



## Document created in accordance with section 17 of the *Freedom of Information Act 1982 (Cth)*

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FOI reference number: LEX 49947 & LEX 50042IR

**Request details:** *'In a news article published by The Canberra Times on 19 July 2019 current Veterans Affairs Secretary Liz Cosson (best known for leaving a highly sensitive dossier of classified information in the Qantas Lounge, on the suicide of a veteran) 'promised to change the adversarial culture of the agency ... [known for its] ruthless way it has dealt with veterans for many years', stating 'we are changing ... [and I urge] people to get in touch ... [via] secretary @ dva.gov.au' if they had a problem with any member of Veterans Affairs. I've been advised that the Office of the Secretary of Veterans Affairs manages this secretary @ dva.gov.au inbox and maintains statistics regarding the emails this address receives as well as record of what action it chose to take or not to take. As this information is kept electronically, it is not available in a discrete hardcopy document and therefore can be prepared using resources ordinarily available to Veterans Affairs. I request a table listing the number of emails received by the secretary @ dva.gov.au group inbox (which is used only for this purpose) since its announcement on 1 July 2019, and the number of emails the Office of the Secretary of Veterans Affairs who manage this group inbox decided would be classified as 'no further action' (or in plain English, ignored or decided would receive no response from the Office of the Secretary of Veterans Affairs or the Secretary).*

**Date of decision:** 26 May 2023

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Table listing the number of emails received by the secretary@dva.gov.au group inbox (which is used only for this purpose) since its announcement on 1 July 2019 (up to 3 May 2022)
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<b>103,013 emails</b>
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