATION OF CASH USED TO ACQUIRE ASSETS TO ASSET MOVEMENT TABLE					
Total purchases	24,890	18,298	14,614	15,844	15,982
Total cash used to acquire assets	24,890	18,298	14,614	15,844	15,982

Prepared on Australian Accounting Standards basis.

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

(b) Includes purchases from current and previous years' Departmental capital budgets (DCBs).

Table 3.6: Statement of asset movements (Budget year 2023-24)

	Buildings	Other infrastructure, plant and equipment	Intangibles	Assets held for sale	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
As at 1 July 2023					
Gross book value	43,512	909	225,961	1,350	271,732
Gross book value - ROU assets	191,084	174	-	-	191,258
Accumulated depreciation/ amortisation and impairment	(15,532)	(716)	(162,669)	-	(178,917)
Accumulated depreciation/ amortisation and impairment - ROU assets	(84,369)	(174)	-	-	(84,543)
Opening net book balance	134,695	193	63,292	1,350	199,530
Capital asset additions					
Estimated expenditure on new or replacement assets					
By purchase or internally developed:					
Appropriation equity ^(a)	-	-	4,548	-	4,548
Appropriation ordinary annual services ^(b)	7,088	21	6,641	-	13,750
By purchase - ROU assets	2,575	-	-	-	2,575
Total additions	9,663	21	11,189	-	20,873
Other movements					
Depreciation/amortisation expense	(6,957)	(74)	(12,310)	-	(19,341)
Depreciation/amortisation on ROU assets	(21,857)	-	-	-	(21,857)
Disposals ^(c)	-	-	-	(1,350)	(1,350)
Total other movements	(28,814)	(74)	(12,310)	(1,350)	(42,548)
As at 30 June 2024					
Gross book value	50,600	930	237,150	-	288,680
Gross book value - ROU assets	193,659	174	-	-	193,833
Accumulated depreciation/ amortisation and impairment	(22,489)	(790)	(174,979)	-	(198,258)
Accumulated depreciation/ amortisation and impairment - ROU assets	(106,226)	(174)	-	-	(106,400)
Closing net book balance	115,544	140	62,171	-	177,855

Prepared on Australian Accounting Standards basis.

(a) 'Appropriation equity' refers to equity injections appropriations provided through Appropriation Bill (No. 2) 2023-24, including CDABs.

(b) 'Appropriation ordinary annual services' refers to funding provided through Appropriation Bill (No. 1) 2023-24 for depreciation/amortisation expenses, 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)

	2022-23 Estimated actual \$'000	2023-24 Budget \$'000	2024-25 Forward estimate \$'000	2025-26 Forward estimate \$'000	2026-27 Forward estimate \$'000
EXPENSES					
Employee benefits	22,714	48,279	12,731	12,743	12,801
Personal benefits	6,659,084	7,226,465	7,234,820	7,204,193	7,177,024
Health care payments	4,160,537	4,219,767	4,514,535	4,604,802	4,696,404
Grants	51,921	53,978	33,311	23,050	12,604
Depreciation and amortisation	2,879	3,427	3,680	2,774	2,843
Payments to corporate entities	42,828	42,140	42,649	42,787	41,913
Other Expenses	55,589	58,574	47,330	48,021	49,088
Movement of personal benefits provision	560,500	552,800	621,000	694,100	694,100
Movement of health care payments provision	1,404,300	1,425,400	1,453,800	1,503,700	1,503,700
Total expenses administered on behalf of government	12,960,352	13,630,830	13,963,856	14,136,170	14,190,477
LESS:					
OWN-SOURCE INCOME					
Own-source revenue					
Other Revenue	18,443	18,443	18,443	18,443	18,443
Total own-source revenue administered on behalf of government	18,443	18,443	18,443	18,443	18,443
Net cost of/(contribution by) services	12,941,909	13,612,387	13,945,413	14,117,727	14,172,034
OTHER COMPREHENSIVE INCOME					
Total comprehensive income/(loss)	(12,941,909)	(13,612,387)	(13,945,413)	(14,117,727)	(14,172,034)

Prepared on Australian Accounting Standards basis.

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

	2022-23 Estimated actual \$'000	2023-24 Budget \$'000	2024-25 Forward estimate \$'000	2025-26 Forward estimate \$'000	2026-27 Forward estimate \$'000
ASSETS					
Financial assets					
Cash and cash equivalents	106,854	106,854	106,854	106,854	106,854
Other receivables	97,249	97,324	97,324	97,324	97,324
Investments	1,815,258	1,822,903	1,920,390	1,998,152	2,009,639
Total financial assets	2,019,361	2,027,081	2,124,568	2,202,330	2,213,817
Non-financial assets					
Land and Buildings	54,786	53,924	53,068	52,211	51,354
Property, Plant and Equipment	3,210	5,832	5,640	4,888	3,646
Intangibles	7,221	6,647	6,073	5,499	4,925
Total non-financial assets	68,553	72,131	70,779	68,598	65,925
Total assets administered on behalf of Government	2,087,914	2,099,212	2,195,347	2,270,928	2,279,742
LIABILITIES					
Payables					
Personal benefits	46,188	59,351	69,812	81,158	92,141
Grants	10	12	13	14	14
Health and other payables	64,190	64,209	64,209	64,209	64,209
Total payables	110,388	123,572	134,034	145,381	156,364
Provisions					
Employee provisions	3,375	3,218	3,218	3,218	3,218
Personal benefits provisions	23,081,298	23,634,098	24,255,098	24,949,198	25,643,298
Health and other provisions	21,195,473	22,628,266	24,083,725	25,586,107	27,088,385
Total provisions and payables	44,280,146	46,265,582	48,342,041	50,538,523	52,734,901
Total liabilities administered on behalf of Government	44,390,534	46,389,154	48,476,075	50,683,904	52,891,265
Net assets/(liabilities)	(42,302,620)	(44,289,942)	(46,280,728)	(48,412,976)	(50,611,523)

Prepared on Australian Accounting Standards basis.

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

	2022-23 Estimated actual \$'000	2023-24 Budget \$'000	2024-25 Forward estimate \$'000	2025-26 Forward estimate \$'000	2026-27 Forward estimate \$'000
OPERATING ACTIVITIES					
Cash received					
GST received	48,000	48,000	48,000	48,000	48,000
Other	18,403	18,368	18,443	18,443	18,443
Total cash received	66,403	66,368	66,443	66,443	66,443
Cash used					
Personal benefits	6,652,573	7,213,302	7,224,359	7,192,847	7,166,041
Health payments	4,208,537	4,267,767	4,562,535	4,652,802	4,744,404
Grant payments	51,911	53,976	33,310	23,049	12,604
Payments to employees	22,849	48,436	12,731	12,743	12,801
Payments to corporate entities	42,828	42,140	42,649	42,787	41,913
Other	48,745	51,162	45,671	49,339	50,510
Total cash used	11,027,443	11,676,783	11,921,255	11,973,567	12,028,273
Net cash from/(used by) operating activities	(10,961,040)	(11,610,415)	(11,854,812)	(11,907,124)	(11,961,830)
INVESTING ACTIVITIES					
Cash used					
Purchase of non-financial assets	2,420	7,005	2,328	593	170
Payments to corporate entities	131,563	7,645	97,487	77,762	11,487
Total cash used	133,983	14,650	99,815	78,355	11,657
Net cash from/(used by) investing activities	(133,983)	(14,650)	(99,815)	(78,355)	(11,657)
FINANCING ACTIVITIES					
Cash received					
Capital injections	2,420	7,005	2,328	593	170
Total cash received	2,420	7,005	2,328	593	170
Net cash from/(used by) financing activities	2,420	7,005	2,328	593	170
Net increase/(decrease) in cash held	(11,092,603)	(11,618,060)	(11,952,299)	(11,984,886)	(11,973,317)
Cash and cash equivalents at beginning of reporting period	106,854	106,854	106,854	106,854	106,854
Cash from Official Public Account	11,111,046	11,636,503	11,970,742	12,003,329	11,991,760
Cash to Official Public Account	(18,443)	(18,443)	(18,443)	(18,443)	(18,443)
Cash and cash equivalents at end of reporting period	106,854	106,854	106,854	106,854	106,854

Prepared on Australian Accounting Standards basis.

Table 3.10: Administered capital budget statement (for the period ended 30 June)

	Estimated actual 2022-23 \$'000	Budget 2023-24 \$'000	Forward estimate 2024-25 \$'000	Forward estimate 2025-26 \$'000	Forward estimate 2026-27 \$'000
NEW CAPITAL APPROPRIATIONS					
Administered Assets and Liabilities - Bill 2	2,420	7,005	2,328	593	170
Total new capital appropriations	2,420	7,005	2,328	593	170
Provided for:					
Purchase of non-financial assets	2,420	7,005	2,328	593	170
Total items	2,420	7,005	2,328	593	170
PURCHASE OF NON-FINANCIAL ASSETS					
Funded by capital appropriations ^(a)	2,420	7,005	2,328	593	170
TOTAL	2,420	7,005	2,328	593	170

Prepared on Australian Accounting Standards basis.

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

Table 3.11: Statement of administered asset movements (Budget year 2023-24)

	Buildings	Other property, plant and equipment	Computer software and intangibles	Total
	\$'000	\$'000	\$'000	\$'000
As at 1 July 2023				
Gross book value	56,702	5,994	16,207	78,903
Accumulated depreciation/ amortisation and impairment	(1,916)	(2,784)	(5,650)	(10,350)
Opening net book balance	54,786	3,210	10,557	68,553
CAPITAL ASSET ADDITIONS				
Estimated expenditure on new or replacement assets				
By purchase or internally developed:				
Appropriation equity ^(a)	-	4,613	2,392	7,005
Total additions	-	4,613	2,392	7,005
Other movements				
Depreciation/amortisation expense	(857)	(1,996)	(574)	(3,427)
Total other movements	(857)	(1,996)	(574)	(3,427)
As at 30 June 2024				
Gross book value	56,702	10,607	18,599	85,908
Accumulated depreciation/ amortisation and impairment	(2,773)	(4,780)	(6,224)	(13,777)
Closing net book balance	53,929	5,827	12,375	72,131

Prepared on Australian Accounting Standards basis.

(a) 'Appropriation equity' refers to Administered Assets and Liabilities provided through Appropriation Bill (No. 2) 2023-24, includes CDABs.

Australian War Memorial

**Entity resources and planned
performance**

Australian War Memorial

Section 1: Entity overview and resources81

1.1	Strategic direction statement	81
1.2	Entity resource statement	82
1.3	Budget measures.....	84

Section 2: Outcomes and planned performance.....85

2.1	Budgeted expenses and performance for Outcome 1.....	86
-----	--	----

Section 3: Budgeted financial statements95

3.1	Budgeted financial statements.....	95
-----	------------------------------------	----

Australian War Memorial

Section 1: Entity overview and resources

1.1 Strategic direction statement

Guided by the *Australian War Memorial Act, 1980*, the Memorial's mission is leading remembrance and understanding of Australia's wartime experience. As a shrine, archive and museum, the Memorial is committed to leading historical research, museum practices and community engagement. These three equal priorities enable us to remain relevant in a changing world and to tell the stories of conflict; the personal, the causes and consequences. Through the Memorial and its National Collection, Australia's wartime experience is better understood, leading to meaningful commemoration.

The Memorial is a cultural institution of national importance, evident through the pre-eminent collection of Australian wartime artefacts, related material and thought-provoking exhibitions. The Memorial's Development Project - *Our Continuing Story* - will address the Memorial's pressing need for greater exhibition, archive, storage and commemorative capacity. It will provide the necessary and appropriate gallery space and 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, Iraq and on numerous peacekeeping and humanitarian operations.

Development Project early works are now complete and major works have commenced. The Memorial has committed to remaining open to the public during construction, delivering a safe, positive experience for visitors and school students during the Development Project. The Memorial has commenced the Transition Project; a planning program to prepare for operations as part of the progressive completion of the Development Project.

The Memorial will continue to deliver key programs and activities, some in adapted format during the Development, but all of which deliver the world class experience expected by our visitors:

- The provision of dignified ceremonies, for Anzac Day, Remembrance Day, and other commemorations including the daily Last Post Ceremony.
- The development and preservation of the National Collection in line with the Collection Development Plan and Gallery Master Plan.
- The Official Histories of Australian Operations in Iraq and Afghanistan, and Australian Peacekeeping Operations in East Timor, led by the Official Historian appointed by the Prime Minister.
- Completion of digitisation of the Second World War Army Unit Diaries and remaining vulnerable magnetic tape collection as part of the major Digitisation Program.
- Leveraging website, online and social media presence to provide enhanced user experiences and interactive content to provide alternative means of engaging visitors.

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 the 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.

Changes to indexation framework for various programs

The indexation framework for programs indexed by Wage Cost Indices, including for government supported services, has been updated to better align with wages and prices movements.

Increased funding has been provided to the following programs:

- Australian War Memorial

Table 1.1: Australian War Memorial resource statement — Budget estimates for 2023-24 as at Budget May 2023

	2022-23 <i>Estimated actual</i> \$'000	2023-24 Estimate \$'000
Opening balance/cash reserves at 1 July	195,917	203,145
Funds from Government		
Annual appropriations - ordinary annual services ^(a)		
Outcome 1	42,828	42,140
Annual appropriations - other services ^(b)		
Equity Injection	131,563	7,645
Total annual appropriations	174,391	49,785
Total funds from Government	174,391	49,785
Funds from other sources		
Interest	2,400	4,700
Royalties	11	8
Sale of goods and services	2,411	2,781
Other	2,755	1,415
Total funds from other sources	7,577	8,904
Total net resourcing for AWM	377,885	261,834
<hr/>		
	2022-23	2023-24
Average staffing level	299	292

All figures shown above are GST exclusive.

(a) Appropriation Bill (No. 1) 2023-24.

(b) Appropriation Bill (No. 2) 2023-24.

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

There are no Budget measures in Part 1 relating to the Australian War Memorial, as part of the 2023-24 May Budget.

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 Commonwealth performance framework established by the *Public Governance, Performance and Accountability Act 2013*. It is anticipated that the performance measure 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 a complete picture of an entity's planned and actual performance.

The most recent annual performance statement and corporate plan for the Australian War Memorial can be found at:

<https://www.awm.gov.au/about/organisation/corporate>

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

	2022-23 Estimated actual \$'000	2023-24 Budget \$'000	2024-25 Forward estimate \$'000	2025-26 Forward estimate \$'000	2026-27 Forward estimate \$'000
Program 1.1: Australian War Memorial					
Revenue from Government					
Ordinary annual services (Appropriation Bill No. 1)	42,828	42,140	42,649	42,787	41,913
Expenses not requiring appropriation in the Budget year	8,331	7,430	14,027	14,572	14,500
Revenues from other independent sources	8,077	9,422	6,561	8,057	9,206
Total expenses for Program 1.1	59,236	58,992	63,237	65,416	65,619
Total expenses for Outcome 1	59,236	58,992	63,237	65,416	65,619
	2022-23	2023-24			
Average Staffing Level (number)	299	292			

Table 2.1.2: Program Key Activities Expenses

Program 1.1: Australian War Memorial					
	2022-23	2023-24	2024-25	2025-26	2026-27
	Estimated	Budget	Forward	Forward	Forward
	actual		estimate	estimate	estimate
	\$'000	\$'000	\$'000	\$'000	\$'000
<i>1. Maintenance and development of the National Memorial and the National Collection of historical material.</i>					
Annual departmental expenses:					
Departmental item	35,820	36,709	39,692	44,056	43,601
Total component 1 expenses	35,820	36,709	39,692	44,056	43,601
<i>2. The delivery of commemorative ceremonies, exhibitions, and interpretive services.</i>					
Annual departmental expenses:					
Departmental item	16,045	15,737	14,400	14,412	13,242
Total component 2 expenses	16,045	15,737	14,400	14,412	13,242
<i>3. The creation and dissemination of research and information.</i>					
Annual departmental expenses:					
Departmental item	7,371	6,546	9,145	6,948	8,776
Total component 3 expenses	7,371	6,546	9,145	6,948	8,776
Total program expenses	59,236	58,992	63,237	65,416	65,619

Table 2.1.3: Performance criteria for Outcome 1

Table 2.1.3 details the performance measures for each program associated with Outcome 1. It also provides the related key activities as expressed in the current corporate plan where further detail is provided about the delivery of the activities related to the program, the context in which these activities are delivered and how the performance of these activities will be measured. Where relevant, details of the 2023-24 Budget measures that have created new programs or materially changed existing programs are provided.

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.		
Program 1 – To maintain and develop the National Memorial and a National Collection of historical material and through commemorative ceremonies, exhibitions, research, interpretation and dissemination.		
Key Activities	1. Maintenance and development of the National Memorial and the National Collection of historical material.	
Year	Performance measures	Expected Performance Results
Current year 2022-23	<p>1.1.1 Staged implementation of the Development Project, including continuation of Main Building lower level refurbishments; and continuation of new Anzac Hall and CEW Bean works; and completion of Southern Entrance external works.</p> <p>1.1.2 Develop, resource and implement revised programs to manage and maximise new facilities delivered through the Development Project.</p> <p>1.1.3 Continued development and maintenance of the National Collection, including items to meet identified priorities such as peacekeeping and peacetime operations in line with the Collection Development Plan, Collection Management Framework and Gallery Master Plan.</p>	<p>1.1.1 Development Project activities delivered in line with approved program and budget, and reported to Government by annual project update. Three Principal Contractors engaged and three Main Works Packages commenced.</p> <p>1.1.2 Priorities, programs and requirements clearly understood, scoped and aligned with Development timelines through ongoing work of the Transition Project.</p> <p>1.1.3 National Collection growth has been in accordance with identified priorities and collection gaps documented in the Collection Development Plan (Middle East operations and Peacekeeping).</p>

Continued on next page

Year	Performance measures	Planned Performance Results
Budget Year 2023-2024	<p>1.2.1 Staged implementation of the Development Project.</p> <p>1.2.2 Revise, resource and implement programs to manage and maximise new facilities delivered through the Development Project.</p> <p>1.2.3 Continued development and maintenance of the National Collection, including items to meet identified priorities such as peacekeeping and peacetime operations in line with the Collection Development Plan, Collection Management Framework and Gallery Master Plan.</p> <p>1.2.4 Continue the digitisation of the National Collection for preservation and access with a focus on the modern conflicts collections being used for gallery development, Second World War Unit diaries and magnetic tape.</p>	<p>1.2.1 Development Project activities delivered in line with approved program budget and schedule and reported to Government by Annual Project update.</p> <p>1.2.2 Additional requirements clearly understood, scoped, resourced and aligned with the Development Project.</p> <p>1.2.3 Items appropriate for the National Collection are identified, acquired and conserved in accordance with the Collection Development Plan, Hazard Management Plan and Preservation Plan as demonstrated by collection safely acquired and managed.</p> <p>1.2.4 Prioritised content is digitised according to the project schedule.</p>
Forward Estimates 2024-2027	<p>1.3.1 Staged implementation of the Development Project, including completion of some work packages.</p> <p>1.3.2 Revise, resource and implement programs to manage and maximise new facilities delivered through the Development Project.</p> <p>1.3.3 Continued development and maintenance of the National Collection, including items to meet identified priorities such as peacekeeping and peacetime operations in line with the Collection Development Plan, Collection Management Framework and Gallery Master Plan.</p> <p>1.3.4 Continue the digitisation of the National Collection for preservation and access</p>	<p>1.3.1 Development Project activities delivered in line with approved program budget and schedule and reported to Government by Annual Project update.</p> <p>1.3.2 Additional requirements clearly understood, scoped, resourced and aligned with the Development Project delivery.</p> <p>1.3.3 Items appropriate for the National Collection are identified, acquired and conserved in accordance with the Collection Development Plan, Hazard Management Plan and Preservation Plan as demonstrated by collection safely acquired and managed.</p> <p>1.3.4 Prioritised content is digitised according to the project schedule.</p>

Key Activities	2. The delivery of commemorative ceremonies, exhibitions, and interpretive services.	
Year	Performance measures	Expected Performance Results
Current year 2022-2023	<p>2.1.1 Deliver major and minor commemorative ceremonies and events as scheduled including daily Last Post ceremonies.</p> <p>2.1.2 Development of exhibition content for new galleries and public spaces as part of the Development Project, in accordance with Gallery Master Plan.</p> <p>2.1.3 Delivery of temporary and touring exhibitions to further tell stories of Australian experience of war that are additional to, and expand upon, the permanent exhibitions.</p> <p>2.1.4 Deliver a series of quality, engaging tours and events including curriculum-related school education programs for on-site and online groups.</p> <p>2.1.5 Provide a visitor experience that is welcoming and professional, including well-trained staff and accessible public facilities, noting potential for temporary arrangements due to the Development Project.</p>	<p>2.1.1 Major and minor commemorations programmed and delivered.</p> <p>2.1.2 Gallery Master Plan was delivered as part of the Development Project in accordance with the approved program and budget as reported to Government in the Annual Project update. Gallery designs progressed in line with the Masterplan and gallery vision published in 2021.</p> <p>2.1.3 To date, five temporary displays delivered. Delivered three touring exhibitions a total of ten interstate venues.</p> <p>2.1.4 To February 2023: Education programs were delivered to 56,201 visitors. 33% of visitors who responded to our General Visitor Survey toured with a voluntary guide.</p> <p>2.1.5 To February 2023, General Visitor Survey results indicate: Total satisfaction with visit is 92%, with 68% very satisfied. 90% of visitors found the standard of service was the same or better compared to their last visit.</p>

Continued on next page

Year	Performance measures	Planned Performance Results
Budget Year 2023-24	<p>2.2.1 Deliver major and minor commemorative ceremonies and events as scheduled including daily Last Post ceremonies.</p> <p>2.2.2 Development of exhibition content for new galleries and public spaces as part of the Development Project, in accordance with Gallery Master Plan.</p> <p>2.2.3 Delivery of temporary and touring exhibitions to further tell stories of Australian experience of war that are additional to the permanent exhibitions.</p> <p>2.2.4 Deliver a series of quality, engaging tours and events including curriculum-related school education programs for on-site and online groups.</p> <p>2.2.5 Provide a visitor experience that is welcoming and professional, including well-trained staff and accessible public facilities, noting potential for temporary arrangements due to the Development Project.</p> <p>2.2.6 Review, resource and implement future facing exhibition and public programs to support new facilities delivered through the Development Project.</p>	<p>2.2.1 Major and minor commemorations programmed and delivered</p> <p>2.2.2 Gallery designs are delivered in line with Gallery masterplan, program and budget as reported to Government in the Annual Project update. Specifically: Completion of Upper Anzac Hall gallery documentation of designs and fabrication commences. Completion of the developed designs for Lower Anzac Hall galleries and Glazed Link.</p> <p>2.2.3 Temporary displays delivered when possible during the Development Project. Three touring exhibitions displayed nationally.</p> <p>2.2.4 A range of public programs available to visitors and students.</p> <p>2.2.5 Feedback and satisfaction levels remain positive during the period of the Development Project.</p> <p>2.2.6 Exhibitions and public program requirements clearly understood, scoped, aligned with Development progress and resourced.</p>

Continued on next page

Year	Performance measures	Planned Performance Results
Forward Estimates 2024-27	<p>2.3.1 As per 2023-2024 for commemorative ceremonies.</p> <p>2.3.2 Delivery of new exhibitions for galleries and public spaces as part of the Development Project in accordance with the Gallery Master Plan.</p> <p>2.3.3 Delivery of temporary and touring exhibitions to further tell stories of Australian experience of war that are additional to, and expand upon, the permanent exhibitions, subject to the future operating model.</p> <p>2.3.4 Deliver a series of quality, engaging tours and events including curriculum-related school education programs for on-site and online groups.</p> <p>2.3.5 Revise, resource and implement programs to manage and maximise new facilities delivered through the Development Project.</p>	<p>2.3.1 As per 2023-2024 for commemorative ceremonies.</p> <p>2.3.2 Gallery Development is delivered in line with the masterplan, approved program and budget. Specifically, the opening of Anzac Hall and Glazed Link in line with construction program (Q4 2025).</p> <p>2.3.3 Temporary displays delivered where and when possible during the Development Project. Touring exhibition program delivered to a minimum of four interstate venues, subject to the future operating model.</p> <p>2.3.4 Tours and events to be delivered with consideration to gallery space limits associated with the Development Project.</p> <p>2.3.5 Additional requirements clearly understood, scoped, resourced and aligned with the Development Project.</p>

Key Activities	3. The creation and dissemination of research and information.	
Year	Performance measures	Expected Performance Results
Current Year 2022-2023	<p>3.1.1 Support for research about Australian military history including encouragement, fostering and contribution to research to further promote the understanding of Australian military history</p> <p>3.1.2 Plan and resource new and revised visitor services to support the new facilities delivered through the Development Project.</p> <p>3.1.3 Finalise the Official Histories of East Timor, Iraq and Afghanistan project.</p> <p>3.1.4 Facilitate online engagement, involvement and outreach through delivery of the Digital Engagement Strategy.</p>	<p>3.1.1 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. Alternative arrangements continue for access to the Research Centre Information Service due to the Development Project. Access reflects steady demand.</p> <p>3.1.2 Priorities, services and requirements clearly understood, scoped and aligned with Development timelines through ongoing work of the Transition Project.</p> <p>3.1.3 Volume 1 East Timor of the Official Histories of East Timor, Iraq and Afghanistan has been published. Volume 2 East Timor has achieved authoring completion. The project has been extended to end 2023.</p> <p>3.1.4 Delivery of Digital Engagement Strategy resulting in: > 400,000 social media engagements > 9,000,000 website page views.</p>
Year	Performance measures	Planned Performance Results
Budget Year 2023-2024	<p>3.2.1 Support for research about Australian military history including encouragement, fostering and contribution to research to further promote the understanding of Australian military history.</p> <p>3.2.2 Review, resource and implement future facing visitor services to support new facilities delivered through the Development Project.</p>	<p>3.2.1 Continued strong demand for Memorial historical advice and uptake of Memorial research facilities as evidenced by statistical analysis relating to Research Centre, online records access and successful publication of original research.</p> <p>3.2.2 Priorities and requirements clearly understood, scoped and aligned with the Development Project through the ongoing work of the Transition Project.</p>

Continued on next page

	<p>3.2.3 Finalise the Official Histories of East Timor, Iraq and Afghanistan project.</p> <p>3.2.4 Facilitate online engagement, involvement and outreach through delivery of the Digital Engagement Strategy.</p>	<p>3.2.3 Official Histories achieved authoring completion.</p> <p>3.2.4 Strong website visitation including collection searches and social media engagement through provision of quality digital content.</p>
Forward Estimates 2024-2027	<p>3.3.1 As per 2023-24 for research about military history.</p> <p>3.3.2 Finalise Official Histories, East Timor, Iraq and Afghanistan.</p> <p>3.3.3 Revise, resource and implement visitor services to manage and maximise new facilities delivered through the Development Project.</p> <p>3.3.4 Facilitate online engagement, involvement and outreach through delivery of the Digital Engagement Strategy.</p>	<p>3.3.1 As per 2023-24 for research about military history.</p> <p>3.3.2 Official Histories volumes cleared by Government for final publication.</p> <p>3.3.3 Additional requirements clearly understood, scoped, resourced and aligned with the Development Project.</p> <p>3.3.4 Strong website visitation including collection searches and social media engagement through provision of quality digital content.</p>

Section 3: Budgeted financial statements

Section 3 presents budgeted financial statements which provide a comprehensive snapshot of entity finances for the 2023-24 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 loss in the Budget year of \$7.4 million with increasing losses reflected in the forward year estimates.

The losses reflect reduced non-government revenue over the forward estimates due to the disruption of major construction on site, along with a timing mis-match of appropriation received against delayed expenditure on certain activities, with this expenditure funded from cash reserves. The results are further impacted by the shortfall between Bill 1 Appropriation and increasing depreciation on an expanded asset base, as well as unfunded depreciation expenditure for the Development from 2024-25.

The timeframe for delivery of the project remains unchanged.

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 \$1.8 billion in 2023-24 is unchanged from 2022-23.

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 2023-24, are projected to be \$8.8 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

	2022-23 Estimated actual \$'000	2023-24 Budget \$'000	2024-25 Forward estimate \$'000	2025-26 Forward estimate \$'000	2026-27 Forward estimate \$'000
EXPENSES					
Employee benefits	26,554	26,670	27,356	28,170	28,947
Suppliers	17,690	17,366	18,872	17,588	17,501
Depreciation and amortisation	14,992	14,956	17,009	19,658	19,171
Total expenses	59,236	58,992	63,237	65,416	65,619
LESS:					
OWN-SOURCE INCOME					
Own-source revenue					
Sale of goods and rendering of services	2,217	2,580	2,580	3,905	4,933
Interest	2,400	4,700	1,800	1,500	1,350
Rental Income	194	201	228	234	239
Royalties	11	8	8	9	9
Other	2,755	1,415	1,415	1,865	2,118
Total own-source revenue	7,577	8,904	6,031	7,513	8,649
Gains					
Other (Gifted assets, resources free of charge)	1,500	518	530	544	557
Total gains	1,500	518	530	544	557
Total own-source income	9,077	9,422	6,561	8,057	9,206
Net (cost of)/contribution by services	(50,159)	(49,570)	(56,676)	(57,359)	(56,413)
Revenue from Government	42,828	42,140	42,649	42,787	41,913
Surplus/(Deficit) attributable to the Australian Government	(7,331)	(7,430)	(14,027)	(14,572)	(14,500)
Changes in asset revaluation surplus	-	-	-	-	-
Total other comprehensive income	-	-	-	-	-
Total comprehensive income/(loss)	(7,331)	(7,430)	(14,027)	(14,572)	(14,500)
Total comprehensive income (loss) attributable to the Australian Government	(7,331)	(7,430)	(14,027)	(14,572)	(14,500)

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**

	2022-23 Estimated actual \$'000	2023-24 Budget \$'000	2024-25 Forward estimate \$'000	2025-26 Forward estimate \$'000	2026-27 \$'000
Total comprehensive income/(loss) - as per statement of Comprehensive Income	(7,331)	(7,430)	(14,027)	(14,572)	(14,500)
plus: Heritage and cultural depreciation/ amortisation expenses previously funded through revenue appropriations ^(a)					
plus: depreciation/amortisation expenses on ROU assets	442	351	10	-	-
less: lease principal repayments ^(b)	(442)	(351)	(10)	-	-
Net Cash Operating Surplus/(Deficit)	(7,331)	(7,430)	(14,027)	(14,572)	(14,500)

Prepared on Australian Accounting Standards basis.

(a) From 2010-11, the Government introduced net cash appropriation arrangements where Bill 1 revenue appropriations for the depreciation/amortisation expenses of non-corporate Commonwealth entities (and select corporate Commonwealth entities) were replaced with a separate capital budget (the Departmental Capital Budget, or DCB) provided through Bill 1 equity appropriations. For information regarding DCBs, please refer to Table 3.5 Departmental Capital Budget Statement.

(b) Applies leases under AASB 16 Leases.

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

	2022-23 Estimated actual \$'000	2023-24 Budget \$'000	2024-25 Forward estimate \$'000	2025-26 Forward estimate \$'000	2026-27 Forward estimate \$'000
ASSETS					
Financial assets					
Cash and cash equivalents	4,145	5,818	5,065	5,560	5,778
Trade and other receivables	1,119	1,119	1,119	1,119	1,119
Investments accounted for under the equity method	199,000	61,000	32,000	30,000	28,000
Other	603	603	603	603	603
Total financial assets	204,867	68,540	38,787	37,282	35,500
Non-financial assets					
Land and buildings	389,408	514,551	614,095	672,378	680,344
Property, plant and equipment	1,223,999	1,235,628	1,249,704	1,256,222	1,262,563
Intangibles	4,151	3,601	3,194	3,088	3,042
Inventories	152	152	152	152	152
Other non-financial assets	207	207	207	207	207
Total non-financial assets	1,617,917	1,754,139	1,867,352	1,932,047	1,946,308
Total assets	1,822,784	1,822,679	1,906,139	1,969,329	1,981,808
LIABILITIES					
Payables					
Suppliers	3,626	3,626	3,626	3,626	3,626
Other	1,986	1,986	1,986	1,986	1,986
Total payables	5,612	5,612	5,612	5,612	5,612
Interest bearing liabilities					
Leases	320	-	-	-	-
Total interest bearing liabilities	320	-	-	-	-
Provisions					
Employee provisions	8,788	8,788	8,788	8,788	8,788
Other provisions	145	145	145	145	145
Total provisions	8,933	8,933	8,933	8,933	8,933
Total liabilities	14,865	14,545	14,545	14,545	14,545
Net assets	1,807,919	1,808,134	1,891,594	1,954,784	1,967,263

Continued on next page

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

	2022-23 Estimated Actual \$'000	2023-24 Budget \$'000	2024-25 Forward estimate \$'000	2025-26 Forward estimate \$'000	2026-27 Forward estimate \$'000
EQUITY*					
Parent entity interest					
Contributed equity	498,511	506,156	603,643	681,405	708,384
Reserves	769,699	769,699	769,699	769,699	769,699
Retained surplus (accumulated deficit)	539,709	532,279	518,252	503,680	489,180
Total parent entity interest	1,807,919	1,808,134	1,891,594	1,954,784	1,967,263
Total Equity	1,807,919	1,808,134	1,891,594	1,954,784	1,967,263

Prepared on Australian Accounting Standards basis.

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

Table 3.3: Departmental statement of changes in equity — summary of movement (Budget year 2023-24)

	Retained earnings	Asset revaluation reserve	Other reserves	Contributed equity/ capital	Total equity
	\$'000	\$'000	\$'000	\$'000	\$'000
Opening balance as at 1 July 2023					
Balance carried forward from previous period	539,709	769,699	-	498,511	1,807,919
Adjusted opening balance	539,709	769,699	-	498,511	1,807,919
Comprehensive income					
Surplus (deficit) for the period	(7,430)	-	-	-	(7,430)
Total comprehensive income	(7,430)	-	-	-	(7,430)
Transactions with owners					
Contributions by owners					
Equity injection	-	-	-	7,645	7,645
Sub-total transactions with owners	-	-	-	7,645	7,645
Estimated closing balance as at 30 June 2024	532,279	769,699	-	506,156	1,808,134
Closing balance attributable to the Australian Government	532,279	769,699	-	506,156	1,808,134

Prepared on Australian Accounting Standards basis.

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

	2022-23 Estimated actual \$'000	2023-24 Budget \$'000	2024-25 Forward estimate \$'000	2025-26 Forward estimate \$'000	2026-27 Forward estimate \$'000
OPERATING ACTIVITIES					
Cash received					
Appropriations	42,828	42,140	42,649	42,787	41,913
Sale of goods and rendering of services	2,411	2,781	2,808	4,139	5,172
Interest	2,400	4,700	1,800	1,500	1,350
Net GST received	13,752	15,761	13,747	9,024	3,920
Other	2,766	1,423	1,423	1,874	2,127
Total cash received	64,157	66,805	62,427	59,324	54,482
Cash used					
Employees	26,521	26,670	27,356	28,170	28,947
Suppliers	17,572	17,168	18,342	17,044	16,944
Net GST paid	13,752	15,761	13,747	9,024	3,920
Total cash used	57,845	59,599	59,445	54,238	49,811
Net cash from/(used by) operating activities	6,312	7,206	2,982	5,086	4,671
INVESTING ACTIVITIES					
Cash received					
Investments	208,500	281,000	80,000	36,000	34,000
Total cash received	208,500	281,000	80,000	36,000	34,000
Cash used					
Purchase of property, plant, equipment and intangibles	130,647	151,178	130,222	84,353	33,432
Purchase of investments	217,500	143,000	51,000	34,000	32,000
Total cash used	348,147	294,178	181,222	118,353	65,432
Net cash from (used by) investing activities	(139,647)	(13,178)	(101,222)	(82,353)	(31,432)

Continued on next page

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

	2022-23 Estimated actual \$'000	2023-24 Budget \$'000	2024-25 Forward estimate \$'000	2025-26 Forward estimate \$'000	2026-27 Forward estimate \$'000
FINANCING ACTIVITIES					
Cash received					
Contributed equity	131,563	7,645	97,487	77,762	26,979
Total cash received	131,563	7,645	97,487	77,762	26,979
Net cash from (used by) financing activities	131,563	7,645	97,487	77,762	26,979
Net increase/(decrease) in cash held	(1,772)	1,673	(753)	495	218
Cash and cash equivalents at the beginning of the reporting period	5,917	4,145	5,818	5,065	5,560
Cash and cash equivalents at the end of the reporting period	4,145	5,818	5,065	5,560	5,778

Prepared on Australian Accounting Standards basis.

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

	2022-23 Estimated actual \$'000	2023-24 Budget \$'000	2024-25 Forward estimate \$'000	2025-26 Forward estimate \$'000	2026-27 Forward estimate \$'000
NEW CAPITAL APPROPRIATIONS					
Equity injections - Bill 2	131,563	7,645	97,487	77,762	26,979
Total new capital appropriations	131,563	7,645	97,487	77,762	26,979
<i>Provided for:</i>					
Purchase of non-financial assets	131,563	7,645	97,487	77,762	26,979
Total items	131,563	7,645	97,487	77,762	26,979
PURCHASE OF NON-FINANCIAL ASSETS					
Funded by capital appropriations ^(a)	120,834	140,218	117,714	78,405	27,080
Funded internally from departmental resources ^(b)	10,813	10,960	12,508	5,946	6,352
TOTAL	131,647	151,178	130,222	84,351	33,432
RECONCILIATION OF CASH USED TO ACQUIRE ASSETS TO ASSET MOVEMENT TABLE					
Total purchases	131,647	151,178	130,222	84,351	33,432
less: gifted assets	(1,000)		-	-	-
Total cash used to acquire assets	130,647	151,178	130,222	84,351	33,432

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:

- sponsorship, donations and gifts,
- internally developed assets.

Table 3.6: Statement of departmental asset movements (Budget year 2023-24)

	Land	Buildings	Other property, plant and equipment	Heritage and cultural	Computer software and intangibles	Total
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
As at 1 July 2023						
Gross book value	13,743	390,393	47,407	1,195,765	11,004	1,658,312
Gross book value - ROU assets	335	1,014	130	-	-	1,479
Accumulated depreciation/amortisation and impairment	-	(15,136)	(19,187)	-	(6,853)	(41,176)
Accumulated depreciation/amortisation and impairment - ROU assets	(231)	(710)	(116)	-	-	(1,057)
Opening net book balance	13,847	375,561	28,234	1,195,765	4,151	1,617,558
Capital asset additions						
Estimated expenditure on new or replacement assets						
By purchase - appropriation equity ^(a)	-	131,930	-	8,290	-	140,220
By purchase - appropriation ordinary annual services ^(b)	-	2,810	7,280	-	-	10,090
By purchase - donated funds	-	-	-	868	-	868
Assets received as gifts/donations	-	-	-	-	-	-
Total additions	-	134,740	7,280	9,158	-	151,178
Other movements						
Depreciation/amortisation expense	-	(9,268)	(4,787)	-	(550)	(14,605)
Depreciation/amortisation on ROU assets	(32)	(297)	(22)	-	-	(351)
Total other movements	(32)	(9,565)	(4,809)	-	(550)	(14,956)

Continued on next page

Prepared on Australian Accounting Standards basis.

Table 3.6: Statement of departmental asset movements (Budget year 2023-24) (continued)

	Land	Buildings	Other property, plant and equipment	Heritage and cultural	Computer software and intangibles	Total
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
As at 30 June 2024						
Gross book value	13,743	525,133	54,687	1,204,923		1,809,490
Gross book value - ROU assets	335	1,014	130	-	-	1,479
Accumulated depreciation/amortisation and impairment	-	(24,404)	(23,974)	-	(7,403)	(55,781)
				11,004		
Accumulated depreciation/amortisation and impairment - ROU assets	(263)	(1,007)	(138)	-	-	(1,408)
Closing net book balance	13,815	500,736	30,705	1,204,923	3,601	1,753,780

Estimated operating expenditure in income statement for heritage and cultural assets

Operations and Maintenance	662
Preservation and Conservation	11,971
Total operating expenditure on heritage and cultural assets	12,633

Prepared on Australian Accounting Standards basis.

- (a) 'Appropriation equity' refers to equity injections appropriations provided through Appropriation Bill (No. 2) 2023-24, including Collection Development Acquisition Budget.
- (b) 'Appropriation ordinary annual services' refers to funding provided through Appropriation Bill (No.1) 2023-24 for depreciation/amortisation expenses, Departmental Capital Budget or other operational expenses.

Portfolio glossary

Term	Meaning
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.

Effectiveness indicators	Indicators to assess the degree of success in achieving outcomes.
Efficiency indicators	Measures the adequacy of an entity's management of its programs and, where applicable, administered items. Includes price, quality and quantity indicators.
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.
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.
Revenue	Total value of resources earned or received for the provision of goods and services.
Special Account	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>).
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>