

Foreign Affairs, Defence and Trade Legislation Committee
QUESTIONS ON NOTICE—2017-18 SUPPLEMENTARY BUDGET ESTIMATES

Austrade

| Q No. | Program: Division or Agency | Senator | Broad topic | Question | Written or verbal |
|--------------|------------------------------------|----------------|--|---|---------------------------|
| 1 | Austrade | Wong | Number of Austrade staff posted overseas | <p>Senator WONG: Can I get a number of how many of Austrade staff are posted to each region?</p> <p>Ms Adamson: Austrade will be able to give you that.</p> <p>Senator WONG: Can I put that on notice for Austrade, please? Is that alright?</p> | Proof Hansard Page 80 |
| 2 | Austrade | Gallacher | Adani project | <p>Senator GALLACHER: Has the department been involved in any way to facilitate funding for the Adani project?</p> <p>Ms Klugman: It's not the role of the Department of Foreign Affairs and Trade to be involved in commercial matters of that kind.</p> <p>Senator GALLACHER: And that includes Austrade?</p> <p>Ms Adamson: No, you will need to direct that question to Austrade.</p> | Proof Hansard Page 118 |

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| 3 | Austrade | Gallacher | One Belt, One Road' initiative | <p>Senator GALLACHER: ... Regarding the BRI, the 'belt and road initiative' in China, did Austrade officials accompany the minister to Beijing in May this year?</p> <p>Dr Fahey: No, we did not.</p> <p>Senator GALLACHER: So Austrade wasn't providing any support?</p> <p>Dr Fahey: This is from Australia. We did not accompany the minister. I'm sure that the minister would have had some contact with Austrade officers in China, because as you know we have Austrade—</p> <p>Senator GALLACHER: I think the answer is: the ambassador and up to two officials. But we're not sure whether one was Austrade or both were Austrade.</p> <p>Dr Fahey: We'd have to take that on notice to check.</p> <p>Senator GALLACHER: Yes, perhaps you can take it on notice if it was Austrade. ... If Austrade was involved, were there any identified commercial opportunities; and, if so, how were they identified and what action has been taken on those commercial opportunities coming out of the visit? If the answers are no, no, no, that's fine. But, if you did have someone from Austrade in there—because the department said that they didn't see any commercial opportunities.</p> <p>Dr Fahey: My understanding is that the meeting wasn't that detailed. There isn't a definite pipeline of opportunities. It doesn't mean that Australian companies won't be in line to bid for projects as they become available, but as my colleagues—</p> <p>Senator GALLACHER: I think your evidence is entirely consistent with Foreign Affairs', but what we are working off is a press release that says: ... I will be working to identify projects for Australian businesses that address the serious infrastructure shortfalls across our region. So we are being a bit pedantic and deliberate in asking if any were identified, because that is what the minister released on 14 May. But, if the answer is no, the answer is no.</p> | Proof Hansard Pages 124-125 |
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| 4 | Austrade | Gallacher | Austrade staff involved in the One Belt, One Road' initiative | <p>Senator GALLACHER: I think you've reiterated some of the sentiments that we heard from Foreign Affairs. Very specifically, do you have people working in a team or in a unit in your department on these initiatives?</p> <p>Mr Landers: If the question is do we have—</p> <p>Senator GALLACHER: It's a very specific question. How many people within the department of Austrade are working on the belt and road—</p> <p>Mr Landers: They will be working on business opportunities that will be considered to be part of belt and road initiatives.</p> <p>Senator GALLACHER: So, is it four people? Or five people or—</p> <p>Mr Landers: It would be very difficult to say. Again, we're talking about a project that is so amorphous—</p> <p>Senator GALLACHER: Perhaps if you reflect that it's three full-time equivalents or however you measure these activities—if you could give us that on notice, that would be handy.</p> | Proof Hansard Page 126 |
| 5 | Austrade | Gallacher | Non-tariff barriers | <p>Senator GALLACHER: [In relation to non-tariff barriers] It would be useful to get a much broader picture of what Austrade is encountering. We get, quite appropriately, vested interest groups saying, 'These are the things that you need to raise.' The whole picture is that it is quite a common feature of trade anyway: if you've got the date wrong on a can, you might be knocked back for that.</p> <p>Mr Landers: It is what it is on—</p> <p>Senator GALLACHER: On notice, if you could provide specific examples, that would be good.</p> <p>Mr Landers: I have given you some examples. There are plenty of examples.</p> <p>Senator GALLACHER: The minister's offering is a little spreadsheet of activity, I think.</p> <p>Senator McGrath: We're happy to take it on notice. That might be the best thing to do.</p> <p>Senator GALLACHER: A broader sample of Austrade's work in this area would be fine.</p> | Proof Hansard Page 127 |
| 6 | Austrade | Abetz | Staff messages | Please provide the messages (if any) sent to staff (on the most recent occasions) of Christmas/New Year, Easter and Ramadan by the Secretary of the Department, or agency head, at the relevant time. | Written |
| 7 | Austrade | Abetz | Enterprise Agreements | In the most recent Enterprise Agreement negotiations, was/were any side-agreement/s, protocol/s, arrangement/s, agreement/s entered into? If so, please provide a copy. | Written |

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| 8 | Austrade | McAllister | Staffing | <p>Please provide as at 30 June 2017:</p> <ol style="list-style-type: none"> 1. ASL by state 2. Headcount of people employed as <ol style="list-style-type: none"> (a) labour hire, (b) contractors, or (c) outsourced staff, (d) and the value of each of these contracts for the 2016-2017 financial year. 3. The total number of people who have a log in to the departmental IT system, and the breakdown by category of these log-ins (permanent, non-ongoing, casual, labour hire, outsourced, contractors, and any other category that has access to the system). 4. The total number of people who have a security/access pass into your departmental buildings, and the breakdown by category of these pass holders (permanent, non-ongoing, casual, labour hire, outsourced, contractors, and any other relevant category). 5. A list of organisations/companies that have staff who can log into your departmental IT system. | Written |
| 9 | Austrade | McAllister | Service delivery function | <p>Does any part of your agency/department have a service delivery function, or which has face to face interactions with the public?</p> <p>If yes:</p> <ol style="list-style-type: none"> 1. Do you provide staff with training on how to deal with client aggression or customers experiencing mental illness? 2. Please provide the dates and locations that training has been run over the last 5 years. 3. How many of your staff have received this training? How many in the last 2 years? 4. Who provides this training? | Written |
| 10 | Austrade | McAllister | Projects involving the Digital Transformation Agency | <p>As at 31 October 2017:</p> <ol style="list-style-type: none"> 1. What projects are you undertaking in conjunction with the Digital Transformation Agency? 2. For each project: <ol style="list-style-type: none"> a. What criteria are you using for assessing success? b. What is the role of the DTA in the project? c. What is the timeframe for completion? | Written |
| 11 | Austrade | Gallacher | Garden service | <p>Does any office use a garden service for indoor or outdoor pot plants/flowers maintenance?</p> <ol style="list-style-type: none"> 1. Who are the contracts with? 2. How much does each contract cost? 3. How often do they visit? | Written |

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| 12 | Austrade | Gallacher | Floral displays | Have any floral displays or indoor plants or pot plants been hired or leased for display in any offices? 1. Who were the contracts with? 2. How much was each contract cost? | Written |
| 13 | Austrade | Gallacher | Online subscriptions | What was the total cost of all subscriptions by you and your staff to online news services, newspapers, magazines, journals and periodicals in the last 12 months? 1. What are these services / newspapers / magazines / journals / periodicals? | Written |
| 14 | Austrade | Gallacher | Gifts | What was the total value of all gifts purchased for use by the department in the last 12 months? 1. What were the gifts purchased? (a) Who were they gifted to? | Written |
| 15 | Austrade | Gallacher | Bottled water and coolers | Do you purchase bottled water or provide coolers for your department? 1. What is the monthly cost of this? | Written |
| 16 | Austrade | Gallacher | Fruit | Do you provide fruit for your department? 1. What is the monthly cost of this? | Written |
| 17 | Austrade | Gallacher | Vehicle hire | What is the total bill for your department in the last 12 months: 1. Taxi hire 2. Limousine hire 3. Private hire care 4. Hire car rental 5. Ridesharing services | Written |
| 18 | Austrade | Gallacher | Media staff | 1. How many media or public relations advisers are employed in the department? 2. What is the forecast for the current financial year for the number of media or public relations advisers to be employed and their total cost? | Written |
| 19 | Austrade | Gallacher | Media monitoring | What is the total cost of media monitoring services used by Department? | Written |
| 20 | Austrade | Gallacher | Facebook | How much did your department spend on Facebook advertising or sponsored posts in the last 12 months? | Written |
| 21 | Austrade | Gallacher | Legal costs | How much has the Department spend in legal costs since in the last 12 months? 1. For what specific purposes or matters was legal advice sought? | Written |

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| 22 | Austrade | Gallacher | Consultants | <p>Has the Department engaged any consultants to provide the following services or advice in the last 12 months?</p> <ol style="list-style-type: none"> 1. Social media <ol style="list-style-type: none"> (a) And the cost of these services 2. Photography <ol style="list-style-type: none"> (a) And the cost of these services 3. Acting training <ol style="list-style-type: none"> (a) And the cost of these services 4. Ergonomics <ol style="list-style-type: none"> (a) And the cost of these services | Written |
| 23 | Austrade | Gallacher | Redundancies - Paid work/services | <ol style="list-style-type: none"> 1. Have any staff who received a redundancy from the Department in the last two years undertaken any paid work or provided any paid services for the Department? <ol style="list-style-type: none"> (a) What was the nature of these works/services? (b) What was the total cost of these works or services? 2. How many redundancies were processed by the Department in the last 12 months? <ol style="list-style-type: none"> (a) Of these redundancies, how many were: <ol style="list-style-type: none"> i. Voluntary? ii. Forced? (b) What was the total cost of all redundancies? | Written |
| 24 | Austrade | Gallacher | iTunes account | <p>Does the department have an iTunes account?</p> <ol style="list-style-type: none"> 1. What is the total expenditure in the last 12 months on iTunes? <ol style="list-style-type: none"> (a) What applications/subscriptions/services were purchased through iTunes? | Written |
| 25 | Austrade | Gallacher | Android account | <p>Does the department have an Android account?</p> <ol style="list-style-type: none"> 1. What was the total expenditure in the last 12 months on Android? 2. What applications/subscriptions/services were purchased through Android? | Written |
| 26 | Austrade | Gallacher | Domain names | <ol style="list-style-type: none"> 1. What were the top 20 most utilised (by data sent and received) unique domain names accessed by the department in the last 12 months? 2. What were the top 20 most accessed (by number of times accessed) unique domain names accessed by the department in the last 12 months? | Written |
| 27 | Austrade | Gallacher | Tea/coffee/milk | <p>How much is spent on tea/coffee/milk for staff in the last 12 months?</p> | Written |
| 28 | Austrade | Gallacher | Coffee machines | <p>Does any office have coffee machines?</p> <ol style="list-style-type: none"> 1. How many? 2. What was their purchase cost? 3. What is their maintenance cost? 4. Who has access to them? | Written |

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| 29 | Austrade | Gallacher | Mobile phones | How many mobile phones are given to staff? 1. How many new mobile phones in the last 12 months? 2. What is the total cost of these phones? 3. How many had to be replaced due to damage? 4. How many were reported as lost? | Written |
| 30 | Austrade | Gallacher | Tablets | How many tablets are given to staff? 1. How many new tablets in the last 12 months? 2. What is the total cost of these tablets? 3. How many had to be replaced due to damage? 4. How many were reported as lost? | Written |
| 31 | Austrade | Gallacher | Smart phone and tablet | How many people have both a smart phone and a tablet? 1. What is the lowest ranked official who has both a work smart phone and tablet? | Written |
| 32 | Austrade | Gallacher | Overspend on smart phone and tablet bills | How many staff overspent on their phone or tablet data bill? 1. By how much? 2. What was the average cost of data bills for tablets and mobile phones? 3. What was the highest monthly cost? | Written |
| 33 | Austrade | Gallacher | Stationary costs | What was the annual cost of stationary? | Written |
| 34 | Austrade | Gallacher | Paper brand | What brand of paper does the Department use? 1. Is this paper Australian made? | Written |
| 35 | Austrade | Gallacher | Refurbishments | Were any refurbishments on office buildings carried out in the last 12 months? 1. What were they? 2. What was the cost? | Written |
| 36 | Austrade | Gallacher | Internal fitouts/maintenance | Were any internal fitouts/maintenance carried out on office buildings in the last 12 months? 1. What was the cost? | Written |

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| 37 | Austrade | Gallacher | Functions | <p>How many functions did the Department cater for in the last 12 months?</p> <ol style="list-style-type: none"> 1. List of functions, 2. List of attendees including departmental officials and members of the Minister’s family or personal staff; 3. Function venue; 4. Itemised list of costs; 5. Details of any food served; 6. Details of any wines or champagnes served including brand and vintage; 7. Details of any spirits served including brand and vintage; 8. Details of any floral arrangements or other decorations; and 9. Details of any entertainment provided. | Written |
| 38 | Austrade | Gallacher | Appointments and vacancies | <p>Please provide a list of all statutory, board and legislated office vacancies and other significant appointments vacancies within the department, including length of time vacant and current acting arrangements.</p> | Written |
| 39 | Austrade | Gallacher | Media monitoring contracts | <p>How much has the Department spent on media monitoring in the last 12 months?</p> <ol style="list-style-type: none"> 1. Please provide a list of all Contact Notice IDs for the Austender website in relation to media monitoring contracts. | Written |
| 40 | Austrade | Gallacher | Advertising and information campaigns | <p>How much has the Department spent on advertising and information campaigns in the last 12 months?</p> <ol style="list-style-type: none"> 1. Please provide a list of all Contract Notice IDs for the Austender website in relation to advertising and information campaign contracts. | Written |
| 41 | Austrade | Gallacher | Fraud | <p>Were any members of your department charged with fraud?</p> <ol style="list-style-type: none"> 1. How many staff members? 2. What disciplinary action was taken? | Written |
| 42 | Austrade | Gallacher | Market Research | <p>Has the Department undertaken / contracted any market research in the last 12 months?</p> <ol style="list-style-type: none"> 1. With whom? 2. For what? 3. What was the value of the contract? | Written |

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| 43 | Austrade | Gallacher | Credit cards | <ol style="list-style-type: none"> 1. How many credit cards are currently on issue for staff in the Department and agencies within the portfolio? If possible, please provide a break-down of this information by APS/ SES level. 2. What was the value of the largest reported purchase on a credit card in the last 12 months and what was it for? 3. How much interest was paid on amounts outstanding from credit cards in the last 12 months? 4. How much was paid in late fees on amounts outstanding from credit cards in the last 12 months? 5. What was the largest amount outstanding on a single card at the end of a payment period in the last 12 months and what was the card holder's APS/ SES level? 6. How many credit cards were reported as lost or stolen in the last 12 months and what was the cost of their replacement? 7. How many credit card purchases were deemed to be illegitimate or contrary to agency policy in the last 12 months? What was the total value of those purchases? How many purchases were asked to be repaid on that basis in the last 12 months and what was the total value thereof? Were all those amounts actually repaid? If no, how many were not repaid, and what was the total value thereof? 8. What was the largest purchase that was deemed illegitimate or contrary to agency policy and asked to be repaid in the last 12 months, and what was the cardholder's APS/ SES level? What that amount actually repaid, in full? If no, what amount was left unpaid? 9. Are any credit cards currently on issue in the Department or agencies within the portfolio connected to rewards schemes? Do staff receive any personal benefit as a result of those reward schemes? 10. Can a copy of the Department's staff credit card policy please be provided? | Written |
| 44 | Austrade | Gallacher | Staffing | <ol style="list-style-type: none"> 1. Does the Department use any labour hire companies to source Departmental staff? 2. Does the Department use Labour Hire Agreements? 3. How long has the Department used labour hire companies? 4. How many staff are employed under via these arrangements? 5. How many staff are employed by the Department as contractors? 6. Who authorised the use of labour hire companies? 7. Do staff under these labour hire arrangements receive as much training and security clearance as permanent staff? 8. Do staff under these arrangements receive the same pay and conditions as permanent staff? 9. Do these temporary staff have access to the same systems and databases? 10. Is this a concern from a security perspective? | Written |

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| 45 | Austrade | Gallacher | Austrade fees | <p>Please provide a list of all external fees charged to Australian businesses, foreign businesses and citizens for the use of services by the department.</p> <ol style="list-style-type: none"> 1. Please provide the amount charged for each fee. 2. Please provide a breakdown of how many times these fees were charged in the last financial year. 3. Please provide a breakdown of when each of these fees were increased/ decreased in the last five years. | Written |
| 46 | Austrade | Gallacher | Austrade premises rental costs | Please provide the rental costs of all Austrade premises both in Australia and overseas. | Written |
| 47 | Austrade | Brown | 457 Visas | <ol style="list-style-type: none"> 1. Do either Austrade or Tourism Australia have any concerns about the impact the abolishment of the 457 visa might have on the tourism sector? 2. Have either Austrade or Tourism Australia been contacted by any individual or organisation working in the tourism sector about their concerns regarding the impact of the abolishment of the 457 visas? 3. Have either Austrade or Tourism Australia liaised with other departments, such as the Department of Employment, on the need to address the predicted shortage of workers in hospitality? 4. Has any consideration been given to developing a strategy to deal with this issue, given employment is such a key element of the Tourism 2020 strategy? | Written |

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| 48 | Austrade | Brown | TDDI – Update | <ol style="list-style-type: none"> 1. How many projects have been approved since 1 June 2017? 2. How many projects have been approved in total? 3. Please list each project with project name, proponent, address, state, federal electorate, project description, commonwealth contribution, details of any other funding including source, total project cost, number of jobs expected to be created during and post construction, date of approval, date of public announcement, expected project start date, whether commenced, and expected completion date or completion date, details of any openings or events attended by the minister with date, title of event, location of event, attendee list and copies or links to all media coverage including newspaper articles. Please also provide a link to relevant ministerial media release eg joint release with state minister, local MP. 4. What is the total expenditure to date for this program? 5. How much funding remains unallocated? Please provide a breakdown by state. 6. What is the forward plan to allocate remaining funds? Please provide a timeline. 7. Please provide an updated list of all accommodation operators funded under this program including state or territory, proponent, name of project, value of grant, nature of grant (ie what will funding be spent on within the project). Please indicate whether the company is Australian or foreign owned. 8. Of the TDDI projects which have been approved to date: <ol style="list-style-type: none"> a. are any owned or operated by foreign companies or proprietors? Please list. b. please provide the ACN or ABN for Australian-based businesses, companies or entities in receipt of a grant. | Written |
| 49 | Austrade | Brown | Australian Tourism Ministers' Meeting | <ol style="list-style-type: none"> 1. What were the associated costs for Tourism Australia and Austrade for the Australian Tourism Ministers' Meeting in China in August this year? 2. How exactly was this meeting intended to increase Chinese visitors to Australia? 3. What was the duration of the meeting? 4. What were some of the outcomes of the trip? | Written |
| 50 | Austrade | Brown | Tourism Refund Scheme | Has Austrade met with any further stakeholders or third parties in relation to the TRS since last estimates? If so please list meetings with names, dates, time, location, agenda and minutes. | Written |
| 51 | Austrade | Brown | Stakeholder Meetings | Which tourism stakeholders has Austrade met with since last estimates? Please list meeting date, company/organisation, nature of meeting and topics discussed | Written |
| 52 | Austrade | Brown | Tourism Research Australia | Please provide a list of all staffing changes including overall numbers, date, reason since the February Estimates. | Written |

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| 53 | Austrade | Brown | [Tourism Division] Staffing | Please provide a list of all [Tourism Division] staffing changes including overall numbers, date, reason since the February Estimates. | Written |
| 54 | Austrade | Brown | Research | <ol style="list-style-type: none"> 1. Have there been any changes to the expected publication schedules since last estimates? 2. If yes, please detail with original expected publication date and actual publication date. 3. Does Austrade or Tourism Australia anticipate any additional delays to publications over the next year aside from those detailed in last estimates answers? If so, please detail publication, reason, and expected length of delay. | Written |
| 55 | Austrade | Brown | Research Roundtables | <ol style="list-style-type: none"> 1. What were the outcomes from the last roundtable, scheduled for 25 July? 2. Key insights from the roundtables include looking to alternative data and collaboration: what are the specific missing data sets that have been identified? Please detail. 3. Who participates in the research roundtables? Please list attendees for each meeting, including nominated business leaders and academics that have been invited to participate in the various roundtables. | Written |
| 56 | Austrade | Brown | Australian Standing Committee on Tourism (ASCOT) | <ol style="list-style-type: none"> 1. Have there been any changes to the meeting schedule since the last Senate Estimates? 2. Will the mid November meeting proceed and where will it be held? 3. Answers to questions on notice indicated that a data plan through the Tourism Research Committee would be developed. Has this occurred? 4. What is the nature of this data plan? What will it achieve? 5. Has it identified any gaps in current available data sets and, if so, what are they? 6. Have there been any changes to membership since the last Senate Estimates? | Written |
| 57 | Austrade | Brown | Tourism Major Project Facilitation service | <ol style="list-style-type: none"> 1. How many projects are currently being facilitated? What progress has been made since last estimates? 2. How many of these projects are now under construction? 3. Please provide detailed updates on the status of all projects utilising the service including project name, proponent name, value of project, expected start and completion date and funding partners. | Written |
| 58 | Austrade | Brown | Tourism Research Committee (TRC) | <ol style="list-style-type: none"> 1. When was the last committee meeting? What actions have been taken as a result? 2. Please detail any changes to membership since the last estimates? 3. Please provide the forward schedule of meetings for 2017. | Written |
| 59 | Austrade | Brown | Minister | Has Minister Ciobo visited the offices of Austrade, Tourism Australia or Tourism Research Australia since the last Estimates? If yes, what dates and what was the nature of the visits? | Written |

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| 60 | Austrade | Brown | Tourism 2020 | <ol style="list-style-type: none"> 1. Please provide an update on the progress made on each of the main key performance indicators adopted for Tourism 2020 since the last Senate Estimates (increase in overnight visitor spend, increase in international and domestic aviation capacity, increase in visitor accommodation, increase in number of jobs, increase in visitor numbers from key Asian markets). 2. In what ways did the Survey of Tourist Accommodation previously assist in informing progress on the Tourism 2020 strategy? | Written |
| 61 | Austrade | Brown | Tourism Access Working Group | <ol style="list-style-type: none"> 1. How many meetings of the TAWG have there been since the last Senate Estimates? 2. On how many occasions has the ‘regular government-industry stakeholder forum on Australia’s bilateral air service negotiations’ been held? Please provide dates and locations. | Written |
| 62 | Austrade | Brown | Tourism Investment Monitor 2017 | <ol style="list-style-type: none"> 1. On 19 October Tourism Australia tweeted out a graphic from the Tourism Investment Monitor 2017 saying that the total tourism investment pipeline in 2016-17 was \$37.8 billion. How much of this was federal government investment? 2. Please provide a list of all federally funded projects that have been included in the tourism investment pipeline. 3. How much of this is private sector investment? | Written |
| 63 | Austrade | Brown | Regional Tourism Infrastructure Investment Attraction Strategy | <ol style="list-style-type: none"> 1. What progress has been made on the Regional Tourism Infrastructure Investment Attraction Strategy since the last Senate Estimates? 2. Is this the only program Austrade has that specifically relates to regional tourism infrastructure investment? 3. Has it resulted in any increased regional tourism infrastructure investment from the Commonwealth? If so please detail. If not, why not? 4. What is the Budget for this strategy? 5. How will the success of this Strategy be evaluated? | Written |