

**Portfolio Budget Statements 2019-20**

**Budget Related Paper No. 1.4B**

Defence Portfolio

(Department of Veterans’ Affairs)

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

© Commonwealth of Australia 2019

ISBN 978-0-6482602-5-7

This publication is available for your use under a Creative Commons BY Attribution 3.0 Australia licence, with the exception of the Commonwealth Coat of Arms, the Department of Veterans’ Affairs logo, photographs, images, signatures and where otherwise stated. The full licence terms are available from <http://creativecommons.org/licenses/by/3.0/au/legalcode>



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

*Department of Veterans’ Affairs* *material used ‘as supplied’*

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

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

**Derivative material**

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

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

**Use of the Coat of Arms**

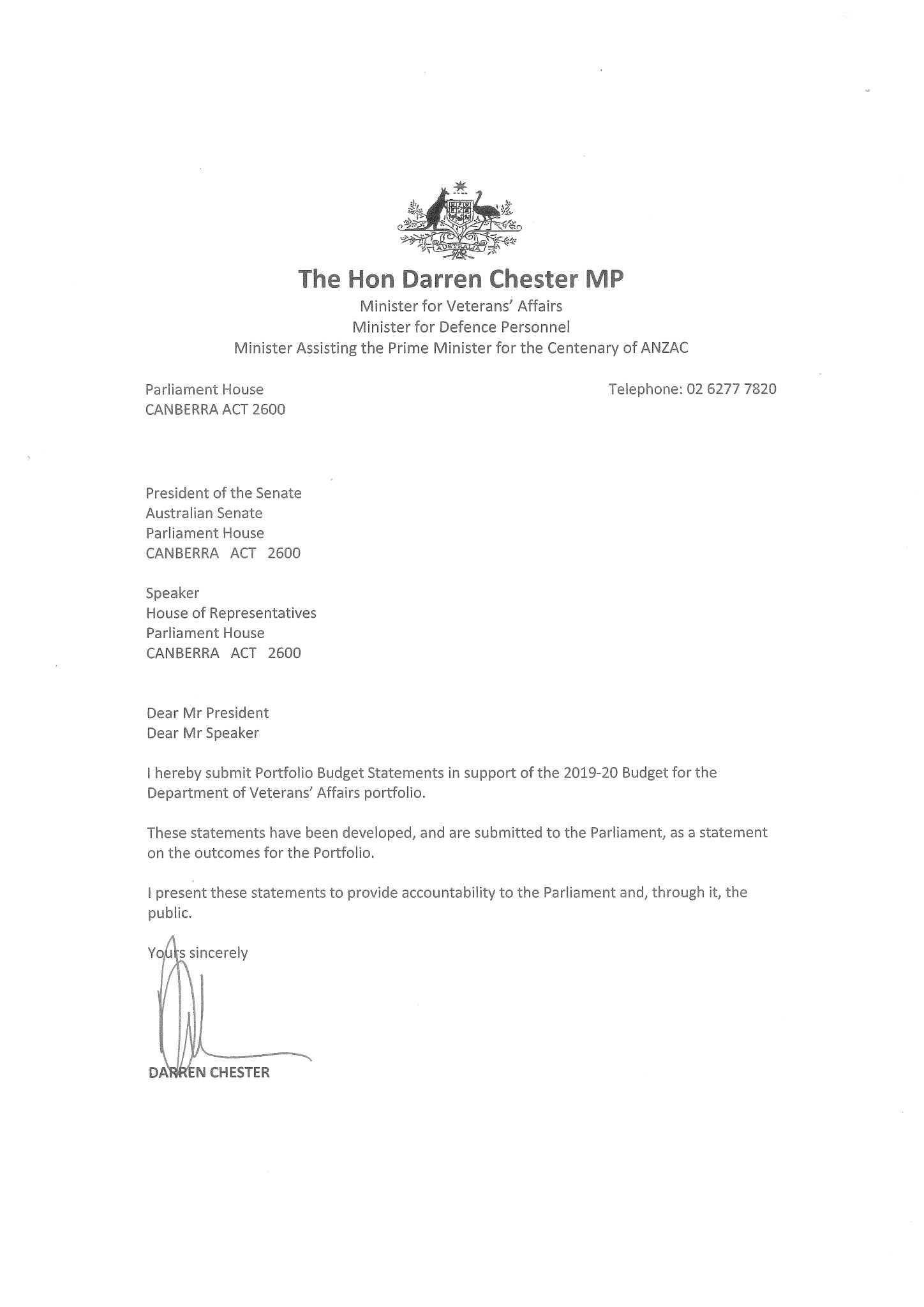
The terms under which the Coat of Arms can be used are set out on the It’s an Honour website (see [www.itsanhonour.gov.au](http://www.itsanhonour.gov.au))

**Other uses**

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

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

Printed by CanPrint Communications Pty Ltd



#### Abbreviations and conventions

The following notation may be used:

NEC/nec not elsewhere classified

- nil

.. not zero, but rounded to zero

na not applicable (unless otherwise specified)

nfp not for publication

$m $ million

$b $ billion

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

#### Enquiries

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

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

User Guide

to the

Portfolio Budget Statements

# User Guide

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

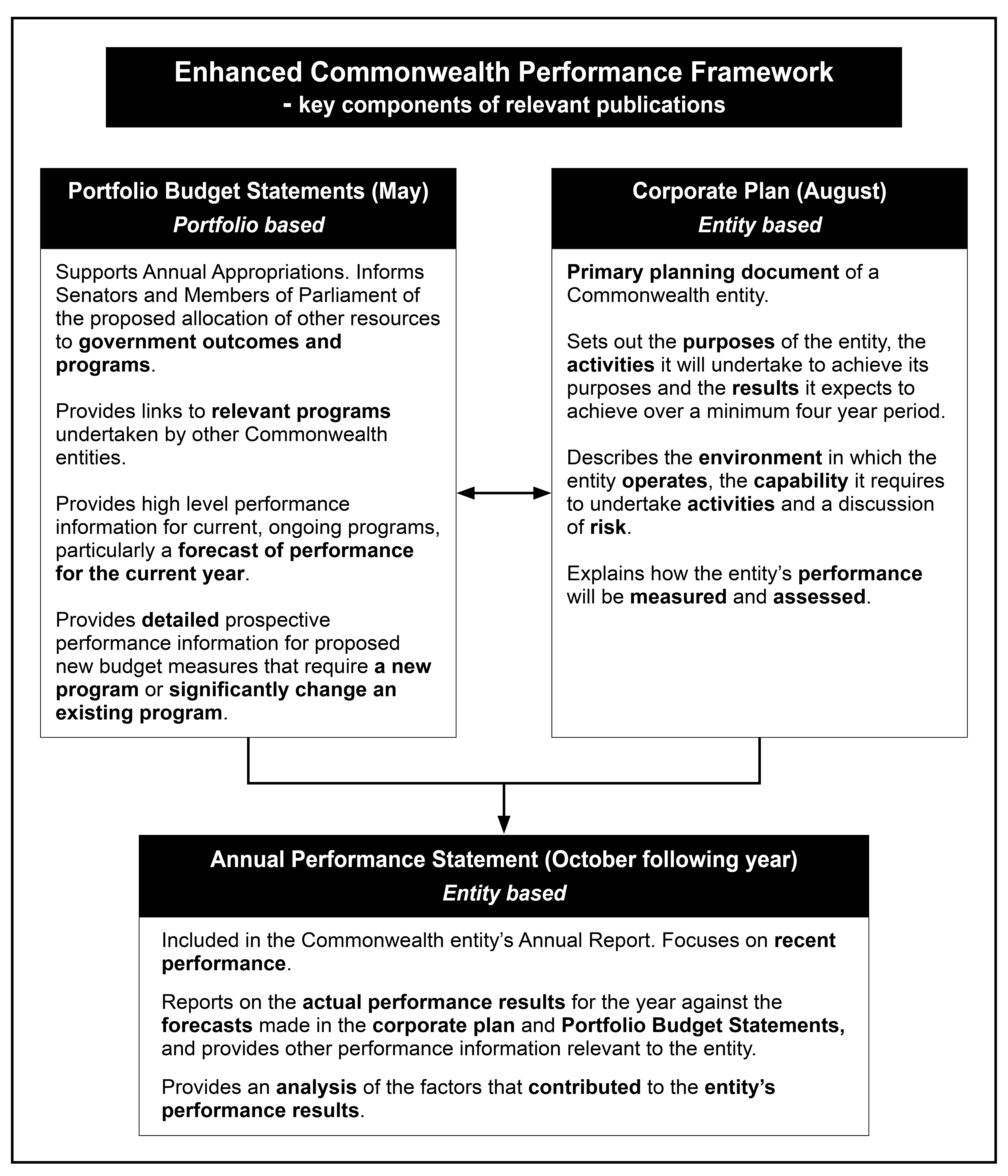
A key role of the PB Statements is to facilitate the understanding of proposed annual appropriations in Appropriation Bills (No. 1 and No. 2) 2019-20 (or Appropriation (Parliamentary Departments) Bill (No. 1) 2019-20 for the parliamentary departments). In this sense, the PB Statements are Budget related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

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

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

**The Enhanced Commonwealth Performance Framework.**

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



Contents

**Department of Veterans’ Affairs Portfolio Overview 3**

Entity Resources and Planned Performance 9

Department of Veterans’ Affairs 11

Australian War Memorial 83

Glossary 121

Portfolio Overview

# Department of Veterans’ Affairs Portfolio Overview

**Minister and Portfolio Responsibilities**

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

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

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

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

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

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

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

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

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

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

**The Department of Veterans’ Affairs**

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

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

**The Repatriation Commission**

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

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

**Military Rehabilitation and Compensation Commission**

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

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

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

**Open Arms – Veterans & Families Counselling**

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

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

**The Veterans’ Review Board**

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

**The Veterans’ Children Education Boards**

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

**Office of Australian War Graves**

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

**The Repatriation Medical Authority**

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

**The Specialist Medical Review Council**

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

**The Australian War Memorial**

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

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

Figure 1: Department of Veterans’ Affairs portfolio structure and outcomes

|  |  |  |
| --- | --- | --- |
| Minister  **The Hon Darren Chester MP**  Minister for Veterans’ Affairs  Minister for Defence Personnel  Minister Assisting the Prime Minister for the Centenary of ANZAC | | |
|  |  |  |
| **Department of Veterans’ Affairs**  **Secretary: Liz Cosson AM, CSC**  *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.  *Outcome 2*: Maintain and enhance the physical wellbeing and quality of life of eligible persons and their dependants through health and other care services that promote early intervention, prevention and treatment, including advice and information about health service entitlements.  *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. | **Australian War Memorial**  **Director: The Hon. Dr Brendan Nelson AO**  *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. |

Entity Resources and

Planned Performance

Department of Veterans’ Affairs 11

Australian War Memorial 83

Department of Veterans’  
Affairs

Entity Resources and Planned Performance

Department of Veterans’ Affairs

Section 1: Entity overview and resources 15

1.1 Strategic direction statement 15

1.2 Entity resource statement 17

1.3 Budget measures 22

Section 2: Outcomes and planned performance 28

2.1 Budgeted expenses and performance for Outcome 1 29

2.2 Budgeted expenses and performance for Outcome 2 42

2.3 Budgeted expenses and performance for Outcome 3 57

SECTION 3: budgeted financial statements 62

3.1 Budgeted financial statements 62

3.2 Budgeted financial statements tables 64

# Department of Veterans’ Affairs

## Section 1: Entity overview and resources

### 1.1 Strategic direction statement

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

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

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

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

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

The 2019­–20 Budget also increases support for former spouses and former de-facto partners of veterans who are victims of domestic violence. The *Partner Service Pensions — eligibility alignment* measure will allow former spouses and de-facto partners to continue to receive the partner service pension after their relationship has ended and divorce proceedings finalised where a determination is made that special domestic circumstances apply.

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

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

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

### 1.2 Entity resource statement

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

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

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

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

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

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

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  |  |  | *2018-19 (a)* | 2019-20 |
|  |  |  |  | *Estimated* | Estimate |
|  |  |  |  | *Actual* |  |
|  |  |  |  | *$'000* | $'000 |
| Special appropriations | | |  |  |  |
|  | Outcome 1 | |  |  |  |
|  |  | *Papua New Guinea (Members of the Forces Benefits) Act 1957* |  | 28 | 28 |
|  |  | *Veterans' Entitlements Act 1986 (VEA)* |  | 4,982,970 | 4,816,959 |
|  |  | *Compensation (Japanese Internment) Act 2001* |  | 25 | 25 |
|  |  | *Defence Service Homes Act 1918* |  | 638 | 543 |
|  |  | *Safety, Rehabilitation and Compensation (Defence-related Claims) Act 1988* |  | 236,656 | 223,132 |
|  |  | *Military Rehabilitation and Compensation Act 2004* |  | 976,211 | 980,178 |
|  |  |  |  |  |  |
|  | *Total Outcome 1* | |  | **6,196,528** | **6,020,865** |
|  | Outcome 2 | |  |  |  |
|  |  | *Veterans' Entitlements Act 1986 (VEA)* |  | 4,297,748 | 4,133,467 |
|  |  | *Safety, Rehabilitation and Compensation (Defence-related Claims) Act 1988* |  | 43,363 | 45,593 |
|  |  | *Military Rehabilitation and Compensation Act 2004* |  | 141,446 | 155,710 |
|  |  | *Australian Participants in British Nuclear Tests and British Commonwealth Occupation Force (Treatment) Act 2006* |  | 12,763 | 13,961 |
|  |  | *Public Governance, Performance and Accountability Act 2013 - s77 Repayments* |  | 5 | 5 |
|  | Total Outcome 2 | |  | **4,495,325** | **4,348,736** |
| *Total administered special appropriations* | | |  | **10,691,853** | **10,369,601** |
| Special Accounts(g) | | |  |  |  |
|  |  | Opening balance |  | 16,465 | 27 |
|  |  | Appropriation Receipts(h) |  | - | 18,300 |
|  |  | Non-Appropriation receipts |  | 6,430 | 477 |
| *Total Special Accounts* | | |  | **22,895** | **18,804** |
| *less departmental appropriations drawn from annual/special*  *appropriations and credited to special accounts* | | |  | - | 18,300 |
| *less payments to corporate entities from annual/special appropriations* | | |  | 62,333 | 81,617 |
| ***Total administered resourcing*** | | |  | **10,652,415** | **10,288,488** |
| **Total resourcing for DVA** | | |  | **11,105,806** | **10,737,948** |
|  |  |  |  |  |  |
|  |  |  |  | *2018-19* | 2019-20 |
| **Average staffing level** | | |  | 1,723 | 1,615 |
| Prepared on a resourcing basis | | | | | |
| Please note: All figures shown above are GST exclusive - these may not match figures in the cash flow statement. | | | | | |
|  |  |  |  |  |  |

1. Annual appropriation amounts appearing for 2018-19 do not include the Appropriation Bills (No.3) and (No.4) 2018-19, as they had not been enacted at the time of publication.
2. Appropriation Bill (No. 1) 2019-20.
3. Estimated adjusted balance carried from previous year for annual appropriations.
4. Estimated retained revenue receipts under section 74 of the PGPA Act.
5. 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’.
6. Appropriation Bill (No. 2) 2019-20.
7. Excludes 'Special Public Money' held in accounts like Other Trust Monies accounts (OTM), Services for Other Government and Non-agency Bodies accounts (SOG) or Services for Other Entities and Trust Moneys accounts (SOETM)). For further information on special appropriations and special accounts, please refer to *Budget Paper No. 4 ‑ Agency Resourcing*. Please also see Table 2.1 for further information on outcome and program expenses broken down by various funding sources, e.g. annual appropriations, special appropriations and special accounts.
8. Appropriation receipts credited into DSHIS special account included in total departmental appropriation.
9. ‘Corporate entities’ are corporate Commonwealth entities and Commonwealth companies as defined under the PGPA Act.
10. Related to appropriations sought for payments to the States, ACT, NT and local governments in Appropriation Bill (No.2) 2019-20.

Continue on next page

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

Third party payments from and on behalf of other entities

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

### 1.3 Budget measures

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

Table 1.2: Department of Veterans’ Affairs 2019-20 Budget measures

Part 1: Measures announced since the 2018-19 Mid-Year Economic and Fiscal Outlook (MYEFO)

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

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

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

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

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

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

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

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

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

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

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  | 2018-19 | 2019-20 | 2020-21 | 2021-22 | 2022-23 |
|  |  | Program | $'000 | $'000 | $'000 | $'000 | $'000 |
| **Capital measures** | |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
| Partner Service Pensions — eligibility alignment | | 1.1 |  |  |  |  |  |
|  | Administered Capital |  | – | – | – | – | – |
|  | Departmental Capital |  | – | 769 | – | – | – |
| **Total** | |  | **–** | **769** | **–** | **–** | **–** |
|  |  |  |  |  |  |  |  |
| Single Touch Payroll — expansion(a) | | 1.1 |  |  |  |  |  |
|  | Administered Capital |  | – | – | – | – | – |
|  | Departmental Capital |  | – | 1,404 | 2,681 | – | – |
| **Total** | |  | **–** | **1,404** | **2,681** | **–** | **–** |
|  |  |  |  |  |  |  |  |
| Improved Access to Health Care for Australian Civilian Surgical and Medical Team members who worked in Vietnam between 1964 and 1972(c) | | 2.2 |  |  |  |  |  |
|  | Administered Capital |  | – | – | – | – | – |
|  | Departmental Capital |  | – | 311 | – | – | – |
| **Total** | |  | **–** | **311** | **–** | **–** | **–** |
|  |  |  |  |  |  |  |  |
| **Total capital measures** | |  |  |  |  |  |  |
|  | Administered |  | – | – | – | – | – |
|  | Departmental |  | – | 2,484 | 2,681 | – | – |
| **Total** | |  | **–** | **2,484** | **2,681** | **–** | **–** |
| Prepared on a Government Finance Statistics (fiscal) basis. | | | | | | | |

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

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

Section 2: Outcomes and planned performance

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

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

|  |
| --- |
| **Note:**  Performance reporting requirements in the Portfolio Budget Statements are part of the enhanced Commonwealth performance framework established by the *Public Governance, Performance and Accountability Act 2013*. It is anticipated that the performance criteria described in Portfolio Budget Statements will be read with broader information provided in an entity’s corporate plans and annual performance statements – included in Annual Reports – to provide an entity’s complete performance story.  The most recent corporate plan for Department of Veterans’ Affairs can be found at:  <https://www.dva.gov.au/about-dva/publications/corporate/corporate-plans>  The most recent annual performance statement can be found at:  <https://www.dva.gov.au/about-dva/accountability-and-reporting/annual-reports> |

2.1 BUDGETED EXPENSES AND PERFORMANCE FOR OUTCOME 1

|  |
| --- |
| Outcome 1: Maintain and enhance the financial wellbeing and self-sufficiency of eligible persons and their dependants through access to income support, compensation, and other support services, including advice and information about entitlements. |

Linked programs

|  |
| --- |
| **Department of Human Services** |
| * Program 1.1 – Services to the Community – Social Security and Welfare |
| **Department of Social Services** |
| * Program 1.6 – Income Support for Seniors * Program 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 Administered and Departmental funding sources.

Table 2.1.1: Budgeted expenses for Outcome 1

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

Table 2.1.1: Budgeted expenses for Outcome 1 (continued)

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

Table 2.1.1: Budgeted expenses for Outcome 1 (continued)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Outcome 1:** | | 2018-19 | 2019-20 | 2020-21 | 2021-22 | 2022-23 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **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 | 163,600 | 356,700 | 368,700 | 377,500 | 377,500 |
|  | **Administered total** | **163,600** | **356,700** | **368,700** | **377,500** | **377,500** |
| **Total expenses for program 1.7** | | **163,600** | **356,700** | **368,700** | **377,500** | **377,500** |
|  |  |  |  |  |  |  |
| **Outcome 1 Totals by appropriation type** | |  |  |  |  |  |
| Administered Expenses | |  |  |  |  |  |
|  | Ordinary annual services (Appropriation Bill No. 1 & 3) | 56,224 | 55,497 | 54,571 | 55,015 | 56,188 |
|  | Special Appropriations | 6,194,288 | 6,039,082 | 5,917,572 | 5,908,260 | 5,706,479 |
|  | Special Accounts | 360 | 60 | 150 | 30 | 32 |
|  | Expenses not requiring appropriation in the Budget year | 163,600 | 356,700 | 368,700 | 377,500 | 377,500 |
|  | **Administered total** | **6,414,472** | **6,451,339** | **6,340,993** | **6,340,805** | **6,140,199** |
| Departmental Expenses | |  |  |  |  |  |
|  | Departmental appropriation(a) | 246,150 | 222,310 | 202,607 | 162,978 | 164,334 |
|  | Expenses not requiring appropriation in the Budget year(b) | 16,917 | 16,123 | 15,396 | 13,731 | 12,064 |
|  | Special Accounts(c) | 43,293 | 39,394 | 38,940 | 40,625 | 42,317 |
|  | **Departmental total** | **306,360** | **277,827** | **256,943** | **217,334** | **218,715** |
| **Total Expenses for Outcome 1** | | **6,720,832** | **6,729,166** | **6,597,936** | **6,558,139** | **6,358,914** |
|  |  |  |  |  |  |  |
|  |  | 2018-19 | 2019-20 |  |  |  |
| **Average Staffing Level (number)** | | 1,107 | 1,038 |  |  |  |
|  |  |  |  |  |  |  |

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

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

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

#### Table 2.1.2: Program components of Outcome 1

Program 1.1: Veterans’ Income Support and Allowances

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

Program 1.2: Veterans’ Disability Support

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

Program 1.3: Assistance to Defence Widow/ers and Dependants

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

Program 1.4: Assistance and Other Compensation for Veterans and Dependants

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

Program 1.5: Veterans’ Children Education Scheme

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

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

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

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

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

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

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 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** – To deliver means tested income support pensions and other allowances to eligible veterans and dependants under the *Veterans’ Entitlements Act 1986* and related legislation. As an agent of Department of Social Services pay other forms of income support to eligible veterans, members and former members of the Defence Force and Peacekeeping Force. Income support payments provide a regular source of income for eligible veterans, partners, widow/ers, and other eligible people with limited means. | | | | | |
| **Delivery** | Deliver means tested income support pensions and other allowances to veterans under the *Veterans’ Entitlement Act 1986* and related legislation, by:   * Processing new claims for income support pensions to eligible veterans and dependants; * Processing claims for Commonwealth Seniors Health Card and the DVA Health Card – For Pharmaceutical Only (Orange Card); * Processing claims to determine qualifying service; * Processing aged care means test assessments; and * Processing departmental and pensioner-initiated reviews (PIRs). | | | | |
| **Performance information** | | | | | |
| **Year** | **Performance criteria** | **Targets** | | **Forecasts** |
| 2018-19 | *Measurement:* The number of days within which 50% of cases will be processed (days)  *Quality:* Correctness rate | New claims: 30 PIRs: 10  New claims: >95% PIRs: >95% | | 9 8  >95% >95% |
| 2019-20 | The percentage of new claims processed within 30 days  The percentage of pensioner-initiated reviews processed within 10 days  *Quality*: Correctness rate  The percentage of clients satisfied with the level of customer service they received when accessing their entitlements | Percentage increase over previous year (a)  Percentage increase over previous year (a)  New claims: >95% PIRs: >95%  80% (a) | | | |
| 2020-21 and beyond | As per 2019-20. | | As per 2019-20. | | |
| **Purposes (b)** | To support the wellbeing of those who serve or have served in the defence of our nation, and their families, and commemorate their service and sacrifice. | | | | |

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

|  |  |  |  |
| --- | --- | --- | --- |
| **Program 1.2** – To deliver disability pensions, allowances and special purpose assistance to eligible veterans and members of the Defence Force or Peacekeeping Force under the *Veterans’ Entitlements Act 1986* and related legislation.  The program provides compensation to eligible veterans (including Australian merchant mariners) and members of the Defence Force or Peacekeeping Force for the tangible effects of war or defence service. Eligible persons receive disability pensions and ancillary benefits. | | | |
| **Delivery** | Deliver disability pensions and related allowances to veterans under the *Veterans’ Entitlements Act 1986* and related legislation by:   * Processing new claims for the disability pension; * Processing applications for assessments of disability pension rates; * Processing applications for Loss of Earnings and Recreation Allowance; * Processing repayments of medical transport and maintenance deductions; and * Processing applications for Vehicle Assistance. | | |
| **Performance information** | | | |
| **Year** | **Performance criteria** | **Targets** | **Forecasts** |
| 2018-19 | *Measurement*: The number of days within which 50% of claims will be finalised (days)  *Quality*: Correctness rate | 100  >95% | 95  90% |
| 2019-20 | The percentage of claims processed within 100 days  *Quality*: Correctness rate  The percentage of clients satisfied with the level of customer service they received when accessing their entitlements | Percentage increase over previous year (a)  >95%  80% (a) | |
| 2020-21 and beyond | As per 2019-20. | As per 2019-20. | |
| **Purposes (b)** | To support the wellbeing of those who serve or have served in the defence of our nation, and their families, and commemorate their service and sacrifice. | | |

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

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

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

|  |  |  |  |
| --- | --- | --- | --- |
| **Program 1.4** – To deliver other allowances and assistance to eligible veterans and dependants under the *Veterans’ Entitlements Act 1986* and related legislation including home support loans, funeral benefits, prisoner of war ex gratia payments and payments on behalf of Commonwealth and allied countries. The Department also provides assistance to the Ex-Service Organisations (ESO) community through Building Excellence in Support and Training (BEST) grants and funding the Training and Information Program (TIP). | | | |
| **Delivery** | To deliver other allowances and assistance to eligible veterans and dependants under the *Veterans’ Entitlements Act 1986* and related legislation, by:   * Processing funeral benefit claims; * Processing claims for and maintain housing loans; * Providing grants funding to eligible ESOs for provision of services to support the veteran community; and * Providing ESO representatives with essential skills for pension and compensation claims and welfare work. | | |
| **Performance information** | | | |
| **Year** | **Performance criteria** | **Targets** | **Forecasts** |
| 2018-19 | **Funeral Benefits**  *Measurement*: The number of days within which 50% of claims will be processed (days)  *Quality*: Correctness rate  **Defence Home Loans**  *Measurement*: The number of days within which 50% of claims will be finalised (days)  *Quality*: Correctness rate | 10  >95%  18  >95% | 1  >95%  6  100% |
| 2019-20 | **Funeral Benefits**  The percentage of claims processed within 10 days  *Quality*: Correctness rate  The percentage of clients satisfied with the level of customer service they received when accessing their entitlements  **Defence Home Loans**  *Measurement*: The number of days within which 50% of claims will be finalised (days)  *Quality*: Correctness rate | Percentage increase over previous year (a)  >95%  80% (a)  18  >95% | |
| 2020-21 and beyond | As per 2019-20. | As per 2019-20. | |
| **Purposes (b)** | To support the wellbeing of those who serve or have served in the defence of our nation, and their families, and commemorate their service and sacrifice. | | |

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

|  |  |  |  |
| --- | --- | --- | --- |
| **Program 1.5** – To deliver financial assistance to eligible students under the *Veterans’ Entitlements Act 1986* Veterans’ Children Education Scheme (VCES) and the *Military Rehabilitation and Compensation Act 2004* Education and Training Scheme (MRCAETS) to assist with their education needs. | | | |
| **Delivery** | Deliver financial assistance and allowances to eligible students, by:   * Processing new claims under VCES and MRCAETS. | | |
| **Performance information** | | | |
| **Year** | **Performance criteria** | **Targets** | **Forecasts** |
| 2018-19 | *Measurement*: The number of days within which 50% of claims will be finalised (days)  *Quality*: Correctness rate  *Quality (Client satisfaction)*: Percentage of responses to the annual Education Schemes Satisfaction Survey indicating that clients thought the support provided helped the student reach their academic potential  *Quality (Achieving the Schemes’ Outcomes)*: Percentage of the Education Schemes’ clients progressing through each level of their education or career training. | 28  >95%  >75%  >85% | 15  >95%  >75%  >85% |
| 2019-20 | The percentage of claims processed within 28 days  *Quality*: Correctness rate  *Quality (Client satisfaction)*: Percentage of responses to the annual Education Schemes Satisfaction Survey indicating that clients thought the support provided helped the student reach their academic potential  *Quality (Achieving the Schemes’ Outcomes)*: Percentage of the Education Schemes’ clients progressing through each level of their education or career training. | Percentage increase over previous year (a)  >95%  >75%  >85% | |
| 2020-21 and beyond | As per 2019-20. | As per 2019-20. | |
| **Purposes (b)** | To support the wellbeing of those who serve or have served in the defence of our nation, and their families, and commemorate their service and sacrifice. | | |

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

|  |  |  |  |
| --- | --- | --- | --- |
| **Program 1.6** – To provide compensation to current and former members of the Australian Defence Force and their dependants under the *Safety, Rehabilitation and Compensation (Defence-related Claims) Act 1988* and the *Military Rehabilitation and Compensation Act 2004* and related legislation. | | | |
| **Delivery** | Deliver income support and compensation to veterans eligible under the *Safety, Rehabilitation and Compensation (Defence-related Claims) Act 1988* (DRCA) and the *Military Rehabilitation and Compensation Act 2004* (MRCA) and related legislation, by:   * Processing new claims to determine liability; * Processing incapacity payments for injuries resulting in permanent disability; * Processing non-economic loss lump sums or pensions for injuries resulting in permanent disability; and * Processing payments to the dependants of deceased veterans under the DRCA and MRCA.   *Abbreviation: PI used for Permanent Impairment* | | |
| **Performance information** | | | |
| **Year** | **Performance criteria** | **Targets** | **Forecasts** |
| 2018-19 | *Measurement*: The number of days within which 50% of claims determined under DRCA will be finalised (days)  *Quality*: Correctness rate of DRCA claims  *Measurement*: The number of days within which 50% of claims determined under MRCA will be finalised (days)  *Quality*: Correctness rate of MRCA claims | Liability: 100 PI: 100 Incapacity: 50  Liability: >95% PI: >95% Incapacity: >95%  Liability: 100 PI: 100 Incapacity: 50  Liability: >95% PI: >95% Incapacity: >95% | Liability: 120 PI: 75 Incapacity: 45  Liability: >95% PI: 90% Incapacity: >95%  Liability: 65 PI: 70 Incapacity: 42  Liability: >95% PI: >95% Incapacity: >95% |
| 2019-20 | The percentage of DRCA liability claims processed within 100 days  The percentage of DRCA permanent impairment claims processed within 100 days  The percentage of DRCA incapacity claims processed within 100 days  *Quality*: Correctness rate of DRCA claims  The percentage of MRCA liability claims processed within 100 days  The percentage of MRCA permanent impairment claims processed within 100 days  The percentage of MRCA incapacity claims processed within 100 days  *Quality*: Correctness rate of MRCA claims  The percentage of clients satisfied with the level of customer service they received when accessing their entitlements | Percentage increase over previous year (a)  Percentage increase over previous year (a)  Percentage increase over previous year (a)  Liability: >95% PI: >95% Incapacity: >95%  Percentage increase over previous year (a)  Percentage increase over previous year (a)  Percentage increase over previous year (a)  Liability: >95% PI: >95% Incapacity: >95%  80% (a) | |
| 2020-21 and beyond | As per 2019-20. | As per 2019-20. | |
| **Purposes (b)** | To support the wellbeing of those who serve or have served in the defence of our nation, and their families, and commemorate their service and sacrifice. | | |

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

### 2.2 BUDGETED EXPENSES AND PERFORMANCE FOR OUTCOME 2

|  |
| --- |
| Outcome 2: Maintain and enhance the physical wellbeing and quality of life of eligible persons and their dependants through health and other care services that promote early intervention, prevention and treatment, including advice and information about health service entitlements. |

Linked programs

| **Department of Health** |
| --- |
| * Program 4.3 – Pharmaceutical Benefits * Program 2.3 – Health Workforce * Program 6.2 – Aged Care Services * Program 4.1 – Medical Benefits |
| **Department of Human Services** |
| * Program 1.1 – Services to the Community – Social Security and Welfare * Program 1.2 – Services to the Community - Health |
| **The Treasury** |
| * 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

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

Table 2.2.1: Budgeted expenses for Outcome 2 (continued)

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

Table 2.2.1: Budgeted expenses for Outcome 2 (continued)

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

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

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

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

#### Table 2.2.2: Program components of Outcome 2

Program 2.1: General Medical Consultations and Services

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

#### Program 2.2: Veterans’ Hospital Services

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

#### Program 2.3: Veterans’ Pharmaceuticals Benefits

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

#### Program 2.4: Veterans’ Community Care and Support

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

#### Program 2.5: Veterans’ Counselling and Other Health Services

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

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

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

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

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

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

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

|  |  |  |  |
| --- | --- | --- | --- |
| Outcome 2: Maintain and enhance the physical wellbeing and quality of life of eligible persons and their dependants through health and other care services that promote early intervention, prevention and treatment, including advice and information about health service entitlements. | | | |
| **Program 2.1** – Provide access to general and specialist medical and dental services to DVA clients. | | | |
| **Delivery** | * Ensure clients have access to general and specialist medical and dental services by maintaining servicing arrangements with these practitioner groups. * Ensure a geographically diverse range of providers participate in DVA arrangements for provision of general and specialist medical and dental services to clients. * Ensure a comprehensive range of general and specialist medical and dental services are available to clients in order to meet their health care needs. * Facilitate effective payment of medical and dental practitioners under DVA arrangements. | | |
| **Performance information** | | | |
| **Year** | **Performance criteria** | **Targets** | **Forecasts** |
| 2018-19 | Ensure arrangements are in place for the access to and delivery of quality general and specialist medical and dental services for DVA Health Card holders.   * Number of clients accessing services versus the number who have registered a complaint in relation to un-met access and/or quality.   Maintain a schedule of general and specialist medical and dental services to meet the health care needs of DVA Health Card holders and maintain consistency with trends in the delivery of health care services.   * Number of listed services assessed versus the number of approved unlisted services. | >99%    >97% | >99%    >99% |
| 2019-20 | Ensure arrangements are in place for the access to and delivery of quality general and specialist medical and dental services for DVA Health Card holders.   * Number of clients accessing services versus the number who have registered a complaint in relation to un-met access and/or quality.   Maintain a schedule of general and specialist medical and dental services for DVA Health Card Holders that reflects trends in the delivery of health care services.   * Percentage of total medical and dental services that are assessed through the DVA fee schedule. | >99%    >97% | |
| 2020-21 and beyond | As per 2019-20. | As per 2019-20. | |
| **Purposes (a)** | To support the wellbeing of those who serve or have served in the defence of our nation, and their families, and commemorate their service and sacrifice. | | |

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

|  |  |  |  |
| --- | --- | --- | --- |
| **Program 2.2** – Provide access to hospital services for clients through arrangements with hospitals in both the private and public sectors. | | | |
| **Delivery** | * Ensure access to hospital services for clients through arrangements in both the private and public sectors. * Ensure a comprehensive range of hospital services are made available to clients in order to meet health care needs. * Facilitate effective payment of hospital providers under DVA arrangements. | | |
| **Performance information** | | | |
| **Year** | **Performance criteria** | **Targets** | **Forecasts** |
| 2018-19 | Ensure arrangements are in place for the access to and delivery of quality private and public hospital services for DVA Health Card holders.   * Number of clients accessing services versus the number who have registered a complaint in relation to un-met access and/or quality. | >99% | >99% |
| 2019-20 | Ensure arrangements are in place for the access to and delivery of quality private and public hospital services for DVA Health Card holders.   * Number of clients accessing services versus the number who have registered a complaint in relation to un-met access and/or quality. | >99% | |
| 2020-21 and beyond | As per 2019-20. | As per 2019-20. | |
| **Purposes (a)** | To support the wellbeing of those who serve or have served in the defence of our nation, and their families, and commemorate their service and sacrifice. | | |

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

|  |  |  |  |
| --- | --- | --- | --- |
| **Program 2.3** – The Repatriation Pharmaceutical Benefits Scheme (RPBS) provides clients access to a comprehensive range of pharmaceuticals and wound dressings for the treatment of their health care needs. | | | |
| **Delivery** | * Ensure clients have access to a comprehensive range of pharmaceuticals and wound dressings that meet their health care needs. * Facilitate arrangements with pharmaceutical sponsors for the listing of the range of items appropriate to the client population. * Facilitate effective payment of approved pharmacies for supplying items under the RPBS. | | |
| **Performance information** | | | |
| **Year** | **Performance criteria** | **Targets** | **Forecasts** |
| 2018-19 | Ensure arrangements are in place for the access to and delivery of quality pharmaceutical services for DVA Health Card holders.   * Number of clients accessing services versus the number who have registered a complaint in relation to un-met access and/or quality. | >99% | >99% |
| 2019-20 | Ensure arrangements are in place for the access to and delivery of quality pharmaceutical services for DVA Health Card holders.   * Number of clients accessing services versus the number who have registered a complaint in relation to un-met access and/or quality. | >99% | |
| 2020-21 and beyond | As per 2019-20. | As per 2019-20. | |
| **Purposes (a)** | To support the wellbeing of those who serve or have served in the defence of our nation, and their families, and commemorate their service and sacrifice. | | |

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

|  |  |  |  |
| --- | --- | --- | --- |
| **Program 2.4** – The program’s primary objective is to effectively manage community support and residential care programs, including development and review of policy and operational guidelines and procedures, and assessment of program effectiveness.  Veteran community care and support programs include the Veterans’ Home Care (VHC) program and the Community Nursing program.  The objectives of the VHC and Community Nursing programs are to support clients to remain independent in their homes, and improve their quality of life and health. On the whole, the veteran community is ageing and increasingly requires higher levels of service. The provision of these services helps to delay entry into residential aged care and maximises independence.  DVA also provides subsidies and supplements for clients who are no longer able to live independently and who enter residential aged care. | | | |
| **Delivery** | Veterans’ Home Care (VHC) and Community Nursing:   * DVA contracts with organisations across Australia to assess clients for VHC services and to deliver those services. * DVA also has agreements with organisations across Australia to provide community nursing services to clients. * To ensure services are of a high quality, a contract and quality management framework, together with post-payment monitoring, is in place for both programs.   Residential Care:   * The management of residential aged care facilities is the responsibility of the Department of Health (Health). The Australian Government’s residential aged care appropriation is shared between DVA, which pays for eligible DVA clients residing in residential care, and Health, which pays for the remainder of the residential aged care population.   Carer and Volunteer Support:   * DVA contracts Community Support Advisers to provide services focusing on day clubs for frail aged care veterans, health promotion, men’s health peer education and other community, recreational and social health initiatives. * DVA also provides information and support to carers in the veteran community. | | |
| **Performance information** | | | |
| **Year** | **Performance criteria** | **Targets** | **Forecasts** |
| 2018-19 | Ensure arrangements are in place for the access to and delivery of quality community care services for DVA Health Card holders.   * Number of clients accessing services versus the number who have registered a complaint in relation to un-met access and/or quality. | >99% | >99% |
| 2019-20 | Ensure arrangements are in place for the access to and delivery of quality community care services for DVA Health Card holders.   * Number of clients accessing services versus the number who have registered a complaint in relation to un-met access and/or quality. | >99% | |
| 2020-21 and beyond | As per 2019-20. | As per 2019-20. | |
| **Purposes (a)** | To support the wellbeing of those who serve or have served in the defence of our nation, and their families, and commemorate their service and sacrifice. | | |

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

|  |  |  |  |
| --- | --- | --- | --- |
| **Program 2.5** – To provide a wide range of mental and allied health care services, including counselling and referral services for veterans, war widow/ers, serving members, former defence force members and their families. | | | |
| **Delivery** | * Ensure arrangements are in place to assist clients to reach treatment locations through a variety of systems and transport modes. This includes reimbursing travel costs privately incurred (including financial assistance towards the costs for meals and accommodation), arranging taxi/hire car and air travel, and purchasing ambulance services from public and private sector providers. * Ensure arrangements are in place to provide an extensive range of rehabilitation aids which assist independent living and which are provided through a comprehensive system of prescribers and contracted suppliers. * Maintain arrangements with allied health providers for the delivery of a comprehensive range of allied health services to clients in order to meet their health care needs. * Ensure effective payment arrangements are in place for allied health providers. * Provide access to counselling services through Open Arms including use of outreach counsellors and through relevant providers in the public and private health sectors:   + intake and referral services   + counselling services   + after-hours counselling, and   + group programme intervention. | | |
| **Performance information** | | | |
| **Year** | **Performance criteria** | **Targets** | **Forecasts** |
| 2018-19 | **Access to Services**  Ensure arrangements are in place for the access and delivery of quality mental and allied health services for DVA Health Card holders.   * Number of clients accessing services versus the number who have registered a complaint in relation to un-met access and/or quality.   Maintain a schedule of allied services for DVA Health Card holders that reflects trends in the delivery of health care services.   * Percentage of total allied services that are accessed through the DVA fee schedule.   **Travel**  Target percentage of claims for reimbursement processed within the Service Charter timeframe  (28 days)  Degree of complaints about arranged travel relative to the quantity of bookings  **Open Arms**  Percentage of clients in receipt of an episode of care, who access an Open Arms clinician (centre based or outreach) within two weeks of intake and assessment occurring  Client satisfaction  **Veterans Vocational Rehabilitation Scheme**  Clients with successful return to work | >99%    >97%  100%  <0.05%  >65%  >80%  >50% | >99%    >99%  99.9%  0.02%  75%  91%  >50% |
| 2019-20 | **Access to Services**  Ensure arrangements are in place for the access and delivery of quality mental and allied health services for DVA Health Card holders.   * Number of clients accessing services versus the number who have registered a complaint in relation to un-met access and/or quality.   Maintain a schedule of allied services for DVA Health Card holders that reflects trends in the delivery of health care services.   * Percentage of total allied services that are accessed through the DVA fee schedule.   **Travel**  Target percentage of claims for reimbursement processed within the Service Charter timeframe  (28 days)  Degree of complaints about arranged travel relative to the quantity of bookings  **Open Arms**  Percentage of clients in receipt of an episode of care, who access an Open Arms clinician (centre based or outreach) within two weeks of intake and assessment occurring  Client satisfaction  Accreditation as a Mental Health Service is maintained  **Veterans Vocational Rehabilitation Scheme**  Clients with successful return to work | >99%    >97%  100%  <0.05%  >65%  >80%  Evidence of current Mental Health Accreditation (a)  >50% | |
| 2020-21 and beyond | As per 2019-20. | As per 2019-20. | |
| **Purposes (b)** | To support the wellbeing of those who serve or have served in the defence of our nation, and their families, and commemorate their service and sacrifice. | | |

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

|  |  |  |  |
| --- | --- | --- | --- |
| **Program 2.6** – To arrange for the provision of rehabilitation, medical and other related services under the *Safety, Rehabilitation and Compensation (Defence-related Claims) Act 1988* (DRCA)and the *Military Rehabilitation and Compensation Act 2004* (MRCA) and related legislation. This includes payment for medical treatment, rehabilitation services, attendant care and household services. | | | |
| **Delivery** | * Rehabilitation program goals measured for effectiveness using agreed outcome aspirations against actual results achieved. * Veterans who claim incapacity payments for the first time because of an inability to work due to accepted conditions are assessed for rehabilitation. * Clients who are identified for a rehabilitation assessment are referred to an approved service provider within 30 days. | | |
| **Program deliverables (a)** | * The number of individuals who have participated in the rehabilitation program over the financial year. * The number of individuals who have completed a rehabilitation plan over the financial year. | | |
| **Performance information** | | | |
| **Year** | **Performance criteria** | **Targets** | **Forecasts** |
| 2018-19 | *Timeliness*: The percentage of rehabilitation assessments that were made within 30 days of referral for assessment  *Quality/Quantity*: Percentage of clients where rehabilitation goals were met or exceeded  *Quality/Quantity*: An annual survey of client satisfaction with the rehabilitation program | 75%  75%  75% | 81%  78%  75% |
| 2019-20 | *Timeliness*: The percentage of rehabilitation assessments that were made within 30 days of referral for assessment  *Quality/Quantity*: Percentage of clients where rehabilitation goals were met or exceeded  *Quality*: An annual survey of client satisfaction with the rehabilitation program | 75%  75%  75% | |
| 2020-21 and beyond | As per 2019-20. | As per 2019-20. | |
| **Purposes (b)** | To support the wellbeing of those who serve or have served in the defence of our nation, and their families, and commemorate their service and sacrifice. | | |

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

2.3 BUDGETED EXPENSES AND PERFORMANCE FOR OUTCOME 3

|  |
| --- |
| Outcome 3: Acknowledgement and commemoration of those who served Australia and its allies in wars, conflicts and peace operations through promoting recognition of service and sacrifice, preservation of Australia’s wartime heritage, and official commemorations. |

#### Budgeted expenses for Outcome 3

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

Table 2.3.1: Budgeted expenses for Outcome 3

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

Table 2.3.1: Budgeted expenses for Outcome 3 (continued)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | | 2018-19 | 2019-20 | 2020-21 | 2021-22 | 2022-23 |
| Estimated | Budget | Forward | Forward | Forward |
| actual |  | estimate | estimate | estimate |
| $'000 | $'000 | $'000 | $'000 | $'000 |
| **Outcome 3 Totals by appropriation type** | |  |  |  |  |  |
| Administered Expenses | |  |  |  |  |  |
|  | Ordinary annual services (Appropriation Bill No. 1 & 3) | 48,849 | 50,846 | 31,185 | 31,840 | 32,669 |
|  | Special Accounts | 22,150 | 18,372 | 72 | 72 | 72 |
|  | Less Special Account Expenses funded by annual appropriation | - | 18,300 | - | - | - |
|  | **Administered total** | **70,999** | **50,918** | **31,257** | **31,912** | **32,741** |
| Departmental Expenses | |  |  |  |  |  |
|  | Departmental appropriation(a) | 31,214 | 25,563 | 23,084 | 22,853 | 23,038 |
|  | Expenses not requiring appropriation in the Budget year(b) | 2,146 | 2,025 | 1,931 | 1,653 | 1,441 |
|  | **Departmental total** | **33,360** | **27,588** | **25,015** | **24,506** | **24,479** |
| **Total expenses for Outcome 3** | | **104,359** | **78,506** | **56,272** | **56,418** | **57,220** |
|  |  |  |  |  |  |  |
|  | | 2018-19 | 2019-20 |  |  |  |
| **Average Staffing Level (number)** | | 141 | 131 |  |  |  |

1. Departmental Appropriation combines ‘Ordinary annual services (Appropriation Bills No. 1)’ and ‘Revenue from independent sources (s74)’.
2. Expenses not requiring appropriation in the Budget year are made up of depreciation expenses, amortisation expenses, audit fees and Australian Taxation Office data matching services.

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

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

#### Table 2.3.2: Program components of Outcome 3

Program 3.1: War Graves

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

#### Program 3.2: Commemorative Activities

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

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

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

|  |  |  |  |
| --- | --- | --- | --- |
| 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** – Acknowledge and commemorate the service and sacrifice of the men and women who served Australia and its allies in wars, conflicts and peace operations. | | | |
| **Delivery** | * Maintain, construct and refurbish war graves and post war commemorations within war cemeteries, gardens of remembrance, cemeteries and crematoria in Australia and Papua New Guinea; process claims for and provide official post war commemorations; and provide and maintain national memorials overseas. | | |
| **Performance information** | | | |
| **Year** | **Performance criteria** | **Targets** | **Forecasts** |
| 2018-19 | The condition of graves that are the primary place of official commemoration and sites of collective commemoration that are maintained by OAWG meets CWGC standards. | Complaints received relate to 10 or less graves or sites of collective commemoration | Achieved |
| 2019-20 | The condition of graves that are the primary place of official commemoration and sites of collective commemoration that are maintained by OAWG meets CWGC standards. | Complaints received relate to 10 or less graves or sites of collective commemoration | |
| 2020-21 and beyond | As per 2019-20. | As per 2019-20. | |
| **Purposes (a)** | To support the wellbeing of those who serve or have served in the defence of our nation, and their families, and commemorate their service and sacrifice. | | |

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

|  |  |  |  |
| --- | --- | --- | --- |
| **Program 3.2** – Acknowledge and commemorate the service and sacrifice of the men and women who served Australia and its allies in wars, conflicts and peace operations. | | | |
| **Delivery** | * Provide support and funding for commemorative programs and community initiatives and promote community awareness and preservation of Australia’s wartime and service heritage and veterans’ experiences. * Planning for and conduct of annual Anzac Day services at Gallipoli in Turkey, in addition to the 2020 Villers-Bretonneux, France service. * Lead and manage the Anzac Centenary and the Century of Service 2014-18 through the development and delivery of national and international commemorative services. | | |
| **Performance information** | | | |
| **Year** | **Performance criteria** | **Targets** | **Forecasts** |
| 2018-19 | Events are delivered safely, on schedule and within budget.  Government is satisfied with quality. | The number of safety incidents reported is less than 1% of those attendance.100% of events are delivered on time and with less than a 5% variation in actual expenditure compared to budget  The Minister of Veterans’ Affairs confirms the Government’s satisfaction with the quality of each event | Partially achieved  Achieved |
| 2019-20 | Events are delivered safely, on schedule and within budget.  Government is satisfied with quality. | The number of safety incidents reported is less than 1% of those attendance.100% of events are delivered on time and with less than a 5% variation in actual expenditure compared to budget  The Minister of Veterans’ Affairs confirms the Government’s satisfaction with the quality of each event | |
| 2020-21 and beyond | As per 2019-20. | As per 2019-20. | |
| **Purposes (a)** | To support the wellbeing of those who serve or have served in the defence of our nation, and their families, and commemorate their service and sacrifice. | | |

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

## Section 3: Budgeted financial statements

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

### 3.1 Budgeted Financial Statements

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

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

#### 3.1.2 Analysis of budgeted financial statements

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

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

##### Departmental (amalgamated)

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

##### Departmental (DVA excluding DSHIS)

###### Budgeted departmental income statement

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

###### Budgeted departmental balance sheet

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

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

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

##### Departmental (DSHIS)

###### Budgeted departmental income statement

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

###### Budgeted departmental balance sheet

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

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

##### Administered statements

###### Budgeted revenue and expenses

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

###### Budgeted assets and liabilities

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

3.2 Budgeted financial statements tables

Table 3.1a: Departmental comprehensive income statement (amalgamated)

(Showing Net Cost of Services) (for the period ended 30 June)

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

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

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

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

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

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

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

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

Prepared on Australian Accounting Standards basis

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

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

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

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Note: Reconciliation of operating result attributable to agency** | | | | | | | |
|  |  |  | 2018-19 | 2019-20 | 2020-21 | 2021-22 | 2022-23 |
|  |  |  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **Total Comprehensive Income (loss)** | | |  |  |  |  |  |
|  | **Attributable to the** | |  |  |  |  |  |
|  | **Australian Government** | | **(26,324)** | **(25,024)** | **(23,719)** | **(21,022)** | **(18,428)** |
| Plus non-appropriated expenses: | | |  |  |  |  |  |
|  | Depreciation and amortisation expenses | | 26,324 | 25,024 | 23,719 | 21,022 | 18,428 |
| **Total Comprehensive Income** | | |  |  |  |  |  |
|  | **(loss) Attributable to the** | |  |  |  |  |  |
|  | **agency** | | **-** | **-** | **-** | **-** | **-** |
| Prepared on Australian Accounting Standards basis | | | |  |  |  |  |

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

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

Prepared on Australian Accounting Standards basis

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

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

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

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

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

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

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

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

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

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

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

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

1. Includes both current Bill 2 and prior Act 2/4/6 appropriations and special capital appropriations.
2. Does not include annual finance lease costs. Includes purchases from current and previous years' Departmental Capital Budgets (DCBs).

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

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

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

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

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

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

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

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

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

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

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

Prepared on Australian Accounting Standards basis

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

DVA

Australian War Memorial

Entity Resources and Planned Performance

DVA

Australian War Memorial

SECTION 1: ENTITY OVERVIEW AND RESOURCES 87

1.1 Strategic direction statement 87

1.2 Entity resource statement 90

1.3 Budget measures 92

SECTION 2: OUTCOMES AND PLANNED PERFORMANCE 93

2.1 Budgeted expenses and performance for Outcome 1 94

SECTION 3: BUDGETED FINANCIAL STATEMENTS 110

3.1 Budgeted financial statements 110

3.2 Budgeted financial statements tables 111

DVA

Section 1: Entity overview and resources

* 1. Strategic direction statement

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

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

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

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

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

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

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

The Memorial will continue to implement sustainability measures to ensure it can continue to achieve its mission in coming years. Associated programs include the continued implementation of a comprehensive ICT Modernisation Project, delivery of the second year of a three year Operational Workforce Plan and measures to attract and retain highly skilled staff. Along with ongoing continual improvement initiatives, this will deliver improved business processes across all Memorial operations, increase flexibility for staff to achieve business goals, provide better services and facilities for visitors and allow greater access to the National Collection.

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

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

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

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

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

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

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

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

**1.2 Entity resource statement**

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

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

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

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

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

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

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

All figures shown above are GST exclusive.

1. Appropriation Bill (No. 1) 2019-20.
2. Appropriation Bill (No. 2) 2019-20.

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

### 1.3 Budget measures

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

Table 1.2: Australian War Memorial 2019-20 Budget measures

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

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

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

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

Section 2: Outcomes and planned performance

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

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

**Note:**

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

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

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

The most recent annual performance statement can be found at:

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

2.1 Budgeted expenses and performance for Outcome 1

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

##### Budgeted expenses for Outcome 1

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

Table 2.1.1: Budgeted expenses for Outcome 1

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

#### Table 2.1.2: Program components of Outcome 1

#### Program 1: Australian War Memorial

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

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

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

|  |  |
| --- | --- |
| 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. | |
| **Delivery** | The program will be delivered through:   * maintenance and development of the National Memorial and the National Collection of historical material, * delivery of commemorative ceremonies, exhibitions, and interpretive services; and * creation and dissemination of research and information. |

|  |  |  |
| --- | --- | --- |
| **Program component 1.1** – Commemorative ceremonies assist Australians remember the Australian experience of war and its enduring impact on society. | | |
| **Delivery** | Activity: A range of commemorative ceremonies will be delivered, including three major ceremonies (Anzac Day Dawn Service, Anzac Day National ceremony and Remembrance Day ceremony), other ceremonies linked to key anniversaries, a school wreath-laying program, and the daily Last Post ceremony.  Target: On-site (local, interstate, international) and on-line visitors (worldwide). | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Targets** |
| 2018-19 | 1. Deliver Centenary of the Armistice of First Word War commemorative programme. 2. Deliver major commemorative ceremonies and events as scheduled. 3. Deliver minor commemorative ceremonies and events as scheduled. 4. Deliver daily Last Post ceremonies including online streaming. | 1. Centenary of the Armistice of First Word War commemorative programme delivered. 2. All major commemorations delivered as scheduled. 3. All minor commemorations delivered as scheduled. 4. Last Post ceremony delivered daily. |
| 2019-20 | 1. Deliver major commemorative ceremonies and events as scheduled. 2. Deliver minor commemorative ceremonies and events as scheduled. 3. Deliver daily Last Post ceremonies including online streaming. | 1. All major commemorations delivered as scheduled. 2. All minor commemorations delivered as scheduled. 3. Last Post ceremony delivered daily. |
| 2020-21 and beyond | 1. Deliver major commemorative ceremonies and events as scheduled. 2. Deliver minor commemorative ceremonies and events as scheduled. 3. Deliver daily Last Post ceremonies including online streaming. | 1. All major commemorations delivered as scheduled. 2. All minor commemorations delivered as scheduled. 3. Last Post ceremony delivered daily. |
| **Purposes** | Ensure the ongoing relevance of the Memorial’s vision and mission to the nation.  Maintain government and increase stakeholder support for the Memorial. | |
| **Material changes to Program 1 resulting from the following measures:**   * The *Australian War Memorial - redevelopment* funding measure will enhance the Memorial’s ability to deliver commemorative activities within Program Component 1.1. | | |

|  |  |  |
| --- | --- | --- |
| **Program component 1.2** – National Memorial and Grounds assists Australians remember the Australian experience of war and its enduring impact on society. | | |
| **Delivery** | Activity: The Memorial building and grounds are conserved and developed as a dignified, moving and impressive national memorial to Australians who served and died at war.  Target: On-site visitors (local, interstate, international). | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Targets** |
| 2018-19 | 1. Continued development and maintenance of AWM Buildings and Grounds consistent with high standards, ensuring that all works comply with standards and that major works are communicated to visitors prior to commencement and with the impact on the visitor experience minimised as far as possible. | 1. 100% of visitors interviewed between July 2018 and January 2019 were satisfied with the Memorial Grounds and sculpture garden. 94% were very satisfied. |
|  | 1. Staged implementation of the detailed AWM Redevelopment (Memorial Master Plan) incorporating: 2. Completion of detailed business case of Campbell site development plan, 3. Completion of Gallery master plan in conjunction with 2a, 4. Completion of works at Mitchell site, 5. Commencement of facilities strategy including storage and accommodation for all sites. | 1. The AWM Redevelopment (Memorial Master Plan) is implemented subject to available funding:    1. Detailed Business Case was delivered for Government consideration,    2. Gallery master plan was delivered for Government consideration,    3. Works completed,    4. Planning commenced. |
| 2019-20 | 1. Continued development and maintenance of AWM Buildings and Grounds consistent with high standards, ensuring that all works comply with standards and that major works are communicated to visitors prior to commencement and with the impact on the visitor experience minimised as far as possible. | 1. Buildings and Grounds are kept in a state consistent with a pre-eminent national institution. |
|  | 1. Staged implementation of the AWM Redevelopment incorporating: 2. Commencement of project works at Campbell under an approved site development plan, 3. Completion of logistics and accommodation upgrades at Mitchell site, 4. Completion of facilities strategy including storage and accommodation for all sites; implementation from 2020-21. | 1. The AWM Redevelopment commences:     1. Project works for Campbell site upgrade commence,    2. Works completed,    3. Facilities strategy completed; Implementation commenced. |

|  |  |  |
| --- | --- | --- |
| 2020-21 and beyond | 1. Continued development and maintenance of AWM Buildings and Grounds consistent with high standards, ensuring that all works comply with standards and that major works are communicated to visitors prior to commencement and with the impact on the visitor experience minimised as far as possible. | 1. Buildings and Grounds are kept in a state consistent with a pre-eminent national institution. |
|  | 1. Staged implementation of the AWM Memorial Master Plan incorporating continuation of redevelopment project works at Campbell site under an approved site development plan. | 1. AWM Redevelopment works on schedule and on budget. |
| **Purposes** | Improve the sustainability of the Memorial to achieve its mission.  Deliver the Memorial Redevelopment Project. | |
| **Material changes to Program 1 resulting from the following measures:**   * The *Australian War Memorial - redevelopment* funding measure will enhance the Memorial’s National Memorial and Grounds within Program Component 1.2. | | |

|  |  |  |
| --- | --- | --- |
| **Program component 1.3** – The National Collection assists Australians remember the Australian experience of war and its enduring impact on society. | | |
| **Delivery** | Activity: An outstanding national collection of historical material with provenance that is related to Australia’s military history and heritage.  Target: On-site (local, interstate, international) and on-line visitors (worldwide); organisations and institutions seeking to tell stories of Australia at war. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Targets** |
| 2018-19 | 1. Continued development and maintenance of a National Collection of items relating to Australia’s military history, including collecting from recent and current conflicts and operations including peacekeeping and some peacetime operations that add to the story of Australia’s military history and heritage. | 1. Items appropriate for the National Collection were identified, acquired and conserved in accordance with AWM policy. |
|  | 1. Implement agreed and funded recommendations for 2018-19 arising from the 2017 ANAO Performance Audit - Management of National Cultural Collections. | 1. Agreed and funded recommendations implemented. |
|  | 1. Develop a comprehensive collection management strategy including regular review of collection priorities and setting of long term conservation and digitisation standards and targets. | 1. Collection Management Strategy completed in December 2018. |
|  | 1. The Memorial maintains a cost recovery based outwards loans and digital access program to support other organisations in telling stories of Australian service and sacrifice through the use of elements of the National Collection. | 1. National Collection material is used by museums, media and others to enrich and enhance exhibitions, articles and online material to tell stories of Australia at war. |
| 2019-20 | 1. Continued development and maintenance of a National Collection of items relating to Australia’s military history, including collecting from recent and current conflicts and operations including peacekeeping and some peacetime operations that add to the story of Australia’s military history and heritage. | 1. Items appropriate for the National Collection are identified, acquired and conserved in accordance with AWM policy. |
|  | 1. Implementation of a comprehensive collection management strategy including regular reviews of collection priorities and setting of long term conservation and digitisation standards and targets. | 1. Collection Management Strategy implemented; reduction in frequency and severity of unplanned conservation activities and costs. |
|  | 1. The Memorial maintains a cost recovery based outwards loans and digital access program to support other organisations in telling stories of Australian service and sacrifice through the use of elements of the National Collection. | 1. National Collection material is used by museums, media and others to enrich and enhance exhibitions, articles and online material to tell stories of Australia at war. |

|  |  |  |
| --- | --- | --- |
| 2020-21 and beyond | 1. Continued development and maintenance of a National Collection of items relating to Australia’s military history, including collecting from recent and current conflicts and operations including peacekeeping and some peacetime operations that add to the story of Australia’s military history and heritage. | 1. Items appropriate for the National Collection are identified, acquired and conserved in accordance with AWM policy. |
|  | 1. Implementation of a comprehensive collection management strategy including regular review of collection priorities and setting of long term conservation and digitisation standards and targets. | 1. Collection Management Strategy reviewed; reduction in frequency and severity of unplanned conservation activities and costs. |
|  | 1. The Memorial maintains a cost recovery based outwards loans and digital access program to support other organisations in telling stories of Australian service and sacrifice through the use of elements of the National Collection. | 1. National Collection material is used by museums, media and others to enrich and enhance exhibitions, articles and online material to tell stories of Australia at war. |
| **Purposes** | Maximise the value of and access to the National Collection and military history.  Ensure the ongoing relevance of the Memorial’s vision and mission to the nation. | |
| **Material changes to Program 1 resulting from the following measures:**   * The *Australian War Memorial - redevelopment* funding measure will enhance the Memorial’s ability to manage and interpret the National Collection within Program Component 1.3. | | |

|  |  |  |
| --- | --- | --- |
| **Program component 1.4** – Exhibitions assist Australians remember the Australian experience of war and its enduring impact on society. | | |
| **Delivery** | Activity: Development and maintenance of outstanding permanent, temporary and travelling exhibitions;  Target: On-site (local, interstate, international) and touring exhibition venue visitors. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Targets** |
| 2018-19 | 1. Permanent exhibitions to be maintained and refreshed, as required, educating Australians on the Australian experience of war. | 1. An estimated 99% of visitors are satisfied with their gallery experience and 91% rate their experience as ‘very satisfied’, an improvement on previous years. |
|  | 1. Temporary and touring exhibitions to tell further stories of Australian experience of war that are additional to and expand upon the Permanent Exhibitions, e,g, Centenary of Armistice commemorative display. | 1. Special exhibition *After the War* delivered. *For Country, For Nation* touring exhibition exhibited in 5 locations across 3 states. Touring exhibition feedback from visitors to venues has been positive. |
| 2019-20 | 1. Permanent exhibitions to be maintained and refreshed, as required, educating Australians on the Australian experience of war. | 1. Qualitative and quantitative survey data shows evidence of strong visitor understanding of Australia’s experience of war. |
|  | 1. Temporary and touring exhibitions to further tell stories of Australian experience of war that are additional to and expand upon the Permanent Exhibitions. | 1. Delivery of special exhibition *Courage for Peace*.   Feedback from host venues for touring exhibitions demonstrates community engagement with Memorial exhibitions. |
| 2020-21 and beyond | 1. Permanent exhibitions to be maintained and refreshed, as required, educating Australians on the Australian experience of war. | 1. Qualitative and quantitative survey data shows evidence of strong visitor understanding of Australia’s experience of war. |
|  | 1. Temporary and touring exhibitions to further tell stories of Australian experience of war that are additional to and expand upon the Permanent Exhibitions. | 1. Feedback from host venues for touring exhibitions demonstrates community engagement with Memorial exhibitions. |
| **Purposes** | Ensure the ongoing relevance of the Memorial’s vision and mission to the nation.  Maximise the value of and access to the National Collection and military history | |
| **Material changes to Program 1 resulting from the following measures:**   * The *Australian War Memorial - redevelopment* funding measure will enhance the Memorial’s ability to deliver exhibitions that will enhance Australians understanding of the service and sacrifice of our Defence Force within Program Component 1.4. | | |

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

|  |  |  |
| --- | --- | --- |
| **Program component 1.6** – Promotion and Community Services assist Australians remember the Australian experience of war and its enduring impact on society. | | |
| **Delivery** | Activity: Promotion of the Memorial as an outstanding national institution and assistance to the community to understand the Memorial’s roles, activities, programs, relevance and future. Through the provision of high-quality promotion and community services, the program provides a necessary foundation for other programs to function effectively.  Target: On-site (local, interstate, international) visitors; media consumers. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Targets** |
| 2018-19 | 1. Further refine the AWM online presence aligned to the Digital Strategy to facilitate greater involvement and outreach. | 1. Strong website visitation including growth in collection searches and increased social media engagement is expected for this financial year. |
|  | 1. Increase the AWM profile through proactive media outreach. | 1. Strong media presence at and coverage of AWM, including events, generated through proactive media strategy and outreach. |
|  | 1. Develop enhanced program delivery options, including a paid tour program including audio tours, and veteran specific programs such as ‘Soldiers In Residence’. | 1. Paid tours program developed; highlights audio tours implemented and veterans’ specific programs delivered. |
| 2019-20 | 1. Further refine the AWM online presence aligned to the Digital Strategy to facilitate greater involvement and outreach. | 1. Strong website visitation and digital outreach including collection searches and continued social media engagement. |
|  | 1. Increase the AWM profile through proactive media outreach. | 1. Strong media presence at and coverage of AWM, including events, generated through proactive media strategy and outreach. |
|  | 1. Develop enhanced program delivery options for onsite visitors. | 1. Enhanced tour programs delivered. |
| 2020-21 and beyond | 1. Further refine the AWM online presence aligned to the Digital Strategy to facilitate greater involvement and outreach. | 1. Strong website visitation including collection searches and continued social media engagement. |
|  | 1. Increase the AWM profile through proactive media outreach. | 1. Strong media presence at and coverage of AWM, including events, generated through proactive media strategy and outreach. |
|  | 1. Delivery of modified programs for onsite visitors. | 1. Enhanced tour programs delivered. |
| **Purposes** | Ensure the ongoing relevance of the Memorial’s vision and mission to the nation.  Maximise the value of and access to the National Collection and military history.  Maintain government and increase stakeholder support for the Memorial. | |
| **Material changes to Program 1 resulting from the following measures:**   * The *Australian War Memorial - redevelopment* funding measure will enhance the Memorial’s ability to promote and deliver community services to help Australians understand and remember the impact of war within Program Component 1.6. | | |

|  |  |  |
| --- | --- | --- |
| **Program component 1.7** – Research and Information Dissemination assist Australians remember the Australian experience of war and its enduring impact on society. | | |
| **Delivery** | Activity: The stimulation of an interest in and understanding of Australia’s military history by the production of and dissemination in print, broadcast and online media of articles, papers and presentations, conferences, publications and encouraging the conduct of historical research and dissemination of knowledge and understanding of Australia’s military history.  Target: On-site (local, interstate, international) and online visitors; Australian Defence Force members; Military history academic community. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Targets** |
| 2018-19 | Support for research about Australian military history including:   * The Memorial’s ongoing publications program. * Encouragement, fostering and contribution to research to further promote the understanding of Australian military history. * Facilitating access to collection items and military history information including:   + Reading room facilities,   + An authoritative research enquiry service,   + Online research facilities. * Retail and online sales channels providing quality military history books and exhibition publications. * The provision of expert advice to internal and external stakeholders. * Maintain and grow an online repository of military history articles and resources made available through the Memorial’s website. * Support for and publication of academic and online articles, *Wartime* magazine and books by Memorial staff featuring original research and writing. | Continued strong uptake of Memorial research facilities and online records access is expected this financial year.  The Memorial published two comprehensive research works (*For Valour*; *The Western Front Diaries of CEW Bean)*, a study of its Last Post Ceremony (*The Last Post*) and two major exhibition catalogues (*For Country, For Nation* and *Napier Waller Art Prize 2018*).  Four issues of *Wartime* were published in 2018. |
| 2019-20 | Support for research about Australian military history including:   * The Memorial’s ongoing publications program. * Encouragement, fostering and contribution to research to further promote the understanding of Australian military history. * Facilitating access to collection items and military history information including:   + Reading room facilities,   + An authoritative research enquiry service,   + Online research facilities. * Retail and online sales channels providing quality military history books and exhibition publications. * The provision of expert advice to internal and external stakeholders. * Maintain and grow an online repository of military history articles and resources made available through the Memorial’s website. * Support for and publication of academic and online articles, *Wartime* magazine and books by Memorial staff featuring original research and writing. | Continued strong demand for Memorial historical advice, uptake of Memorial research facilities, and as evidenced by statistical analysis relating to Research Centre and online records access and successful publication of original research. |
| 2020-21 and beyond | Support for research about Australian military history including:   * The Memorial’s ongoing publications program. * Encouragement, fostering and contribution to research to further promote the understanding of Australian military history. * Facilitating access to collection items and military history information including:   + Reading room facilities,   + An authoritative research enquiry service,   + Online research facilities. * Retail and online sales channels providing quality military history books and exhibition publications. * Management of the ‘Soldiers In Residence’ program. * The provision of expert advice to internal and external stakeholders. * Maintain and grow an online repository of military history articles and resources made available through the Memorial’s website. * Support for and publication of academic and online articles, *Wartime* magazine and books by memorial staff featuring original research and writing. | Continued strong demand for Memorial historical advice, uptake of Memorial research facilities, and as evidenced by statistical analysis relating to Research Centre and online records access and successful publication of original research. |
| **Purposes** | Maximise the value of and access to the National Collection and military history.  Ensure the ongoing relevance of the Memorial’s vision and mission to the nation. | |
| **Material changes to Program 1 resulting from the following measures:**   * The *Australian War Memorial - redevelopment* funding measure will enhance the Memorial’s core capabilities to conduct research and disseminate information on Australian service and sacrifice within Program Component 1.7. | | |

|  |  |  |
| --- | --- | --- |
| **Program component 1.8** – Visitor Services assist Australians remember the Australian experience of war and its enduring impact on society. | | |
| **Delivery** | Activity: Visitors to both the Memorial and its outreach programs are provided with a standard of service that enhances their experience and encourages them to re-use services and promote them to others. Through the provision of high-quality visitor services, this program component provides a necessary foundation for other program components to function effectively.  Target: On-site (local, interstate, international) and online visitors. | |
| **Performance information** | | |
| **Year** | **Performance criteria** | **Targets** |
| 2018-19 | The provision of high-quality visitor services provides the necessary foundation for other program components to function effectively (namely program components 1.1, 1.2, 1.4, 1.5 and 1.7).  The Australian War Memorial will deliver:   1. Front-of-house staff trained and supported to deliver high level customer service and voluntary guides trained to an introductory level of military history and to deliver high level customer service.      1. High quality and suitable public facilities such as restrooms, seating, and way-finding signs.      1. Opportunities for visitor feedback such as Service Charter, Visitors’ Book; evaluation services; and the AWM website. 2. Cafes, Retail & Online Sales facilities that enhance the visitor experience and generate revenue to help support broader Memorial priorities. | 1. At least 90% of surveyed visitors state that their visit has met or exceeded their expectations.   99% of visitors interviewed between July 2018 and January 2019 rated their visit as having exceeded or met their expectations, the Memorial expects to exceed this target by the end of the financial year.   1. At least 80% of surveyed visitors state that the Memorial has maintained or improved its standard of service since their last visit.   100% of visitors interviewed between July 2018 and January 2019 rated the Memorial’s performance as having improved or stayed the same, the Memorial expects to exceed this target by the end of the financial year.   1. Feedback and rankings through external surveys (eg. TripAdvisor) remained positive. 2. The Memorial expects revenue generation across retail and cost recovery lines to meet or exceed targets and earned (i.e. excl. donations) net café, retail and online sales income to visitor ratio to grow this financial year. |
| 2019-20 | The provision of high-quality visitor services provides the necessary foundation for other program components to function effectively (namely program components 1.1, 1.2, 1.4, 1.5 and 1.7).  The Australian War Memorial will deliver:   1. Front-of-house staff trained and supported to deliver high level customer service and voluntary guides trained to an introductory level of military history and to deliver high level customer service. 2. High quality and suitable public facilities such as restrooms, seating, and way-finding signs. 3. Opportunities for visitor feedback such as Service Charter, Visitors’ Book; evaluation services; and the AWM website. 4. Cafes, Retail & Online Sales facilities that enhance the visitor experience and generate revenue to help support broader Memorial priorities. | 1. At least 90% of surveyed visitors state that their visit has met or exceeded their expectations. 2. At least 80% of surveyed return visitors state that the Memorial has maintained or improved its standard of service since their last visit. 3. Feedback and rankings through external surveys (eg. TripAdvisor) remains positive. 4. Revenue generation across retail and cost recovery lines meets or exceeds targets. |
| 2020-21 and beyond | The provision of high-quality visitor services provides the necessary foundation for other program components to function effectively (namely program components 1.1, 1.2, 1.4, 1.5 and 1.7).  The Australian War Memorial will deliver:   1. Front-of-house staff trained and supported to deliver high level customer service and voluntary guides trained to an introductory level of military history and to deliver high level customer service. 2. High quality and suitable public facilities such as restrooms, seating, and way-finding signs. 3. Opportunities for visitor feedback such as Service Charter, Visitors’ Book; evaluation services; and the AWM website. 4. Cafes, Retail & Online Sales facilities that enhance the visitor experience and generate revenue to help support broader Memorial priorities. | 1. Feedback and satisfaction remaining positive during the period of redevelopment. 2. Feedback and satisfaction remaining positive during the period of redevelopment since their last visit. 3. Feedback and rankings through external surveys (e.g. TripAdvisor) remains positive. 4. Revenue generation across retail and cost recovery lines meets or exceeds targets. |
| **Purposes** | Ensure the ongoing relevance of the Memorial’s vision and mission to the nation.  Improve the sustainability of the Memorial to achieve its mission.  Maximise the value of and access to the National Collection and military history | |
| **Material changes to Program 1 resulting from the following measures:**   * The *Australian War Memorial - redevelopment* funding measure will enhance the Memorial’s core capabilities to deliver Visitor Services within Program Component 1.8. | | |

## Section 3: Budgeted financial statements

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

### 3.1 Budgeted financial statements

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

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

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

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

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

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

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

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

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

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

**3.2 Budgeted financial statements tables**

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

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

Prepared on Australian Accounting Standards basis

Table continued on next page

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

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Note: Impact of net cash appropriation arrangements** | | | | | | | |
|  |  |  | 2018-19 | 2019-20 | 2020-21 | 2021-22 | 2022-23 |
|  |  |  | $'000 | $'000 | $'000 | $'000 | $'000 |
| **Total comprehensive income/(loss)** | | |  |  |  |  |  |
| **excluding depreciation /amortisation** | | |  |  |  |  |  |
| **expenses previously funded through** | | |  |  |  |  |  |
| **revenue appropriations** | | | **163** | **123** | **102** | **119** | **138** |
| less heritage and cultural depreciation | | |  |  |  |  |  |
| expenses previously funded through | | |  |  |  |  |  |
| revenue appropriations(a) | | | - | - | - | - | - |
|  |  |  |  |  |  |  |  |
| **Total comprehensive income/(loss)** | | |  |  |  |  |  |
| **- as per the Statement of** | | |  |  |  |  |  |
| **comprehensive income** | | | **163** | **123** | **102** | **119** | **138** |

Prepared on Australian Accounting Standards basis.

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

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

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

Prepared on Australian Accounting Standards basis

Table continued on next page

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

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

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

Prepared on Australian Accounting Standards basis.

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

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

Prepared on Australian Accounting Standards basis

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

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

Prepared on Australian Accounting Standards basis

Table continued on next page

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

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

Prepared on Australian Accounting Standards basis

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

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

Prepared on Australian Accounting Standards basis

1. Includes both current Bill 2 and prior Act 2/4/6 appropriations.
2. Includes the following sources of funding:

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

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

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  | Land | Buildings | Other | Heritage | Computer | Total |
|  |  |  |  |  | property, | and | software |  |
|  |  |  |  |  | plant and | cultural | and |  |
|  |  |  |  |  | equipment |  | intangibles |  |
|  |  |  | $'000 | $'000 | $'000 | $'000 | $'000 | $'000 |
| **As at 1 July 2019** | | |  |  |  |  |  |  |
|  | Gross book value | | 13,096 | 166,774 | 62,840 | 1,205,708 | 8,328 | 1,456,746 |
|  | Accumulated depreciation/  amortisation and impairment | | - | (4,300) | (16,829) | (20,909) | (2,021) | (44,059) |
| **Opening net book balance** | | | **13,096** | **162,474** | **46,011** | **1,184,799** | **6,307** | **1,412,687** |
| **CAPITAL ASSET ADDITIONS** | | |  |  |  |  |  |  |
| **Estimated expenditure on new** | | |  |  |  |  |  |  |
| **or replacement assets** | | |  |  |  |  |  |  |
|  | By purchase - appropriation  equity(a) | | - | 26,209 | 734 | 7,304 | 2,074 | 36,321 |
|  | By purchase - appropriation  ordinary annual services(b) | | - | 2,395 | 4,700 | - | 747 | 7,842 |
|  | By purchase - donated funds | | - | - | - | 45 | - | 45 |
|  | Assets received as gifts/donations | | - | - | - | 2,000 | - | 2,000 |
| **Total additions** | | | **-** | **28,604** | **5,434** | **9,349** | **2,821** | **46,208** |
| **Other movements** | | |  |  |  |  |  |  |
|  | Depreciation/amortisation | |  |  |  |  |  |  |
|  | expense | | - | (4,596) | (4,827) | - | (1,899) | (11,322) |
| **Total other movements** | | | **-** | **(4,596)** | **(4,827)** | **-** | **(1,899)** | **(11,322)** |
|  |  |  |  |  |  |  |  |  |
| **As at 30 June 2020** | | |  |  |  |  |  |  |
|  | Gross book value | | 13,096 | 195,378 | 68,274 | 1,215,057 | 11,149 | 1,502,954 |
|  | Accumulated depreciation/  amortisation and impairment | | - | (8,896) | (21,656) | (20,909) | (3,920) | (55,381) |
| **Closing net book balance** | | | **13,096** | **186,482** | **46,618** | **1,194,148** | **7,229** | **1,447,573** |
| Prepared on Australian Accounting Standards basis | | | | | | | | |
|  |  |  |  |  |  |  |  |  |
| **Estimated operating expenditure in income statement for heritage and cultural assets** | | | | | | | | |
|  | | | | | | |  |  |
| Operations and Maintenance | | |  |  |  | 889 |  |  |
| Preservation and Conservation | | |  |  |  | 14,178 |  |  |
| **Total operating expenditure on heritage and cultural assets** | | | | | | 15,067 |  |  |

1. 'Appropriation equity' refers to equity injections appropriations provided through Appropriation Bill (No. 2) 2019-20, including CDABs
2. 'Appropriation ordinary annual services' refers to funding provided through Appropriation Bill (No.1) 2019-20 for depreciation/amortisation expenses, DCBs or other operational expenses.

DVA

Glossary

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

|  |  |
| --- | --- |
| Effectiveness indicators | Indicators to assess the degree of success in achieving outcomes. As outcomes are generally long-term in nature, effectiveness indicators often relate to intermediate outcomes (shorter term impacts) below the planned outcomes specified. |
| Efficiency indicators | Measures the adequacy of an entity’s management of its programs and, where applicable, administered items. Includes price, quality and quantity indicators. The interrelationship between the three efficiency indicators of any one output should be considered when judging efficiency. |
| Equity or net assets | Residual interest in the assets of an entity after deduction of its liabilities. |
| Expense | Expenses represent the full costs of an activity, that is, the total value of all the resources consumed in producing goods and services or the loss of future economic benefits in the form of reductions in assets or increases in liabilities of the entity. Expenses include cash items, such as salary payments, as well as expenses that have been incurred, such as accruing employee entitlements that will be paid in the future. |
| Fair value | Valuation methodology: The amount for which an asset could be exchanged or a liability settled between knowledgeable, willing parties in an arm’s length transaction. |
| Intermediate outcomes | More specific medium-term impacts (eg trend data, targets or milestones) below the level of the planned outcomes specified in the Budget. A combination of several intermediate outcomes can at times be considered as a proxy for determining the achievement of outcomes or progress towards outcomes. *See* Outcomes. |
| Operating result | Equals revenue less expenses. |
| Outcomes | The Government’s objectives in each portfolio area. Outcomes are desired results, impacts or consequences for the Australian community as influenced by the actions of the Australian Government. Actual outcomes are assessments of the end results or impacts actually achieved. |
| Price | One of the three key efficiency indicators. The amount the government or the community pays for the delivery of programs. |
| Quality | One of the three key efficiency indicators. Relates to the characteristics by which customers or stakeholders judge an organisation, product or service. Assessment of quality involves use of information gathered from interested parties to identify differences between users’ expectations and experiences. |
| Quantity | One of the three key efficiency indicators. Examples include the size of an output; count or volume measures; how many or how much. |
| Revenue | Total value of resources earned or received for the provision of goods and services. |
| Special Account | 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 *Public Governance, Performance and Accountability (PGPA) Act 2013*) or through an Act of Parliament (section 80 of the *PGPA Act 2013*). |
| Special Appropriations (including Standing Appropriations) | 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.  Standing appropriations are a subcategory consisting of ongoing special appropriations — the amount appropriated will depend on circumstances specified in the legislation. |