



Subject: Compensation Quality Assurance Program 2019-20 and update on Quality Online (QOL) Pilot	Item:
<input type="checkbox"/> Endorsement <input type="checkbox"/> Decision <input checked="" type="checkbox"/> Discussion <input checked="" type="checkbox"/> Information	
Discussion led by: Luke Brown, Assistant Secretary Business Improvement & Quality Assurance	
Paper cleared by: Natasha Cole, First Assistant Secretary Client Benefits Division	
Recommendation: The Committee note that commencing in the 2019-20 financial year, the QA Program will include: <ol style="list-style-type: none">1. a revised approach to counting Work Element errors <div style="background-color: black; color: red; text-align: center; padding: 10px; font-size: 2em; font-weight: bold;">s 22 - Out of scope</div>	
The Committee note the update on the Quality Online (QOL) Pilot.	
Background/Issues: The key purpose for the Compensation Quality Assurance Program (QA Program) is to ensure that clients receive the correct decision, the first time. The QA program creates reports that provide assurance data for Divisional performance reports, financial reporting and the DVA Annual Report. The reports are also used to inform decisions within the Compensation business and identify business improvement opportunities. It is important that the QA Program reporting is accurate, informative and structured to present information in an accessible format for managers and decision makers. To this end the QA Program reporting has been refreshed to include both qualitative and quantitative data, and focus on trend identification and analysis. The Quarterly Reports (Attachment A: Compensation QA Quarterly Report 2018-19 Q4) have been expanded in early 2019 to include sections on Issues and Trends and Error Causation. Entering into the 2019-20 financial year consideration has been given to amending the approach to counting errors and how they are classified, to ensure a consistent approach to the year's reporting.	

Key Points/Status Update:

Work Element Errors

A work element is a discrete activity performed in the process of determining or finalising a claim. The number of work elements in a case depends on a type of case and vary according to the number of items determined (e.g. conditions determined).

The current approach to work elements established in 2006, is where for example a case is split into five work elements and three of the elements have errors, it is counted as 1/5 error in the final statistics. With this approach there is no change in the correctness rate if there are three elements with errors or five elements with errors.

The proposed approach, commencing in 2019-20 financial year, is that the elements with errors are accounted for in the correctness rate. So in the same case outlined above, if there were errors in three elements, it is counted as 3/5 error in the final statistics. This approach increases the accuracy of in calculating error rates and although there is a risk that there will be a decrease in the reported correctness rates, there should only be a slight fluctuation. The proposed methodology was applied to Quarter 3 & 4, 2018-19 results to demonstrate the fluctuations caused by the change in approach (**Attachment B: Work Element Calculation Comparison**).

s 22 - Out of scope

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Risks and Opportunities

The risks associated with the proposed approach to counting Work Element errors, is that there may be a fluctuation with the error rates, which poses a reputational risk. The possible fluctuation was demonstrated in the comparison of 2018-19 Quarter 3 results in Attachment B, which indicates that the fluctuations are not substantial and have a small impact on the publically reported HIEs.

These risks are offset against the benefit of more accurate reporting and the consistency across the Client Benefits Divisions Quality Assurance programs. Additionally the context provided by identifying financial and non-financial errors, will ensure that more informed decisions can be made from the QA Program reports.

The reductions in the IPS sample size will not impact on the assurances provided to you and the Chief Financial Officer, in relation to accuracy of payments made to a client, in the process of signing off the end of year financial statements and meeting related ANAO requirements.

Financial Implications

Nil

Consultation

The following stakeholders were consulted during the preparation of this paper:

Income Support Governance and Training Section

Internal Audit

ANAO

s 22 - Out of scope

Attachment A - Compensation QA Quarterly Report 2018-19 Q4

Attachment B - Work Element Calculation Comparison

Attachment C - Administrative Errors, LIE and HIE definitions

ATTACHMENT B: Work Element Calculation Comparison (2015-16 to 2018-19)

VEA cases

2018-19	Current LIE Rate	Current HIE Rate	Proposed LIE Rate	Proposed HIE Rate	Change in LIE Rate	Change in HIE Rate
Application for Increase	92.3%	93.8%	92.3%	93.8%	nil	nil
Death Claims (Widows)	98.6%	97.2%	97.2%	97.2%	-1.4%	nil
Disability Claim	94.8%	92.2%	88.8%	91.4%	-6.0%	-0.8%
DP Assessment /Review	96.8%	85.7%	93.7%	85.7%	-3.1%	nil
Supplementary Benefits	96.6%	100%	96.6%	100%	nil	nil
Combined	95.7%	93.0%	92.8%	92.8%	-2.9%	-0.2%

2017-18	Current LIE Rate	Current HIE Rate	Proposed LIE Rate	Proposed HIE Rate	Change in LIE Rate	Change in HIE Rate
Application for Increase	74.1%	100%	70.4%	100%	-3.7%	nil
Death Claims (Widows)	95.8%	91.7%	95.8%	91.7%	nil	nil
Disability Claim	97.9%	89.6%	92.0%	84.0%	-5.9%	-5.6%
DP Assessment /Review	90.0%	83.3%	80.0%	83.3%	-10.0%	nil
Supplementary Benefits	92.3%	100%	92.3%	100%	nil	nil
Combined	91.6%	92.2%	87.7%	90.5%	-3.9%	-1.7%

2016-17	Current LIE Rate	Current HIE Rate	Proposed LIE Rate	Proposed HIE Rate	Change in LIE Rate	Change in HIE Rate
Application for Increase	96.7%	86.7%	96.7%	86.7%	nil	nil
Death Claims (Widows)	85.0%	93.3%	80.0%	93.3%	-5.0%	nil
Disability Claim	95.7%	95.7%	95.7%	93.6%	nil	-2.1%
DP Assessment /Review	90.3%	87.1%	87.5%	84.4%	-2.8%	-2.7%
Supplementary Benefits	96.7%	93.3%	96.7%	93.3%	nil	nil
Combined	95.7%	91.9%	89.8%	90.9%	-5.9%	-1.0%

2015-16	Current LIE Rate	Current HIE Rate	Proposed LIE Rate	Proposed HIE Rate	Change in LIE Rate	Change in HIE Rate
Application for Increase	92.1%	92.7%	90.9%	92.7%	-1.2%	nil
Death Claims (Widows)	72.0%	96.0%	72.0%	96.0%	nil	nil
Disability Claim	95.5%	95.5%	94.3%	93.6%	-1.2%	-1.9%
DP Assessment /Review	93.7%	96.8%	92.6%	96.8%	-1.1%	nil
Supplementary Benefits	100%	100%	100%	100%	nil	nil
Combined	92.4%	95.4%	91.4%	94.8%	-1.0%	-0.6%

DRCA cases

2018-19	Current LIE Rate	Current HIE Rate	Proposed LIE Rate	Proposed HIE Rate	Change in LIE Rate	Change in HIE Rate
Accounts	91.2%	100%	91.2%	100%	nil	nil
Incapacity	96.6%	91.5%	96.6%	88.1%	nil	-3.4%
Initial Liability	85.9%	95.3%	84.7%	95.3%	-1.2%	nil
Permanent Impairment	92.9%	96.4%	85.7%	96.4%	-7.2%	nil
Combined	90.8%	95.6%	89.5%	94.8%	-1.3%	-0.8%

2017-18	Current LIE Rate	Current HIE Rate	Proposed LIE Rate	Proposed HIE Rate	Change in LIE Rate	Change in HIE Rate
Accounts	89.8%	100%	86.3%	100%	-3.5%	nil
Incapacity	91.6%	91.6%	89.2%	91.6%	-2.4%	nil
Initial Liability	92.8%	94%	92.8%	94.0%	nil	nil
Permanent Impairment	100%	94.3%	97.1%	94.3%	-2.9%	nil
Combined	90.8%	95.6%	91.6%	94.4%	-0.8%	-1.2%

2016-17	Current LIE Rate	Current HIE Rate	Proposed LIE Rate	Proposed HIE Rate	Change in LIE Rate	Change in HIE Rate
Accounts	96.6%	98.3%	96.6%	98.3%	nil	nil
Incapacity	81.1%	85.1%	70.7%	81.3%	-10.4%	-3.8%
Initial Liability	95.5%	93.2%	95.5%	88.6%	nil	-4.6%
Permanent Impairment	96.9%	96.9%	93.8%	96.9%	-3.1%	nil
Combined	90.9%	92.3%	96.6%	90.0%	-5.7%	-2.3%

2015-16	Current LIE Rate	Current HIE Rate	Proposed LIE Rate	Proposed HIE Rate	Change in LIE Rate	Change in HIE Rate
Accounts	96.7%	96.7%	93.3%	96.7%	-3.4%	nil
Incapacity	85.6%	85.6%	75.6%	84.4%	-5.0%	-1.2%
Initial Liability	85.9%	90.4%	81.5%	90.4%	-4.4%	nil
Permanent Impairment	93.5%	95.9%	92.7%	95.9%	-0.8%	nil
Combined	90.2%	92.6%	86.6%	92.4%	-3.6%	-0.2%

MRCA cases

2018-19	Current LIE Rate	Current HIE Rate	Proposed LIE Rate	Proposed HIE Rate	Change in LIE Rate	Change in HIE Rate
Accounts	87.2%	96.2%	85.9%	96.2%	-1.3%	nil
Incapacity	85.7%	85.7%	82.5%	82.5%	-3.2%	-3.2%
Initial Liability	93.3%	92.3%	89.4%	89.4%	-3.9%	-2.9%
Permanent Impairment	97.0%	80.6%	95.5%	80.6%	-1.5%	nil
Combined	91.0%	89.4%	88.5%	87.8%	-2.5%	-1.6%

2017-18	Current LIE Rate	Current HIE Rate	Proposed LIE Rate	Proposed HIE Rate	Change in LIE Rate	Change in HIE Rate
Accounts	83.3%	100%	83.3%	100%	nil	nil
Incapacity	84.5%	94.2%	80.6%	94.2%	-3.9%	nil
Initial Liability	97.8%	95.7%	89.1%	95.7%	-8.7%	nil
Permanent Impairment	92.3%	92.3%	88.5%	92.3%	-3.8%	nil
Combined	87.3%	96.1%	83.8%	96.1%	-3.5%	nil

2016-17	Current LIE Rate	Current HIE Rate	Proposed LIE Rate	Proposed HIE Rate	Change in LIE Rate	Change in HIE Rate
Accounts	100%	97.7%	100%	97.7%	nil	nil
Incapacity	83.1%	75.3%	67.5%	75.3%	-15.6%	nil
Initial Liability	94.6%	90.3%	91.4%	89.2%	-3.2%	-1.1%
Permanent Impairment	95.1%	96.7%	93.5%	96.7%	-1.6%	nil
Combined	92.9%	90.2%	87.8%	89.9%	-5.1%	-0.4%

2015-16	Current LIE Rate	Current HIE Rate	Proposed LIE Rate	Proposed HIE Rate	Change in LIE Rate	Change in HIE Rate
Accounts	100%	100%	100%	100%	nil	nil
Incapacity	82.0%	77.0%	64.0%	75.0%	-18.0%	-2.0%
Initial Liability	98.4%	96.4%	96.4%	96.4%	-2.0%	nil
Permanent Impairment	91.8%	96.4%	89.5%	96.2%	-2.3%	-0.2%
Combined	92.4%	89.4%	88.4%	93.9%	-4.0%	-4.5%

Inclusion of Financial and Non-Financial classifications

MRCA PI	Cases checked	Total work elements	Work elements with LIE	LIE Correctness Rate	Work elements with HIE	HIE Correctness Rate
Q3 2018-19	36	66	8	87.9%	8	87.9%

MRCA Incap	Cases checked	Total work elements	Work elements with LIE	LIE Correctness Rate	Work elements with HIE	HIE Correctness Rate
Q3 2018-19	33	66	5	92.4%	6	90.9%

MRCA PI	Cases checked	Total work elements	Work elements with LIE	LIE Correctness Rate	Financial errors	Non-Financial errors	Work elements with HIE	HIE Correctness Rate	Financial errors	Non-Financial errors
Q3 2018-19	36	66	10	84.8%	3.8%	11.4%	8	87.9%	6.05%	6.05%

MRCA Incap	Cases checked	Total work elements	Work elements with LIE	LIE Correctness Rate	Financial errors	Non-Financial errors	Work elements with HIE	HIE Correctness Rate	Financial errors	Non-Financial errors
Q3 2018-19	33	66	5	92.4%	0%	7.6%	6	90.9%	4.55%	4.55%



Chair's Notes

Compensation Quality Assurance Reporting 2019-20

Speaker:

Natasha Cole, First Assistant Secretary - Client Benefits Division will address this item. Talking points are provided for you to introduce this item.

Observers:

Luke Brown, Assistant Secretary – Business Improvement & Quality Assurance

Outcome Sought:

That members:

1. **AGREE** to the proposed approach to counting Work Elements errors

s 22 - Out of scope

5. **AGREE** these changes are to come into effect for the 2019-20 financial year.

Chair talking points:

- The Compensation Quality Assurance Program (QA Program) samples compensation cases from Client Benefits Division and assess the correctness and quality of decision making.
- The QA Program is functioning in accordance with external auditing and financial reporting requirements.
- It is recognised that error rates for the majority of case types in the compensation business have exceeded portfolio performance indicators for a number of years, but there are strategies in place to reduce the error rates and improve client experience.
- It is essential that the QA program reporting is accurate, informative and structured to present information in a format that is accessible and useful for manager and decision makers.
- This item seeks agreement to four changes in the approach to QA Program reporting to come into effect in the 2019-20 financial year.



IF ASKED (NOT to be raised)

- Nil



Compensation Quality Assurance Reporting 2019-20

Led by: Natasha Cole

Recommendations:

That members:

1. **AGREE** to the proposed approach to counting Work Elements errors

s 22 - Out of scope

5. **AGREE** these changes are to come into effect for the 2019-20 financial year.

Purpose:

The purpose of this paper is seek your agreement for the 2019-20 Compensation Quality Assurance reporting to include:

- a revised approach to counting Work Elements errors;

s 22 - Out of scope

Issues for discussion:

The key purpose for the Compensation Quality Assurance Program (**QA Program**) is to ensure that clients receive the correct decision, the first time. The QA program creates reports that provide assurance data for Divisional performance reports, financial reporting and the DVA Annual Report. The reports are also used to inform decisions within the Compensation business and identify business improvement opportunities.

It is important that the QA Program reporting is accurate, informative and structured to present information in an accessible format for managers and decision makers. To this end the QA Program reporting has been refreshed to include both qualitative and quantitative data, and focus on trend identification and analysis.

The Quarterly Reports (**Attachment A: Compensation QA Quarterly Report 2018-19 Q4**) have been expanded in early 2019 to include sections on Issues and Trends and Error Causation.



Entering into the 2019-20 financial year consideration has been given to amending the approach to counting errors and how they are classified, to ensure a consistent approach to the year's reporting.

Work Element Errors

A work element is a discrete activity performed in the process of determining or finalising a claim. The number of work elements in a case depends on a type of case and vary according to the number of items determined (e.g. conditions determined).

The current approach to work elements established in 2006, is where for example a case is split into five work elements and three of the elements have errors, it is counted as 1/5 error in the final statistics. With this approach there is no change in the correctness rate if there are three elements with errors or five elements with errors.

The proposed approach, commencing in 2019-20 financial year, is that the elements with errors are accounted for in the correctness rate. So in the same case outlined above, if there were errors in three elements, it is counted as 3/5 error in the final statistics. This approach increases the accuracy of in calculating error rates and although there is a risk that there will be a decrease in the reported correctness rates, there should only be a slight fluctuation.

The proposed methodology was applied to Quarter 3 & 4, 2018-19 results to demonstrate the fluctuations caused by the change in approach (**Attachment B: Work Element Calculation Comparison**).

s 22 - Out of scope

OFFICIAL: Sensitive



Australian Government
Department of Veterans' Affairs

EXECUTIVE MANAGEMENT BOARD
Tuesday, 17 December 2019

s 22 - Out of scope



s 22 - Out of scope

Risks and Opportunities:

The risks associated with the proposed approach to counting Work Element errors, is that there may be a fluctuation with the error rates, which poses a reputational risk. The possible fluctuation was demonstrated in the comparison of 2018-19 Quarter 3 results in Attachment B, which indicates that the fluctuations are not substantial and have a small impact on the publically reported HIEs.

These risks are offset against the benefit of more accurate reporting and the consistency across the Client Benefits Divisions Quality Assurance programs. Additionally the context provided by identifying financial and non-financial errors, will ensure that more informed decisions can be made from the QA Program reports.

s 22 - Out of scope

Financial Implications:

Nil



Consultation:

The following internal bodies and business areas were consulted during the preparation of this paper:

Audit and Risk Committee
Client Services Committee
Income Support Governance and Training Section

The following external bodies were consulted during the preparation of this paper:
ANAO

Next Steps and Critical Dates:

The revised approach will be used in the first Quarterly Report of the 2019-20 year, due for distribution during December 2019.

Attachments:

- A. Compensation QA Quarterly Report 2018-19 Q4
- B. Work Element Calculation Comparison
- C. Administrative Errors, LIE and HIE definitions



COMPENSATION QUALITY ASSURANCE REPORTING 2019-20

Led by: Luke Brown, Assistant Secretary Business Improvement and Quality Assurance

Recommendations:

That members:

1. **AGREE** to the proposed approach to counting Work Elements errors

s 22 - Out of scope

4. **AGREE** these changes are to come into effect for the 2019-20 financial year.

Purpose:

The purpose of this paper is seek your agreement for the 2019-20 Compensation Quality Assurance (QA) reporting to include:

- a revised approach to counting Work Elements errors;

s 22 - Out of scope

Issues for discussion:

The key purpose for the Compensation Quality Assurance Program (QA Program) is to ensure that clients receive the correct decision, the first time.

The QA program creates reports that provide assurance data for Divisional performance reports, financial reporting and the DVA Annual Report. The reports are also used to inform decisions within the Compensation business and identify business improvement opportunities.

It is important that the QA Program reporting is accurate, informative and structured to present information in an accessible format for managers and decision makers. To this end the QA Program reporting has been refreshed to include both qualitative and quantitative data, and focus on trend identification and analysis.

The Quarterly Reports (**Attachment A: Compensation QA Quarterly Report 2018-19 Q4**) have been expanded in early 2019 to include sections on Issues and Trends and Error Causation. Entering into the 2019-20 financial year consideration is required to amending the approach to counting errors and how they are classified, to ensure a consistent approach to the year's reporting.



Work Element Errors

A work element is a discrete activity performed in the process of determining or finalising a claim. The number of work elements in a case depends on a type of case and vary according to the number of items determined (e.g. conditions determined).

The current approach to work elements established in 2006, is where for example a case is split into five work elements and three of the elements have errors, it is counted as 1/5 error in the final statistics. With this approach there is no change in the correctness rate if there are three elements with errors or five elements with errors.

The proposed approach is that the elements with errors are accounted for in the correctness rate. So in the same case outlined above, if there were errors in three elements, it is counted as 3/5 error in the final statistics. This approach increases the accuracy of in calculating error rates and although there is a risk that there will be a decrease in the reported correctness rates, there should only be a slight fluctuation. The proposed methodology was applied to the 2018-19 Quarter 3 results to demonstrate the fluctuations caused by the change in approach (**Attachment B: Comparison Data Q3 2018-19**).

s 22 - Out of scope



s 22 - Out of scope

Risks and Opportunities:

The risks associated with the proposed approach to counting Work Element errors, is that there may be a fluctuation with the error rates, which poses a reputational risk. The possible fluctuation was demonstrated in the comparison of 2018-19 Quarter 3 results in Attachment B, which indicates that the fluctuations are not substantial and have a small impact on the publically reported HIEs.

These risks are offset against the benefit of more accurate reporting and the consistency across the Client Benefits Divisions Quality Assurance programs. Additionally the context provided by identifying financial and non-financial errors, will ensure that more informed decisions can be made from the QA Program reports.

Financial Implications:

Nil

Consultation:

The following internal bodies and business areas were consulted during the preparation of this paper:

Income Support Governance and Training Section

Internal Audit

The following external bodies were consulted during the preparation of this paper:

Nil

Next Steps and Critical Dates:

With the Client Service Committee's agreement, the revised approach will be used in the first Quarterly Report of the 2019-20 year, due for distribution at the end of October 2019.

Attachments:

- A. Compensation QA Quarterly Report 2018-19 Q4
- B. Comparison Data Q3 2018-19

s 22 - Out of scope



Minutes

Members	
Liz Cosson	Chair, Secretary
Mark Cormack	Deputy Chair, Deputy Secretary, Policy and Programs Group
Charles McHardie	Deputy Secretary, Transformation and Enabling Services Group
Dr Jenny Firman	Chief Health Officer
John Fely	First Assistant Secretary, Transformation and Organisational Performance Division
Kate Pope	First Assistant Secretary, Veterans' Services Design Division
Leanne Cameron	A/g First Assistant Secretary, Client Engagement and Support Services Division
Luke Brown	A/g First Assistant Secretary, Clients' Benefits Division (<i>Proxy for Natasha Cole</i>)
Mark s 47E, s 47F	Head of Executive and People Engagement
Mark Harrigan	First Assistant Secretary, Business Support Services Division
Presenters	
Graeme Rochow	Assistant Secretary, Chief Finance Officer (<i>Items 5.1 – 5.4</i>)
Roger Winzenberg	Assistant Secretary, Organisational Change, Culture & Co-Design Branch (<i>Item 6.1 – 6.5</i>)
Veronica Hancock	Assistant Secretary, Policy Development Branch (<i>Item 6.2</i>)
Jim s 47E, s 47F	Public Affairs Officer, Newsroom Section (<i>Item 6.2</i>)
Lindsey s 47E, s 47F	Assistant Director, Strategic Workforce & Cultural Change Section (<i>Item 6.4</i>)
Liane Pettitt	Assistant Secretary, Parliamentary and Governance Branch (<i>Item 15</i>)
Observers	
Jocelyn s 47E, s 47F	Executive Officer, Secretary
Allison s 47F, s 47E	Executive Officer, Deputy Secretary, Policy and Programs Group
Breanna s 47E, s 47F	Executive Officer, Deputy Secretary, Transformation and Enabling Services Group
Secretariat	
Jeanette s 47E, s 47F	Assistant Director, Governance Section
Morgan s 47E, s 47F	Senior Secretariat Officer, Governance Section
Apologies	
Don Spinks	Commissioner
Natasha Cole	First Assistant Secretary, Clients' Benefits Division



s 22 - Out of scope

3.1 Quality Assurance Reporting 2019-2020

Members were provided with an update on the Compensation Quality Assurance Program (QA Program). It is essential that the QA program reporting is accurate, informative and structured to present information in a format that is accessible and useful for manager and decision makers. The errors are classified into work element errors, Low Impact Errors including administrative errors and High Impact Errors. s 22 - Out of scope

There was strong support from the members and a strategic discussion be held on the reporting at the January EMB.



No.	Decision
2019/D115	Members AGREED to the proposed approach to counting Work Elements errors.

s 22 - Out of scope

No.	Decision
2019/D119	Members AGREED that changes are to come into effect for the 2019-20 financial year.

s 22 - Out of scope

s 22 - Out of scope



Australian Government
Department of Veterans' Affairs

Executive Management Board
Tuesday, 17 December 2019
9:00 – 11:00am (AEDT)
ACT LEVEL 6, ROLFE ROOM

s 22 - Out of scope



s 22 - Out of scope



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s 22 - Out of scope

Draft



MINUTES

Members	
Mark Cormack	Chair, Deputy Secretary, Policy and Programs Group
Leanne Cameron	Deputy Chair, A/g First Assistant Secretary, Client Engagement and Support Services Division
Natasha Cole	First Assistant Secretary, Clients' Benefits Division
Tara Hatzismalis	A/g Assistant Secretary, Client Channels Branch
Lyndall Moore	A/g Assistant Secretary, Portfolio Management Branch
Karen Pickering	Assistant Secretary, Provider Engagement and Management Branch
Luke Brown	Assistant Secretary, Business Improvement and Quality Assurance Branch (via VC)
Carly Partridge	A/g Assistant Secretary, Royal Commission Taskforce
Ken s 47E, s 47F	Independent Member
Presenter	
Jill s 47E, s 47F	Executive Director, Business Process Transformation
Moira s 47E, s 47F	Director, Veteran Service Design
Observers	
N/A	
Secretariat	
Simon s 47E, s 47F	A/g Assistant Director, Governance & Ministerial Events Section
Morgan s 47E, s 47F	Senior Secretariat Officer, Governance & Ministerial Events Section
Apologies	
Lyndall Moore	A/g Assistant Secretary, Portfolio Management Branch (proxy)

s 22 - Out of scope



Agenda Item 4 Compensation Quality Assurance Reporting 2019-20

Members **NOTED** the information provided on the Compensation Quality Assurance reporting and **AGREED** to all the recommendations. Members discussed the need to advise the Audit and Risk Committee (ARC) early in the process, with Luke Brown noting he is set to appear at the ARC in the coming months.

No.	Decision
2019/D9	Members AGREED to the proposed approach to counting Work Element errors

s 22 - Out of scope

Item	Action	Assigned to
2019/A18	Luke Brown to test correction to work element counting over a statistically significant sample period and confirm low level materiality of impact on historic error rates.	Luke Brown

s 22 - Out of scope



Australian Government
Department of Veterans' Affairs

Client Services Committee

Monday, 28 October 2019

11:30am – 12:45pm (AEDT)

Millen Room, ACT Level 8

s 22 - Out of scope



MINUTES

Members	
Leanne Cameron	Deputy Chair, A/g First Assistant Secretary, Client Engagement and Support Services Division
Natasha Cole	First Assistant Secretary, Clients' Benefits Division
Dr Anna Colwell	Deputy National Manager, Open Arms
Karen Pickering	Assistant Secretary, Provider Engagement & Management Branch
Luke Brown	Assistant Secretary, Business Improvement & Quality Assurance Branch (via VC TAS)
Tara Hatzismalis	A/g Assistant Secretary, Client Channels Branch (via VC QLD)
Lyndall Moore	A/g Assistant Secretary, Portfolio Management Branch
Ken s 47E, s 47F	Independent Member
Presenters	
Dr Paul Nicolarakis	Assistant Secretary, Data and Insights Branch
Justin Mein	Assistant Secretary, Organisational Change, Culture & Co-Design Branch
Observers	
Jen s 47E, s 47F	Strategic Policy, Veterans' Services Design Division
Anna s 47E, s 47F	Strategic Policy, Veterans' Services Design Division
Regan s 47E	Actuarial Analytics Section, Data & Insights Branch
Juliette s 47E, s 47F	Visual Developer, Data Engineering Section, Data & Insights Branch
Secretariat	
Jeanette s 47E, s 47F	Assistant Director, Governance & Ministerial Events Section
Morgan s 47E, s 47F	Senior Secretariat Officer, Governance & Ministerial Events Section
Apologies	
Mark Cormack	Chair, Deputy Secretary, Policy and Programs Group
Carly Partridge	Assistant Secretary, External Scrutiny Policy Perform Branch

s 22 - Out of scope

Agenda Item 2 Minutes and actions of previous meeting

Members ENDORSED the minutes from the 22 October 2019 meeting with no changes. s 22 - Out of scope

s 22 - Out of scope Members agreed to close s 22 - Out of scope 2019/A18 s 22 - Out of scope as work was completed and would be discussed in the meeting. s 22 - Out of scope



Australian Government
Department of Veterans' Affairs

Client Services Committee
Thursday, 5 December 2019
10:30am – 12:30pm (AEDT)
Saunders Room, ACT Level 6

s 22 - Out of scope



s 22 - Out of scope



s 22 - Out of scope

s 22 - Out of scope

From: s 47E, Sally
Sent: Friday, 13 September 2019 11:41 AM
To: Brown, Luke
Cc: s 47E
Subject: RE: Client Services Committee paper [SEC=OFFICIAL]
Attachments: Client Service Committee - Compensation QA Reporting - October 2019 Final.docx; Attachment A - Compensation QA Quarterly Report 2018-19 Q4.pdf; Attachment B - Comparison Data Q3 2018-19.docx; Attachment C - Admin Errors, LIE and HIE definitions.docx; Client Service Committee talking points - Compensation QA Reporting - October 2019.docx

Hi Luke,
Attached is

- The CSC paper – with tracked changes so you can see what has been amended in respect to your comments
- The three attachments – now including the Q4 Report
- The CSC talking points for the Chair – I kept them really simple, happy to add more to them if required.

We have noted that we consulted with Internal Audit. s 47E and I will have that sorted early next week.
Sally

Sally s 47E

Director, Quality Improvement and Education Schemes
Business Improvement and Quality Assurance Branch
Ph: s 47E

From: Brown, Luke
Sent: Monday, 9 September 2019 9:04 AM
To: s 47E, Sally
Subject: FW: Client Services Committee paper [SEC=OFFICIAL]

Good work. Some comments and tracks.

From: s 47E, Sally
Sent: Thursday, 5 September 2019 5:05 PM
To: Brown, Luke <Luke.Brown@dva.gov.au>
Subject: Client Services Committee paper [SEC=OFFICIAL]

Hi Luke

Have included some comments as this is a first draft. Once settled I will finalise the talking points document to go with it.

Let me know what you think and if there needs to be more comparison within the document (rather than attachments).

Also could refer more generally the work going on in the QA area

Sally

Sally s 47E

Director, Quality Improvement and Education Schemes
Business Improvement and Quality Assurance Branch
Ph: s 47E

From: s 47E [REDACTED], Sally
Sent: Tuesday, 24 September 2019 11:32 AM
To: s 47E [REDACTED]
Subject: Internal Audit [SEC=OFFICIAL]
Attachments: Client Service Committee - Compensation QA Reporting - October 2019 Draft.docx

Hi s 47E [REDACTED]
Met with James and Sian. They were happy with an approach in the paper.
Also got talking about our next internal audit for QA which at this stage is pencilled in for April-June 2020

Sally s 47E [REDACTED]
Director, Quality Improvement and Education Schemes

Ph: s 47E [REDACTED]
Mob: s 47E [REDACTED]

From: s 47E [REDACTED], Sally
Sent: Tuesday, 24 September 2019 11:11 AM
To: s 47E [REDACTED], Sian ; s 47E [REDACTED], James
Subject: As discussed - draft paper [SEC=OFFICIAL]

Thanks for your time today

Sally s 47E [REDACTED]
Director, Quality Improvement and Education Schemes
Business Improvement and Quality Assurance Branch
Department of Veterans' Affairs
Ph: s 47E [REDACTED]
Mob: s 47E [REDACTED]

From: s 47E, Sally
Sent: Thursday, 26 September 2019 12:41 PM
To: CLIENTS.BENEFITS.DIV.COORD; DEPUTY.COMMISSIONER.TAS.COORD
Cc: s 47E, Anne; Brown, Luke
Subject: Client Services Committee paper [SEC=OFFICIAL]
Attachments: Client Service Committee - Compensation QA Reporting - October 2019 Final.docx; Attachment A - Compensation QA Quarterly Report 2018-19 Q4.pdf; Attachment B - Comparison Data Q3 2018-19.docx; Attachment C - Admin Errors, LIE and HIE definitions.docx; Client Service Committee talking points - Compensation QA Reporting - October 2019.docx

Dear All,
Was talking to Deborah about the October Client Services Committee meeting
Attached is

- The CSC paper from QA
- The three attachments
- The CSC talking points for the Chair

This has been cleared by Luke Brown. Please let me know if you require anything further to progress this

Sally

Sally s 47E

Director, Quality Improvement and Education Schemes
Business Improvement and Quality Assurance Branch
Ph: s 47E

From: s 47E, Sally
Sent: Friday, 6 December 2019 2:31 PM
To: DEPUTY.COMMISSIONER.TAS.COORD; Brown, Luke
Subject: RE: FYA - new cleared EMB agenda for 17 December [SEC=OFFICIAL]
Attachments: EMB paper DEC2019 - Compensation Quality Assurance Reporting 2019-20.DOCX; EMB paper DEC2019 - talking points - Compensation Quality Assurance Reporting 2019-20.DOCX; Attachment A - Compensation QA Quarterly Report 2018-19 Q4.pdf; Attachment C - Admin Errors, LIE and HIE definitions.docx

Hi Luke,
Attached is the Compensation Quality Assurance Reporting 2019-20 paper revised for the EMB on 17 December, for your clearance. Noting it is the same as the ARC paper, with the QOL Pilot part removed.

Attachment B will be available early next week, with the data from the years 2015-16 onwards. When it is available I will get your clearance of the updated Attachment B for inclusion into the EMB and ARC committee papers.

regards

Sally s 47E

Director, Quality Improvement and Education Schemes

From: s 47E, Anne <Anne.s 47E@dva.gov.au> **On Behalf Of** DEPUTY.COMMISSIONER.TAS.COORD
Sent: Wednesday, 4 December 2019 4:20 PM
To: s 47E, Sally <Sally.s 47E@dva.gov.au>
Subject: FW: FYA - new cleared EMB agenda for 17 December [SEC=OFFICIAL]

Minor change made FYI

From: s 47E, Karen <Karen.s 47E@dva.gov.au> **On Behalf Of** CLIENTS.BENEFITS.DIV.COORD
Sent: Wednesday, 4 December 2019 12:42 PM
To: s 47E, Jenny <Jenny.s 47E@dva.gov.au>; s 47E, Sue-Ann <Sue-Ann.s 47E@dva.gov.au>; DEPUTY.COMMISSIONER.TAS.COORD <DEPUTY.COMMISSIONER.TAS.COORD@dva.gov.au>
Cc: CLIENTS.BENEFITS.DIV.COORD <CLIENTS.BENEFITS.DIV.COORD@dva.gov.au>
Subject: FW: FYA - new cleared EMB agenda for 17 December [SEC=OFFICIAL]

FYI Please note updated agenda for EMB. Item numbers for your paper has changed.

From: s 47E, Morgan <Morgan.s 47E@dva.gov.au>
Sent: Wednesday, 4 December 2019 12:33 PM
To: CESS.COORD <CESS.COORD@dva.gov.au>; CLIENTS.BENEFITS.DIV.COORD <CLIENTS.BENEFITS.DIV.COORD@dva.gov.au>; IAC.COORD <IAC.COORD@dva.gov.au>; s 47E, Mathew <Mathew.s 47E@dva.gov.au>
Cc: EMB.Secretariat <EMB.Secretariat@dva.gov.au>; s 47E, Elizabeth <Elizabeth.s 47E@dva.gov.au>; s 47E, Maddison <Maddison.s 47E@dva.gov.au>; s 47E, Samantha <Samantha.s 47E@dva.gov.au>; OPENARMS.COORD <OPENARMS.COORD@dva.gov.au>
Subject: FYA - new cleared EMB agenda for 17 December [SEC=OFFICIAL]

Good afternoon all,

After consideration by the Executive, the agenda for the upcoming EMB has been amended. Please find attached the new cleared, revised Executive Management Board (EMB) agenda for Tuesday 17 December 2019.

There have been some changes to this agenda, however please note the deadline for submission of papers is still **Midday, Monday 9 December 2019.**

Some items have been moved below the line, to be read and discussed by exception. Other items have been combined and to be discussed under one heading.

Agenda Item	Lead	What has changed
Compensation Claims and Rehabilitation Processes Update - Quality Assurance Reporting 2019-2020	CBD Coord	Combining of two items under one heading – the two papers to still be provided.

s 22 - Out of scope

If you have any questions, please do not hesitate to contact the [EMB.Secretariat](#) mailbox, or call directly on **s 47E** for any urgent enquires.

Thank for any work done to date ☺

Morgan

Morgan **s 47E**

Senior Secretariat Officer
Governance and Ministerial Events Section | Parliamentary & Governance Branch
Ph: **s 47E** | morgan.s47E@dva.gov.au

(Please note I work part-time Monday to Thursday)

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Australian Government
Department of Veterans' Affairs

s 22 - Out of scope

From: s 47E, Sally
Sent: Thursday, 12 December 2019 11:28 AM
To: s 47E, Karen; CLIENTS.BENEFITS.DIV.COORD
Cc: DEPUTY.COMMISSIONER.TAS.COORD; s 47E, Anne
Subject: RE: FYA - new cleared EMB agenda for 17 December [SEC=OFFICIAL]
Attachments: Attachment B - Work Element Calculation Comparison.docx

Hi Karen

Attached is Attachment B for both the ARC and EMB papers, approved by Luke B

Sally s 47E

Director, Quality Improvement and Education Schemes

From: Brown, Luke
Sent: Monday, 9 December 2019 2:04 PM
To: CLIENTS.BENEFITS.DIV.COORD
Cc: DEPUTY.COMMISSIONER.TAS.COORD ; s 47E, Sally
Subject: RE: FYA - new cleared EMB agenda for 17 December [SEC=OFFICIAL]

Hi Karen,

You'll have to wait until Sally is back at work tomorrow.

Luke

From: s 47E, Karen <Karen.s 47E@dva.gov.au> **On Behalf Of** CLIENTS.BENEFITS.DIV.COORD
Sent: Monday, 9 December 2019 2:03 PM
To: Brown, Luke <Luke.Brown@dva.gov.au>; CLIENTS.BENEFITS.DIV.COORD <CLIENTS.BENEFITS.DIV.COORD@dva.gov.au>
Cc: DEPUTY.COMMISSIONER.TAS.COORD <DEPUTY.COMMISSIONER.TAS.COORD@dva.gov.au>; s 47E, Sally <Sally.s 47E@dva.gov.au>
Subject: RE: FYA - new cleared EMB agenda for 17 December [SEC=OFFICIAL]
Importance: High

Hi Sally and Luke,

Natasha has cleared this paper. Could you please confirm when you expect to have attachment B ready?

Many thanks,
Kind regards,
Karen

From: Brown, Luke <Luke.Brown@dva.gov.au>
Sent: Monday, 9 December 2019 11:06 AM
To: CLIENTS.BENEFITS.DIV.COORD <CLIENTS.BENEFITS.DIV.COORD@dva.gov.au>
Cc: DEPUTY.COMMISSIONER.TAS.COORD <DEPUTY.COMMISSIONER.TAS.COORD@dva.gov.au>; s 47E, Sally <Sally.s 47E@dva.gov.au>
Subject: FW: FYA - new cleared EMB agenda for 17 December [SEC=OFFICIAL]

Cleared.

From: s 47E, Sally <Sally.s 47E@dva.gov.au>
Sent: Friday, 6 December 2019 2:31 PM
To: DEPUTY.COMMISSIONER.TAS.COORD <DEPUTY.COMMISSIONER.TAS.COORD@dva.gov.au>; Brown, Luke <Luke.Brown@dva.gov.au>
Subject: RE: FYA - new cleared EMB agenda for 17 December [SEC=OFFICIAL]

Hi Luke,

Attached is the Compensation Quality Assurance Reporting 2019-20 paper revised for the EMB on 17 December, for your clearance. Noting it is the same as the ARC paper, with the QOL Pilot part removed.

Attachment B will be available early next week, with the data from the years 2015-16 onwards. When it is available I will get your clearance of the updated Attachment B for inclusion into the EMB and ARC committee papers.

regards

Sally s 47E

Director, Quality Improvement and Education Schemes

From: s 47E, Anne <Anne.s 47E@dva.gov.au> **On Behalf Of** DEPUTY.COMMISSIONER.TAS.COORD
Sent: Wednesday, 4 December 2019 4:20 PM
To: s 47E, Sally <Sally.s 47E@dva.gov.au>
Subject: FW: FYA - new cleared EMB agenda for 17 December [SEC=OFFICIAL]

Minor change made FYI

From: s 47E, Karen <Karen.s 47E@dva.gov.au> **On Behalf Of** CLIENTS.BENEFITS.DIV.COORD
Sent: Wednesday, 4 December 2019 12:42 PM
To: s 47E, Jenny <Jenny.s 47E@dva.gov.au>; s 47E, Sue-Ann <Sue-Ann.s 47E@dva.gov.au>; DEPUTY.COMMISSIONER.TAS.COORD <DEPUTY.COMMISSIONER.TAS.COORD@dva.gov.au>
Cc: CLIENTS.BENEFITS.DIV.COORD <CLIENTS.BENEFITS.DIV.COORD@dva.gov.au>
Subject: FW: FYA - new cleared EMB agenda for 17 December [SEC=OFFICIAL]

FYI Please note updated agenda for EMB. Item numbers for your paper has changed.

From: s 47E, Morgan <Morgan.s 47E@dva.gov.au>
Sent: Wednesday, 4 December 2019 12:33 PM
To: CESS.COORD <CESS.COORD@dva.gov.au>; CLIENTS.BENEFITS.DIV.COORD <CLIENTS.BENEFITS.DIV.COORD@dva.gov.au>; IAC.COORD <IAC.COORD@dva.gov.au>; s 47E, Mathew <Mathew.s 47E@dva.gov.au>
Cc: EMB.Secretariat <EMB.Secretariat@dva.gov.au>; s 47E, Elizabeth <Elizabeth.s 47E@dva.gov.au>; s 47E, Maddison <Maddison.s 47E@dva.gov.au>; s 47E, Samantha <Samantha.s 47E@dva.gov.au>; OPENARMS.COORD <OPENARMS.COORD@dva.gov.au>
Subject: FYA - new cleared EMB agenda for 17 December [SEC=OFFICIAL]

Good afternoon all,

After consideration by the Executive, the agenda for the upcoming EMB has been amended. Please find attached the new cleared, revised Executive Management Board (EMB) agenda for Tuesday 17 December 2019.

There have been some changes to this agenda, however please note the deadline for submission of papers is still **Midday, Monday 9 December 2019.**

Some items have been moved below the line, to be read and discussed by exception. Other items have been combined and to be discussed under one heading.

Agenda Item	Lead	What has changed
Compensation Claims and Rehabilitation Processes Update - Quality Assurance Reporting 2019-2020	CBD Coord	Combining of two items under one heading – the two papers to still be provided.

s 22 - Out of scope

If you have any questions, please do not hesitate to contact the [EMB.Secretariat](#) mailbox, or call directly on **s 47E** for any urgent enquires.

Thank for any work done to date 😊

Morgan

Morgan **s 47E**

Senior Secretariat Officer
Governance and Ministerial Events Section | Parliamentary & Governance Branch
Ph: **s 47E** | [morgan**s 47E**@dva.gov.au](mailto:morgans 47E@dva.gov.au)

(Please note I work part-time Monday to Thursday)

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Australian Government
Department of Veterans' Affairs

s 22 - Out of scope

From: s 47E, Alena
Sent: Wednesday, 7 August 2019 11:28 AM
To: s 47E
Cc: s 47E, Sally
Subject: Emailing: Work Elements Definitions [SEC=OFFICIAL]
Attachments: Work Elements Definitions.docx

Hi s 47E,

Attached please find Work Elements definitions document as per our discussion.
Saved at: Y:\Rehab & Support\Det Supp & Rvws\Rehab & Benefits\Common\CAS\QA TEAM\Projects\01 Underway\2019\Foundation Documents

Thanks,

Alena

Your message is ready to be sent with the following file or link attachments:

Work Elements Definitions

Note: To protect against computer viruses, e-mail programs may prevent sending or receiving certain types of file attachments. Check your e-mail security settings to determine how attachments are handled.

██████████ § 47E - Out of Office

From: § 47E
Sent: Wednesday, 4 September 2019 2:22 PM
To: § 47E, Sally
Subject: FW: Emailing: Papers - Introduction of work elements [SEC=OFFICIAL]
Attachments: Papers - Introduction of work elements.pdf; QA work elements update 07 dec 09.doc

-----Original Message-----

From: § 47E, Sandy
Sent: Tuesday, January 25, 2011 2:29 PM
To: § 47E, Helen
Subject: FW: Emailing: Papers - Introduction of work elements [SEC=UNCLASSIFIED]

This was the QA minute to Sec last Dec - intro of work elements, not sure where work elements are at re incap tho - are they in?

-----Original Message-----

From: § 47E, Sandy
Sent: Sunday, December 06, 2009 9:45 PM
To: § 47E, Matthew
Cc: § 47E, Barry; § 47E, John
Subject: FW: Emailing: Papers - Introduction of work elements [SEC=UNCLASSIFIED]

Matthew,

Here is an update that John has prepared on the introduction of work elements for MRCA/ SRCA.

Thanks

Sandy

-----Original Message-----

From: § 47E, Matthew
Sent: Thursday, December 03, 2009 1:54 PM
To: § 47E, Sandy
Subject: FW: Emailing: Papers - Introduction of work elements [SEC=UNCLASSIFIED]

Hi Sandy

Just following up on this issue. Would be grateful for your advice on status.

Cheers

Matthew

-----Original Message-----

From: § 47E, Matthew
Sent: Thursday, November 19, 2009 11:46 AM

To: s 47E, Sandy

Cc: s 47E, Barry

Subject: Emailing: Papers - Introduction of work elements [SEC=UNCLASSIFIED]

Sandy

The Secretary has requested a follow up report on the introduction of work elements (please see attached papers).

Could you please provide a report by COB Friday 27 November.

Any concerns, please let me know.

Thanks

Matthew

s 47E

Assistant Director

Compensation Quality Assurance

Business Improvement and Quality Assurance Clients' Benefits Division Department of Veterans' Affairs

Phone: s 47E

From: s 47E, Sally
Sent: Wednesday, 11 September 2019 4:48 PM
To: s 47E
Subject: RE: Client Service Committee paper [SEC=OFFICIAL]

thanks

Sally s 47E

Director, Quality Improvement and Education Schemes
Business Improvement and Quality Assurance Branch
Ph: s 47E

From: s 47E
Sent: Wednesday, 11 September 2019 4:35 PM
To: s 47E, Sally
Subject: RE: Client Service Committee paper [SEC=OFFICIAL]

The 2009 businessline infers that the VEA had been doing it longer. Just ferreting back to see if I can get a date.

From: s 47E, Sally <Sally s 47E @dva.gov.au>
Sent: Wednesday, 11 September 2019 3:51 PM
To: s 47E @dva.gov.au
Subject: Client Service Committee paper [SEC=OFFICIAL]

Hi s 47E

Am finishing up this paper for Luke, and one question in the paper is when Work Elements came into effect. That paper you sent me seemed to sign off on it on in 2009, but Luke thought it was 2006? What do you think it is?

Sally s 47E

Director, Quality Improvement and Education Schemes
Business Improvement and Quality Assurance Branch
Ph: s 47E

From: § 47E, § 47F, Sally
To: § 47E
Cc: § 47E, § 47F, Alena
Subject: Work Element recalculation [SEC=OFFICIAL]
Date: Wednesday, 4 December 2019 9:58:00 AM

Hi § 47E,

Luke has his CSC meeting tomorrow, he would like to give a verbal update at the meeting tomorrow on the work elements recalc.

Alena tells me the data has now been re-worked, can you provide a quick update for me or is there something Alena or I can run to see how the data looks

Hope you are enjoying your day

thanks

Sally § 47E, § 47F

Director, Quality Improvement and Education Schemes

Business Improvement and Quality Assurance Branch

Ph: § 47E

Mob: § 47E, § 47F

For more informations on the Compensation QA Program, take a look at the [QA Sharepoint Site](#)

From: [REDACTED] Anne on behalf of [DEPUTY.COMMISSIONER.TAS.COORD](#)
To: [REDACTED] Sally
Subject: FW: For Action: Budget Estimates Questions on Notice & review of allocations [SEC=OFFICIAL]
Date: Monday, 17 January 2022 10:42:09 AM
Attachments: [image001.jpg](#)
[image002.jpg](#)

Anne V [REDACTED]
Executive Officer to Luke Brown
Deputy Commissioner Tasmania
Assistant Secretary, Business Improvement & Quality Assurance
Client-Focused/Responsive/Connected
Lest we forget

Ph when WFH [REDACTED] or [REDACTED]

Please do not print this email unless absolutely necessary

From: [REDACTED], Alexander <Alexander [REDACTED]@dva.gov.au>
Sent: Wednesday, 11 November 2020 4:22 PM
To: [REDACTED], Lana <Lana [REDACTED]@dva.gov.au>; DEPUTY.COMMISSIONER.TAS.COORD <xxxxxx.xxxxxxxxxxxxx.xxx.xxxxx@xxx.xxx.xx>; CLIENTS.BENEFITS.DIV.COORD <xxxxxx.xxxxxxxxxxxxx.xxx.xxxxx@xxx.xxx.xx>
Subject: RE: For Action: Budget Estimates Questions on Notice & review of allocations [SEC=OFFICIAL]

Hi All,

Apologies for the delay. The Committee have advised that the list of QoNs I sent them (which **did not** include the below) is complete.

NFA required on the below.

Kind regards,

Alexander [REDACTED]
Senior Parliamentary Officer
Ministerial and Parliamentary Support Section
Parliamentary & Governance Branch
Department of Veterans' Affairs
e: [REDACTED] [REDACTED] m: [REDACTED] p: [REDACTED]

From: [REDACTED], Lana <Lana [REDACTED]@dva.gov.au>
Sent: Monday, 9 November 2020 10:46 AM
To: DEPUTY.COMMISSIONER.TAS.COORD <xxxxxx.xxxxxxxxxxxxx.xxx.xxxxx@xxx.xxx.xx>; [REDACTED] Alexander <Alexander [REDACTED]@dva.gov.au>; CLIENTS.BENEFITS.DIV.COORD

<XXXXXXXX.XXXXXXXXXX.XXX.XXXXX@XXX.XXX.XX>

Subject: RE: For Action: Budget Estimates Questions on Notice & review of allocations
[SEC=OFFICIAL]

Anne

Natalie will chase these up and get back to you.

Regards

Lana [REDACTED]

Executive Officer to
Natasha Cole
First Assistant Secretary
Clients' Benefits Division
Australian Government Department of Veterans' Affairs
Gnabra House, 21 Genge Street Canberra ACT 2601
Phone: [REDACTED]
Mobile: [REDACTED]
Email: [lane@\[REDACTED\].dva.gov.au](mailto:lane@[REDACTED].dva.gov.au)
Part-time days Monday to Thursday

From: [REDACTED] Anne <[Anne@\[REDACTED\].dva.gov.au](mailto:Anne@[REDACTED].dva.gov.au)> **On Behalf Of**
DEPUTY.COMMISSIONER.TAS.COORD
Sent: Monday, 9 November 2020 9:49 AM
To: [REDACTED] Alexander <[Alexander@\[REDACTED\].dva.gov.au](mailto:Alexander@[REDACTED].dva.gov.au)>; [REDACTED] Lana <[Lana@\[REDACTED\].dva.gov.au](mailto:Lana@[REDACTED].dva.gov.au)>
Subject: FW: For Action: Budget Estimates Questions on Notice & review of allocations
[SEC=OFFICIAL]
Importance: High

Morning Lana and Alexander, We are becoming a bit anxious about getting the QoN we are expecting for Quality Assurance as we are not sure of the actual scope and cannot pull data until we know that. It will take at least to working days to pull the data and rework it once we know what Sen. Ayers has actually requested.

Please let me know how to proceed given how short time is becoming.

Thanks

Anne

From: [REDACTED], Anne **On Behalf Of** DEPUTY.COMMISSIONER.TAS.COORD
Sent: Friday, 6 November 2020 12:45 PM
To: [REDACTED] Natalie <[Natalie@\[REDACTED\].dva.gov.au](mailto:Natalie@[REDACTED].dva.gov.au)>
Subject: FW: For Action: Budget Estimates Questions on Notice & review of allocations
[SEC=OFFICIAL]

Natalie, this is the info re QA QoN I expected somebody to be chasing us for

From: [REDACTED], Anne **On Behalf Of** DEPUTY.COMMISSIONER.TAS.COORD
Sent: Wednesday, 4 November 2020 12:56 PM
To: [REDACTED], Alexander <Alexander.[REDACTED]@dva.gov.au>
Subject: FW: For Action: Budget Estimates Questions on Notice & review of allocations
[SEC=OFFICIAL]

Alex, we note that Hansard indicates a QoN re QA methodology that is not mentioned in the Notice. Could you add it and forward please?

It is page 115-116

Senator AYRES: In a recent media report military compensation lawyer Brian Briggs indicated that there was a lack of consistency among delegates and that decision error rates have increased. Do you have data that supports or undermines that contention?

Ms Cole: We measure error rates through a QA program. The QA program essentially uses a statistical methodology we call the Saunders methodology to sample across the claims type. Basically, if there are more claims types in MRCA PI, for example, we will sample more there than war widows, which is a very small category.

For example, last year, following a remark in that very same ANAO audit that you mentioned earlier, we change the methodology about how we calculate our error rate in terms of how we count the number of errors per case. By a case I mean an individual. We have essentially made it more transparent, in that calculation rate. So while it might appear that our QA rates are worse than in the past, there is this element where we have instituted a more transparent and straightforward methodology in our QA rates from this year onwards. So you can't do a direct comparison between this year and previous years.

Senator AYRES: I remember a similar discussion in earlier estimates about changing accounting methods in a budget context. So error rates have increased, but you say it is an apples and oranges comparison?

Ms Cole: That's correct.

Senator AYRES: Are you able to say whether, if the measurement methodology had not changed, error rates would have increased or decreased or stayed the same?

Ms Cole: I don't believe that it's entirely due to this methodology, a change in error rates, but until we actually calculate it out based on the previous methodology, versus the current methodology, I couldn't answer that question.

Senator AYRES: So your view, without having reviewed that, is that error rates may have increased—

Ms Cole: In some categories it's possible.

Senator AYRES: But the data shows them increasing more than they otherwise might have—is that a fair way of putting it?

Ms Cole: That's correct.

Ms Cosson: If I can add there, Ms Cole and her division have implemented a lot of lessons that we're learning from the QA, from the error rate that we're seeing, particularly mandatory training. I think over 1,100 of the delegates have undergone the e-learning module to assist with learning from those errors that are identified, plus also some mentoring sessions for senior delegates and for junior delegates. So, importantly from my perspective, we are learning from the errors that are identified. Page 116 Senate Monday, 26 October 2020

FOREIGN AFFAIRS, DEFENCE AND TRADE LEGISLATION COMMITTEE

Senator AYRES: Is there more or less training for delegates now than there was before?

Ms Cosson: More. And it's mandatory.

Senator AYRES: Could you on notice provide that comparison, with the caveat that you've changed the methodology, for this year and last year on error rates, and high-impact error rates as well?

Ms Cole: We only report high-impact error rates in the annual report. A low-impact error rate has virtually no effect on the client. For example, the person did not properly archive all the documents.

Senator AYRES: So you might measure that for management purposes but has no material impact on —

Ms Cole: That's correct. The other thing to note is that not all errors have a financial impact either. Sometimes there's no visible effect on the client, but we could argue that perhaps—

Senator AYRES: But sometimes there is.

Ms Cole: Yes.

Thanks

Anne

Anne V s 47E, s 47F

Executive Officer to Luke Brown

Deputy Commissioner Tasmania

Assistant Secretary, Business Improvement & Quality Assurance

Client-Focused/Responsive/Connected

s 47E

Please do not print this email unless absolutely necessary

census-signature-block--rev-date - 96dpi



From: s 47E, s 47F, Alexander <Alexander.s 47E, s 47F@dva.gov.au>

Sent: Monday, 2 November 2020 2:53 PM

To: DVA Coord mailboxes <DVA.Coord.mailboxes@dva.gov.au>

Cc: DVA Executive Support Staff <DVA.Exec.Support.Staff@dva.gov.au>; Pettitt, Liane <Liane.Pettitt@dva.gov.au>; s 47E, s 47F, Magda <Magda.s 47E, s 47F@dva.gov.au>; PSU <AMBPSU@dva.gov.au>

Subject: For Action: Budget Estimates Questions on Notice & review of allocations [SEC=OFFICIAL]

Good afternoon all,

Attached is the DRAFT Index of questions taken on notice from the Monday 26 October 2020 Budget Estimates hearings. Whilst this is pending confirmation from the Committee secretariat, PDMS records have been created and assigned to divisions as per the attached.

I am seeking your assistance in reviewing the group responsible for the each of the QoNs taken from the Hansard and would appreciate any changes required to the lead division.

Responses relating to the allocations are appreciated as soon as possible to enable the PSU to

reassign PDRs and update the group responsible as necessary. Advice of a nil response would also be appreciated if applicable.

QoNs are due Deputy cleared to PSU on **Wednesday 18 November 2020**. PSU will then facilitate clearances through the Secretary and Minister's Office.

Please note that Senators are able to ask further questions in writing and PSU will assign these questions as they become available.

For further context about questions, in the first instance please refer to the Hansard (also attached).

Otherwise If you have any questions please do not hesitate to contact PSU

Kind regards,

Alexander s 47E, s 47F

Senior Parliamentary Officer

Ministerial and Parliamentary Support Section

Parliamentary & Governance Branch

Department of Veterans' Affairs

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