

Senate Standing Committee on Economics

ANSWERS TO QUESTIONS ON NOTICE

Resources, Energy and Tourism Portfolio

Additional Estimates

14 February 2013

Question: AR9

Topic: Corporate Questions - Tourism Australia

Proof Hansard Page: Written

Senator Bushby asked:

1. Staffing – Recruitment

- a. How many ongoing staff have been recruited this financial year to date? What classification are they?
- b. How many non-ongoing positions exist or have been created this financial year to date? What classification are they?
- c. This financial year to date, how many employees have been employed on contract and what is the average length of their employment period?

Answer:

- a. 25 ongoing staff have been hired since 1 July 2012 – 1 x band 1; 11 x band 2; 10 x band 3 and 3 x band 4.
- b. 19 non-ongoing staff have been hired since 1 July 2012 – 8 x band 2; 6 x band 3; 5 x band 4.
- c. 6 contract staff have been hired since 1 July 2012 – 2 x band 5; 3 x band 6 and 1 x band 7. The average length of contract is 2.2 years.

2. Staffing – Departures

- a. How many ongoing staff left the department/agency this financial year to date? What classification were they?
- b. How many non-ongoing staff left the department/agency this financial year to date? What classification were they?
- c. How many contract staff left the department/agency this financial year to date? What classification were they?

Answer:

- a. 22 ongoing employees left Tourism Australia in the 2012/13 financial year to date – 11 x band 2; 10 x band 3 and 1 x band 5.
- b. 3 non-ongoing employees left Tourism Australia in the 2012/13 financial year to date – 1 x band 2; 2 x band 4.
- c. 6 contract employees left Tourism Australia in the 2012/13 financial year to date – 2 x band 5; 3 x band 6 and 1 x band 7.

3. Staffing - Reductions

- a. Are there any plans for staff reduction? If so, please advise details including if there is a reduction target, how this will be achieved, and if any services/programs will be cut.
- b. If there are plans for staff reductions, please give the reason(s) why these are happening.

Answer:

There are no plans for staff reductions. However, all roles are continually monitored and all vacancies are rigorously assessed before recruitment action is initiated.

4. Making the Public Service More Efficient

- a. Please provide an update of the savings achieved through pursuing further efficiencies in the way the public service operates (see media release by the Minister for Finance and Deregulation and the Special Minister of State of 25 September 2012 at: http://www.financeminister.gov.au/media/2012/mr_1982012.html).

In addition, please provide the following details:

- b. Can you quantify the estimated savings for each year over the forward estimates for reductions in air travel?
- c. Has there been a reduction in business flights? What are the estimated savings for each year over the forward estimates?
- d. Has there been a reduction in the use of external consultants and contractors? Has this impacted on the Department/Agency, and how? What are the estimated savings for each year over the forward estimates?
- e. Provide an update of moving recruitment advertising online. Is any recruitment still in printed materials, and if yes, why? What are the estimated savings for each year over the forward estimates?
- f. Has the Department/Agency reduced its printing costs? If no, why not? Have printing costs increased, and if yes why and by how much? Has the five per cent savings target been achieved – if yes, how, and if no, why not? What are the estimated savings for each year over the forward estimates?

Answer:

- a. In 2012/13 Tourism Australia reduced support costs by 21 per cent through:
 - Reduction in contractors and consultants costs
 - Implementation of reduced budgets and tighter restrictions on staff travel
 - Implementation of a managed print service for on site printing minimising costs for paper, toners and equipment.
 - Reduction in IT and support costs.
- b. Tourism Australia reduced its staff travel budget by \$722,000 in 2012-13 to drive savings across air travel and other costs. The implementation of video conferencing in international offices as well as additional approval requirements and travel policy changes have supported these savings. Total savings over the forward estimates are estimated at \$2.8 million.
- c. Tourism Australia revised its travel policy in 2011-12 to reduce business class travel. These changes combined with other reforms will result in an estimated reduction of \$722,000 per annum for staff travel.

- d. Tourism Australia significantly reduced the number of contractors and consultants used in the past 12 months to drive down support costs. These reforms will continue in 2012-13 with the focus on streamlining IT support services through rationalisation of software and hardware. Over \$1 million in savings are forecast in 2012-13 with a total of \$4 million over the forward estimates.
- e. Tourism Australia's policy is to conduct online recruitment. As this is current policy, minimal savings in this measure are forecast. In exceptional circumstances, Tourism Australia uses print recruitment advertising.
- f. In 2011-12 Tourism Australia's printing costs were \$187,000. Total printing costs this financial year to date are \$105,000.

5. Printing Costs

How many documents (include the number of copies) have been printed this financial year to date?
How many of these printed documents were also published online?

Answer:

Tourism Australia printed 1000 copies of the 2011-12 Tourism Australia Annual Report this financial year to date at a cost of \$13,700.

6. Graduate Recruitment

- a. How much has been spent on 2014 Graduate Recruitment to date? Please itemise and detail costs.
- b. Has any travel been incurred for 2014 Graduate Recruitment? Please itemise and detail costs.

Answer:

- a. No costs have been incurred in recruiting for a 2014 graduate intake.
- b. No travel has been incurred in recruiting for a 2014 graduate intake.

7. Graduate Staffing

How much was spent on 2013 Graduate Training? Provide details of what training was provided, why and the estimated cost for each.

Answer:

Tourism Australia hired its 2013 Graduates in March. No training costs have been incurred to date.

8. Government Advertising

- a. What is the total cost of all advertising for the financial year to date?
- b. Is the advertising *campaign* or *non-campaign* advertising? Provide details of each advertising, including the program that the advertising was for, the total spend and the business that provided the advertising services.
- c. Has the Department of Finance and Deregulation provided any advice about the advertising? Provide details of each advertising item.

- d. Has the Peer Review Group (PRG) and/or Independent Communications Committee (ICC) provided any advice about the advertising? Provide details of each advertising item.
- e. Did the advertising comply with the Guidelines on Information and Advertising Campaigns by Australian Government Departments and Agencies? Provide the details for each advertising item.
- f. Provide details for any other communications program, including details of the program, the total spend and the business that provided the communication services.
- g. What advertising – campaign and non-campaign – and other communications programs is the Department/Agency undertaking, or planning to undertake?

Answer:

- a. Tourism Australia is the Commonwealth Government agency responsible for marketing Australia as a travel destination to domestic and international audiences. Advertising is a core function for Tourism Australia, and in 2012-13 Tourism Australia plans to spend \$72.65 million marketing to international and domestic audiences.
- b. Not applicable.
- c. Not applicable.
- d. Not applicable.
- e. Not applicable.
- f. Not applicable.
- g. Not applicable.

9. Hospitality and Entertainment

- a. What is the Department/Agency's hospitality spend for this financial year to date? Detail date, location, purpose and cost of all events including any catering and drinks costs.
- b. For each Minister and Parliamentary Secretary office, please detail total hospitality spend for this financial year to date. Detail date, location, purpose and cost of all events including any catering and drinks costs.
- c. What is the Department/Agency's entertainment spend for this financial year to date? Detail date, location, purpose and cost of all events including any catering and drinks costs.
- d. For each Minister and Parliamentary Secretary office, please detail total entertainment spend for this financial year to date. Detail date, location, purpose and cost of all events including any catering and drinks costs.
- e. What hospitality spend is the Department/Agency's planning on spending? Detail date, location, purpose and cost of all events including any catering and drinks costs.
- f. For each Minister and Parliamentary Secretary office, what hospitality spend is currently being planned for? Detail date, location, purpose and cost of all events including any catering and drinks costs.
- g. What entertainment spend is the Department/Agency's planning on spending? Detail date, location, purpose and cost of all events including any catering and drinks costs.
- h. For each Minister and Parliamentary Secretary office, what entertainment spend is currently being planned for? Detail date, location, purpose and cost of all events including any catering and drinks costs.

- i. Is the Department/Agency planning on reducing any of its spending on these items? If so, how will reductions be achieved and what are the estimated savings over each year of the forward estimates?

Answer:

- a. This financial year to date, Tourism Australia has spent \$129,000 on hospitality and entertainment.

Tourism Australia does not record details of individual meals shared as part of conducting business. Included in this spend are costs of Tourism Australia's core functions of engaging with global, media, distribution and other relevant stakeholders. Tourism Australia's hospitality spend includes entertainment costs.

- b. Not applicable.

- c. This financial year to date, Tourism Australia has spent \$129,000 on hospitality and entertainment.

Tourism Australia's entertainment costs are included in the hospitality spend. Tourism Australia does not record details of individual meals shared as part of conducting business. Included in this spend are costs of Tourism Australia's core functions of engaging with global, media, distribution and other relevant stakeholders.

- d. Not applicable.

- e. In 2012-13 Tourism Australia has budgeted \$185,855 for entertainment and hospitality costs. This is a reduction of 30 per cent from 2011-12.

- f. Not applicable.

- g. In 2012-13 Tourism Australia has budgeted \$185,855 for entertainment and hospitality costs. This is reduction of 30 per cent from 2011-12.

- h. Not applicable.

- i. Yes, budget reductions have been applied in the 2012-13 financial year with further reductions over the forward estimates. Tourism Australia has implemented additional approval requirements relating to hospitality and entertainment. In 2012/13 Tourism Australia has budgeted \$185,855 for entertainment and hospitality costs. This is a reduction of 30 per cent from 2011-12.

10. Meeting Costs

- a. What is the Department/Agency's meeting spend for this financial year to date? Detail date, location, purpose and cost of all events, including any catering and drinks costs.

- b. For each Minister and Parliamentary Secretary office, please detail total meeting spend for this financial year to date. Detail date, location, purpose and cost of each event including any catering and drinks costs.

- c. What meeting spend is the Department/Agency's planning on spending? Detail date, location, purpose and cost of all events including any catering and drinks costs.

- d. For each Minister and Parliamentary Secretary office, what meeting spend is currently being planned for? Detail date, location, purpose and cost of each event including any catering and drinks costs.

Answer:

- a. Conducting meetings with the tourism industry is core business for Tourism Australia. It is not practical to itemise details of all external meetings. Meeting costs would generally fall into hospitality expenditure.
- b. Tourism Australia does not host meetings for the Minister.
- c. Meeting costs would generally fall into hospitality expenditure.
- d. Tourism Australia does not host meetings for the Minister.

11. Program Launch Costs

- a. What is the Department/Agency's program launch spend for this financial year to date? Detail date, location, purpose and cost of all events, including any catering and drinks costs.
- b. For each Minister and Parliamentary Secretary office, please detail total program launch spend for this financial year to date. Detail date, location, purpose and cost of each event including any catering and drinks costs.
- c. What program launch spend is the Department/Agency planning on spending? Detail date, location, purpose and cost of all events including any catering and drinks costs.
- d. For each Minister and Parliamentary Secretary office, what program launch spend is currently being planned for? Detail date, location, purpose and cost of each event including any catering and drinks costs.
- e. What was the Department/Agency's program launch spend for 2012-13? Detail date, location, purpose and cost of each event including any catering and drinks costs.
- f. For each Minister and Parliamentary Secretary office, please detail total program launch spend for 2012-13. Detail date, location, purpose and cost of each event including any catering and drinks costs.

Answer:

- a. Tourism Australia has not launched any programs this financial year to date.
- b. Not applicable.
- c. Tourism Australia is not planning to launch any programs this financial year.
- d. Not applicable.
- e. Tourism Australia has not launched any programs this financial year.
- f. Not applicable.

12. Board Appointments

- a. List all of the boards within this portfolio, including: board title, terms of appointment, tenure of appointment and members.
- b. What is the gender ratio on each board and across the portfolio?
- c. Please detail any board appointments for this financial year to date.

Answer:

- a. Details of the Tourism Australia Board:

Board Member	State	Position	Start	End	Reappointment?
Mr Andrew McEvoy	NSW	Managing Director	25-Jan-10	30-Nov-14	No
Mr Geoffrey Dixon Appointed Chairman 1 Jul 2010	NSW	Chairman	1-Jul-12	30-Jun-15	Yes
Ms Kate Lamont Appointed Deputy Chair 1 July 2010	WA	Deputy Chair	1-Jul-12	30-Jun-15	Yes
Ms Terri Janke	NSW	Member	1-Jul-11	30-Jun-14	Yes
Ms Sandra McPhee	NSW	Member	1-Jul-12	30-Jun-15	Yes
Ms Janet Whiting	VIC	Member	1-Jul-11	30-Jun-14	Yes
Mr Brett Godfrey	QLD	Member	1-Jul-10	30-Jun-13	No
Mr Mark Stone	VIC	Member	1-Jul-10	30-Jun-13	No
Mr Didier Elzinga	SA	Member	1-Jul-10	30-Jun-13	No

- b. The gender ratio on the Tourism Australia Board 5:4 male to female.
c. No appointments have been made this financial year to date.

13. Freedom of Information

- a. Has the department/agency received any updated advice on how to respond to FOI requests?
b. What is the total cost to the department to process FOI requests for this financial year to date?
c. How many FOI requests has the Department received for this financial year to date? How many requests have been denied and how many have been granted? Has the department failed to meet the processing times outlined in the FOI Act for any requests? If so, how many and why? Do any of these requests remain outstanding? If so, how many and why?

Answer:

- a. No.
b. Nil.
c. There have been no FOI requests this financial year to date.

14. Community Cabinet

- a. How many Community Cabinet meetings has the Minister attended this financial year to date? List date and location.
b. How many Departmental officers travelled with the Minister for the Community Cabinet meetings for this financial year to date? What was the total cost of this travel? List travel type, accommodate and any other expenses.
c. Which Community Cabinet meetings did the Departmental officers attend? List date and location.
d. What was the total cost to the Department and the Ministers office for the Community Cabinet meetings for this financial year to date?

Answer:

Tourism Australia does not coordinate Ministerial attendance at Community Cabinet meetings.

15. Reviews

For this financial year to date:

- a. How many Reviews are being undertaken?
- b. What reviews have concluded, and for those that are still ongoing, when will those reviews be concluded?
- c. Which of these reviews has been provided to Government?
- d. When will the Government be responding to the respective reviews that have been completed?
- e. Has the Government responded to all reviews within the timeframe? If not, why not?
- f. What is the estimated cost of each of these reviews?
- g. What reviews are planned?
- h. When will each of these reviews be concluded?

Answer:

Nil. Tourism Australia does not conduct reviews.

16. Consultancies

- a. How many consultancies have been undertaken this financial year to date? Identify the name of the consultant, the subject matter of the consultancy, the duration and cost of the arrangement, and the method of procurement (ie. open tender, direct source, etc). Also include total value for all consultancies.
- b. How many consultancies are planned for this calendar year? Have these been published in your Annual Procurement Plan (APP) on the AusTender website and if not why not? In each case please identify the subject matter, duration, cost and method of procurement as above, and the name of the consultant if known.

Answer:

- a. Under the Commonwealth Procurement Rules, Tourism Australia is only required to list planned procurements greater than \$400,000. No consultancies greater than \$400,000 are planned for 2012-13.
- b. No consultancies greater than \$400,000 are planned for 2013.

17. Media Monitoring

- a. What is the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the Minister's office for this financial year to date?
 - Which agency or agencies provided these services?
 - What is the estimated budget to provide these services for the year 2012-13?
 - What has been spent providing these services this financial year to date?
- b. What was the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the department/agency for this financial year to date?
 - Which agency or agencies provided these services?
 - What is the estimated budget to provide these services for the year 2012-13?
 - What has been spent providing these services this financial year to date?

Answer:

- a. Not applicable.
- b. This financial year to date, the total cost of media monitoring services is \$183,000. The following agencies provided these services:
 - Media Monitors Pty Ltd(Media Monitors Australia Pty Ltd)
 - Cision US Inc.
 - Early Bird Communications
 - Ketchum Inc
 - PR Newswire Asia Limited (PRN Business Consulting (SHH) Co Ltd)
 - SinoFile Information Consulting
 - Media Monitors Pte Ltd
 - Media Monitors Ltd
 - News & Ads Monitoring Agency Sdn Bhd
 - Full House Co.,Ltd
 - EBA Communications Ltd
 - Article Onze Tourisme (SAS Article 11)
 - Factiva Limited, a Dow Jones & Reuters Company
 - Print Media Copyright Agency
 - Newsclip Media Monitor Service Co
 - AAP Information Services Pty Ltd(Australian Associated Press Pty Ltd)

Media monitoring costs are budgeted to decrease from \$571,000 to \$405,000.

18. Social Media

- a. Has there been any changes to Department and Agency social media or protocols about staff access and usage of YouTube; online social media, such as Facebook, MySpace and Twitter; and access to online discussions forums and blogs since October 2012 Supplementary Budget Estimates? If yes, please explain and provide copies of any advice that has been issued.
- b. Does the Department/Agency monitor usage of social media?
 - If yes, provide details of the usage (for example details could include average hours per employee, hours when usage peaks).
 - Has there been a change to the department/agency protocols due to staff usage?
 - If no, why not? Will the department/agency monitor usage in the future?
- c. Do social media impact on employee productivity? Provide details (details could include increased internet usage in general or increased internet usage in standard business hours).

Answer:

- a. No, there has not been any change.
- b. No, usage is not monitored. Tourism Australia does not plan to monitor usage in the future.
- c. There is no evidence to suggest social media impacts on employee productivity.

19. Internet

Has the Department experienced any internet problems, such as but not limited to slow internet, or internet blackouts? If yes, what was the reason for this? Did it impact the Minister's office?

Answer:

Tourism Australia has not experienced any significant internet problems including slow internet, blackouts or other types of internet access issues.

20. Staff Amenities

What amenities are provided to staff? Provide a list.

Answer:

Tourism Australia does not provide amenities to staff beyond a standard office fit out.

21. Coffee Machines

- a. Has the Department/Agency purchased coffee machines for staff usage? If yes, provide a list that includes the type of coffee machine, the cost, the amount, and any ongoing costs such as purchase of coffee or coffee pods and when the machine was purchased.
- b. Why were coffee machines purchased?
- c. Has there been a noticeable difference in staff productivity since coffee machines were purchased? Are staff leaving the office premises less during business hours as a result?
- d. Where did the funding for the coffee machines come from?
- e. Who is responsible for the maintenance of the coffee machines? How much was spent on maintenance in this financial year to date - include a list of what maintenance has been undertaken. Where does the funding for maintenance come from?
- f. What are the ongoing costs of the coffee machines, such as the cost of coffee?
- g. Does the Department/Agency rent coffee machines for staff usage? If yes, provide a list that includes the type of coffee machine, the cost, the amount, and any ongoing costs such as purchase of coffee or coffee pods and when the machine was purchased.
- h. Why are coffee machines rented?
- i. Has there been a noticeable difference in staff productivity since coffee machines were rented? Are staff leaving the office premises less during business hours as a result?
- j. Where does the funding for renting the coffee machines come from?
- k. Who is responsible for the maintenance of the rented coffee machines? How much was spent on maintenance in this financial year to date, include a list of what maintenance has been undertaken. Where does the funding for maintenance come from?
- l. What are the ongoing costs of the rented coffee machine, such as the cost of coffee?

Answer:

Tourism Australia has not purchased or leased any coffee machines for staff usage in the past four years.

22. Contractors

For this financial year to date:

- a. Has the department/agency ever employed Hawker Britton in any capacity or is it considering employing Hawker Britton? If yes, provide details (including the work undertaken and the cost).
- b. Has the department/agency ever employed Shannon's Way in any capacity or is it considering employing Shannon's Way? If yes, provide details (including the work undertaken and the cost).
- c. Has the department/agency ever employed John Utting & UMR Research Group in any capacity or is it considering employing John Utting & UMR Research Group? If yes, provide details (including the work undertaken and the cost).
- d. Has the department/agency ever employed McCann-Erickson in any capacity or is it considering employing McCann-Erickson? If yes, provide details (including the work undertaken and the cost).
- e. Has the department/agency ever employed Cutting Edge in any capacity or is it considering employing Cutting Edge? If yes, provide details (including the work undertaken and the cost).
- f. Has the department/agency ever employed Ikon Communications in any capacity or is it considering employing Ikon Communications? If yes, provide details (including the work undertaken and the cost).
- g. Has the department/agency ever employed CMAX Communications in any capacity or is it considering employing CMAX Communications? If yes, provide details (including the work undertaken and the cost).
- h. Has the department/agency ever employed Boston Consulting Group in any capacity or is it considering employing Boston Consulting Group? If yes, provide details (including the work undertaken and the cost).
- i. Has the department/agency ever employed McKinsey & Company in any capacity or is it considering employing McKinsey & Company? If yes, provide details.
- j. What contractors have been employed by the department/agency? Provide details, including the work undertaken and the cost.

Answer:

Tourism Australia has not employed any of the agencies listed in questions a)-i). The following contractors have been employed by Tourism Australia:

- GGT (Green Guava Technology) – digital platform support. Cost: \$84,000.
- Customer Reach Pty Ltd – Stakeholder Tool project management. Cost: \$81,764.

23. Grants

- a. Could the department/agency provide a list of all grants, including ad hoc and one-off grants for this financial year to date? Please provide details of the recipients, the amount, the intended use of the grants and what locations have benefited from the grants.
- b. Have all grant agreement details been published on its website within the required timeframe? If not, provide details.
- c. Provide a list of grants that your department/agency administers that had uncommitted grants funding reduced as per the statement by the Finance Minister on 22 October 2012 (see http://www.financeminister.gov.au/media/2012/mr_2102012.html). How much was funding reduced for each grant?

Answer:

Tourism Australia does not administer grants.

24. Commissioned Reports

- a. How many Reports have been commissioned by the Government in your department/agency this financial year to date? Please provide details of each report including date commissioned, date report handed to Government, date of public release, Terms of Reference and Committee members.
- How much did each report cost/or is estimated to cost? How many departmental staff were involved
 - What is the current status of each report? When is the Government intending to respond to these reports?

Answer:

Tourism Australia does not commission reports.

25. Government Payments of Accounts

- a. For this financial year to date, has the department/agency paid its accounts to contractors/consultants etc. in accordance with Government policy in terms of time for payment (i.e. within 30 days)?
- If not, why not? Provide details, including what has been the timeframe for payment of accounts? Please provide a breakdown, average statistics etc. as appropriate to give insight into how this issue is being approached.
 - For accounts not paid within 30 days, is interest being paid on overdue amounts and if so how much has been paid by the portfolio/department agency for the current financial year and the previous financial year?
 - Where interest is being paid, what rate of interest is being paid and how is this rate determined?

Answer:

This financial year to date, Tourism Australia has paid all its accounts in accordance with government policy.

26. Stationary Requirements

- a. How much was spent by each department and agency on the government (Ministers/Parliamentary Secretaries) stationery requirements in your portfolio (i.e. paper, envelopes, with compliments slips) this financial year to date?
- b. What are the department/agency's stationery costs for the financial year to date?

Answer:

- a. Not applicable.
- b. \$33,000.

27. Media Subscriptions

- a. What pay TV subscriptions does your department/agency have?
 - Please provide a list of what channels and the reason for each channel.
 - What is the cost for this financial year to date?
- b. What newspaper subscriptions does your department/agency have?
 - Please provide a list of newspaper subscriptions and the reason for each.
 - What is their cost for this financial year to date?
- c. What magazine subscriptions does your department/agency have?
 - Please provide a list of magazine subscriptions and the reason for each.
 - What is their cost for this financial year to date?

Answer:

- a. Tourism Australia subscribes to Foxtel to ensure that the organisation is across all media channels. Media such as pay TV is an important channel to reach consumers. Cost: \$3,826.
- b-c Tourism Australia subscribes to several newspapers and magazines both in Australia and across its international offices. It is not practical to list Tourism Australia's newspaper and magazine subscriptions.

The total combined cost of magazine and newspaper subscriptions this financial year to date is \$32,000.

28. Travel Costs

- a. For the financial year to date, please detail all travel for Departmental officers that accompanied the Minister and/or Parliamentary Secretary on their travel. Please include a total cost plus a breakdown that includes airfares (and type of airfare), accommodation, meals and other travel expenses (such as incidentals).
- b. For the financial year to date, please detail all travel for Departmental officers. Please include a total cost plus a breakdown that includes airfares (and type of airfare), accommodation, meals and other travel expenses (such as incidentals). Also provide a reason and brief explanation for the travel.
- c. What travel is planned for the rest of this financial year? Also provide a reason and brief explanation for the travel.
- d. What travel is planned for the rest of this calendar year? Also provide a reason and brief explanation for the travel.
- e. Are the Government's Lowest Practical Fare travel policy for Domestic Air Travel (Finance Circular No. 2009/10) and Best Fare of the Day for International Air Travel (Finance Circular No. 2009/11) guidelines being followed? How is the department/agency following the advice? How is this monitored? If the guidelines are not being followed, please explain why.
- f. Are lounge memberships provided to any employees? If yes, what lounge memberships, to how many employees and what is their classification, what is the reason for the provision of lounge memberships and the total costs of the lounge memberships.
- g. When SES employees travel, do any support / administrative staff (such as an Executive Assistant) travel with them? If yes, provide details of why such a staff member is needed and the costs of their travel.
- h. Does the department/agency elect to offset emissions for employees' work-related travel? If yes, what is the cost?

Answer:

- a. Tourism Australia staff do not accompany the Minister on Ministerial travel.
- b. For 2012/13 Tourism Australia's staff travel costs are as follows:

Airfares Intercontinental:	\$463,603
Airfares Intracontinental:	\$366,194
Accommodation and meals – Intracontinental:	\$142,743
Accommodation and meals-Intercontinental:	\$99,609
Other Travel Expenses Staff – Intracontinental:	\$16,845
Other Travel Expenses Staff- Intercontinental:	\$6,335
Mileage Claims Staff:	\$1,922
Other travel expenses:	\$174,351
- c-d. Tourism Australia's operations are global in nature and staff are often required to travel to participate in international events such as travel trade shows.
- e. Under Tourism Australia's travel policy staff are required to purchase the cheapest flight available for the class of travel permitted under the policy.
- f. As domestic and international travel is a key requirement for relevant Tourism Australia staff, lounge membership expenses are reimbursed for frequent travellers under Tourism Australia's travel policy. Lounge membership costs are included in Tourism Australia's travel costs.
- g. No.
- h. No.

29. Legal Costs

- a. What sum did each portfolio department and agency spend on legal services for this financial year to date within the department/agency? Please provide a list of each service and costs.
- b. What sum did each portfolio department and agency spend on legal services this financial year to date from the Australian Government Solicitor? Please provide a list of each service and costs.
- c. What sum did each portfolio department and agency spend on legal services this financial year to date from private firms? Please provide a list of each service and costs.
- d. What sum did each portfolio department and agency spend on legal services this financial year to date from other sources? Please provide a list of each service and costs.

Answer:

- a. The total spend this financial year to date is \$139,886. As there are multiple matters, it is not practical to itemise each service and cost. Instead, the aggregate cost for each law firm is provided below in question c). As Tourism Australia is a global organisation with several international offices, Tourism Australia engages local law firms in region.
- b. Tourism Australia did not enlist the services of the Australian Government Solicitor this financial year to date.
- c. The total sum spent on legal services from other sources is \$139,886. As there are multiple matters, it is not practical to itemise each service and cost. Instead, the aggregate cost for each law firm is provided below. As Tourism Australia is a global organisation with several international offices, Tourism Australia engages local law firms in region.

City-Yuma Partners:	\$17,354
Deacons:	\$30,714
Clayton Utz:	\$43,312

Ashurst Australia:	\$42,716
Craddock Murray Neumann Lawyers:	\$2,500
Bae, Kim & Lee LLC:	\$1,990
Freshfields Bruckhaus Deringer:	\$1,299

- d. Tourism Australia did not spend funds on legal services from other sources this financial year to date.

30. Education Expenses

- a. What are the department/agency's guidelines on study?
- b. For this financial year to date, detail all education expenses (i.e. in house courses and tertiary studies) for each portfolio department and agency. Include what type of course, the total cost, cost per participant, the employment classification of each participant, how many participants and the amount of study leave granted to each participant (provide a breakdown for each employment classification). Also include the reason for the study and how it is beneficial for the department/agency.

Answer:

- a. Under its study assistance policy, Tourism Australia can provide financial and administrative support to employees who are undertaking approved courses of study.
- b. Nil.

31. Executive Coaching and Leadership Training

- a. In relation to executive coaching and/or other leadership training services purchased by each department/agency, please provide the following information for this financial year to date:
- Total spending on these services;
 - The number of employees offered these services and their employment classification;
 - The number of employees who have utilised these services, their employment classification and how much study leave each employee was granted (provide a breakdown for each employment classification);
 - The names of all service providers engaged.
- b. For each service purchased from a provider listed under (4), please provide:
- The name and nature of the service purchased;
 - Whether the service is one-on-one or group based;
 - The number of employees who received the service and their employment classification;
 - The total number of hours involved for all employees (provide a breakdown for each employment classification);
 - The total amount spent on the service;
 - A description of the fees charged (i.e. per hour, complete package).
- c. Where a service was provided at any location other than the department or agency's own premises, please provide:
- The location used;
 - The number of employees who took part on each occasion (provide a breakdown for each employment classification);
 - The total number of hours involved for all employees who took part (provide a breakdown for each employment classification);
 - Any costs the department or agency has incurred to use the location.

Answer:

Total spend on executive coaching and leadership training services this financial year to date is \$56,249.

The number of employees who were offered and utilised the service:

- Band 3 – 9
- Band 4 – 9
- Band 5 - 2

No study leave was granted. The following service providers were engaged, this financial year to date:

- Stepshift Ltd
- Harris Smith & Associates
- The People Development Group

Stepshift provided executive coaching services on a one-on one basis. One Band 5 staff accessed their services on Tourism Australia's premises for 2 hours during the month of July 2012 at a cost of \$800.

Harris Smith & Associates provided executive coaching services on a one-on one basis to one Band 5 employee. The service was delivered in monthly sessions of one to two hours on Tourism Australia's premises. The cost for a 12 month agreement was \$10,785, which included the costs of psychometric testing, 360 feedback and structured coaching and development.

The People Development Group delivered a group management and leadership training to 18 Tourism Australia staff (9 x Band 3; 9 x Band 4). The program included 4 days of classroom based delivery as well as psychometric tests and two hours of one-on-one coaching. The total cost of the program was \$44,650.

The People Development Group delivered the "Emerging Leaders" program at their premises. 18 Tourism Australia staff (9 x Band 3; 9 x Band 4) attended 4 days of classroom based courses. The cost of the facility was included in the overall program.

32. Media Training

- a. In relation to media training services purchased by each department/agency, please provide the following information for this financial year to date:
 - Total spending on these services;
 - The number of employees offered these services and their employment classification;
 - The number of employees who have utilised these services, their employment classification and how much study leave each employee was granted (provide a breakdown for each employment classification);
 - The names of all service providers engaged.
- b. For each service purchased from a provider listed under (4), please provide:
 - The name and nature of the service purchased;
 - Whether the service is one-on-one or group based;
 - The number of employees who received the service and their employment classification (provide a breakdown for each employment classification);
 - The total number of hours involved for all employees (provide a breakdown for each employment classification);
 - The total amount spent on the service;
 - A description of the fees charged (i.e. per hour, complete package).

- c. Where a service was provided at any location other than the department or agency's own premises, please provide:
- The location used;
 - The number of employees who took part on each occasion;
 - The total number of hours involved for all employees who took part (provide a breakdown for each employment classification);
 - Any costs the department or agency has incurred to use the location.

Answer:

- a. The total spend this financial year to date on media training is \$3,511 through Talking Heads. One band 3 employee was offered and utilised this training. No study leave was granted.
- b. The training was course was for public speaking which focused on public speaking and presentation techniques. The training was delivered on a one-on-one 8 hour session to one Band 3 employee at a cost of \$3,511 and charged as a package.
- c. The training was conducted on Tourism Australia premises.

33. Paid Parental Leave

- a. Please list how many staff in each department and agency are eligible to receive payments under the Government's Paid Parental Leave scheme?
- b. For this financial year to date list which department/agency is providing its employees with payments under the Government's Paid Parental Leave scheme. Please list how many staff (and detail their classification) are in receipt of these payments.
- c. What is the paid parental scheme offered by each department and agency? How many staff have used the scheme this financial year to date?

Answer:

- a. Eligibility to receive Paid Parental Leave is determined by Centrelink based on a range of confidential information provided to Centrelink by the employee, which the Department does not have access to.
- b. In the 2012/13 financial year to date five band 3 and three band 4 staff have received, or are in receipt of, payments from the Government's Paid Parental Leave scheme. One band 6 employee received the Baby Bonus.
- c. Tourism Australia provides 14 weeks paid parental leave to Australia-based staff, which is in addition to the Government's Paid Parental Leave scheme. In the financial year to date 15 staff have used the scheme.

34. Training for Portfolio Minister & Parliamentary Secretaries

- a. For this financial year to date, how much has been spent on training for Ministers and Parliamentary Secretaries in your portfolio? Itemise each training, provide the cost and for which Minister and/or Parliamentary Secretary the training was for.
- b. For this financial year to date, how much has been spent on training for staff of Ministers and Parliamentary Secretaries in your portfolio? Itemise each training, cost and for which Minister and/or Parliamentary Secretary the training was for.
- c. For this financial year to date, how much has been spent on training designed to better suit the needs of Ministers and Parliamentary Secretaries in your portfolio? Itemise each training,

provide the cost and for which Minister and/or Parliamentary Secretary the training was for; note how many employees attended and note their classification.

Answer:

Not applicable to Tourism Australia.

35. Corporate Cars

- a. How many cars are owned by each department/agency?
- b. Where are the cars located?
- c. What are the cars used for?
- d. What is the cost of each car for this financial year to date?
- e. How far did each car travel this financial year to date?

Answer:

Tourism Australia does not own any corporate cars.

36. Taxi Costs

- a. How much did each department/agency spend on taxis this financial year to date? Provide a breakdown for each business group in each department/agency.
- b. What are the reasons for taxi costs?

Answer:

- a. Tourism Australia spent \$102,000 on taxis this financial year to date.
- b. Tourism Australia staff are often required to travel meet with industry stakeholders. Taxis are used for staff trips for meetings with partners, transportation from airports to overseas offices and supplier meetings.

37. Hire Cars

- a. How much did each department/agency spend on hire cars this financial year to date? Provide a breakdown of each business group in each department/agency.
- b. What are the reasons for hire car costs?

Answer:

- a. Tourism Australia does not separately record car hire costs. Car hire costs are included in taxi costs above.
- b. Tourism Australia has limited use of hire cars but it is a travel option considered if it delivers the best value in terms of travel options.

38. Credit Cards

- a. Provide a breakdown for each employment classification that has a corporate credit card.
- b. Please update details of the following:

- What action is taken if the corporate credit card is misused?
- How is corporate credit card use monitored?
- What happens if misuse of a corporate credit card is discovered?
- Have any instances of corporate credit card misuse been discovered? If yes, list staff classification and what the misuse was, and the action taken.
- What action is taken to prevent corporate credit card misuse?

Answer:

- a. Below is a breakdown of each employment classification issued with a corporate credit card:

Employee Classification	Number of Credit Cards Issued
Band 1	3
Band 2	32
Band 3	53
Band 4	36
Band 5	16
Band 6	10
Band 7	5
Board	7
Total:	162

- b. There have been no instances of corporate credit card misuse. In the event of credit card misuse, funds are to be recovered and the breach is reported to the Tourism Australia Board and audit committee.

Corporate credit card misuse is monitored through audit analytics and regular detailed reviews and monthly credit card reconciliation processes.

Tourism Australia has a detailed credit card use policy stipulating proper usage of credit cards. In addition, Tourism Australia conducts quarterly internal audit reviews and monthly credit card reconciliation.

39. Provision of Equipment

- a. For departments/agencies that provide mobile phones to Ministers and/or Parliamentary Secretaries and/or their offices, what type of mobile phone is provided and what are the purchase and associated costs?
- b. For departments/agencies that provide electronic equipment to Ministers and/or Parliamentary Secretaries and/or their offices, what are the ongoing costs for this financial year to date?
- c. Is electronic equipment (such as iPad, laptop, wireless card, vasco token, blackberry, mobile phone (list type if relevant), thumb drive) provided to department/agency staff? If yes provide details of what is provided, the purchase cost, the ongoing cost and a breakdown of what staff and staff classification receives it.
- d. Does the department/agency provide their Ministers and/or Parliamentary Secretaries and/or their offices with any electronic equipment? If yes, provide details of what is provided, the cost and to whom it is provided.

Answer:

- a. Not applicable.
- b. Not applicable.
- c. Yes. Tourism Australia provides electronic equipment based on job needs and is provided to employees of all classifications. The average ongoing costs for running devices are

approximately \$50 per month, with maximum costs of \$63 per month under the Telstra enterprise agreement.

Provision of electronic equipment to Tourism Australia staff is as follows:

Equipment	Number Issued
iPad	34
Blackberry	48
Phone	43
Wireless Bluetooth	4

The estimated cost of this electronic equipment is \$125,000.

- d. Not applicable.

40. Electricity Purchasing

- What are the details of the department/agency electricity purchasing agreement?
- What are the department/agency electricity costs for this financial year to date?

Answer:

- Tourism Australia's electricity costs are typically included in the office lease arrangements across the globe.
- Total electricity costs for Tourism Australia's 13 offices is \$336,000 this financial year to date.

41. Briefings or Costings for the Australian Greens and Independents

- Have any briefings and/or provision of information been provided to the Australian Greens? If yes, please include:
 - How are briefings requests commissioned?
 - What briefings have been undertaken? Provide details and a copy of each briefing.
 - Provide details of what information has been provided and a copy of the information.
 - Have any briefings requests been unable to proceed? If yes, provide details of what the requests were and why they could not proceed.
 - How long is spent preparing and undertaking briefings/information requests for the Australian Greens? How many staff are involved and how many hours? Provide a breakdown for each employment classification.
- Have any briefings and/or provision of information been provided to Independents? If yes, please include:
 - How are briefings requests commissioned?
 - What briefings have been undertaken? Provide details and a copy of each briefing.
 - Provide details of what information has been provided and a copy of the information.
 - Have any briefings requests been unable to proceed? If yes, provide details of what the requests were and why they could not proceed.
 - How long is spent preparing and undertaking briefings/information requests for the Independents? How many staff are involved and how many hours? Provide a breakdown for each employment classification.
 - Which Independents have requested briefings and/or information?

Answer:

Tourism Australia has not provided any briefing or information to the Australian Greens or the Independents.

42. Shredders

Has the department/agency purchased any shredders this financial year? If yes, provide details of how many shredders were purchased, the cost of each shredder, why each new shredder was needed and the purpose for which the shredder is to be used.

Answer:

Tourism Australia has not purchased any shredders this financial year to date.

43. Protective Security Policy Framework

Provide an update for your department/agency, including what is your current compliance level, what are you doing to manage risk, what is being done to comply with the mandatory requirements, and details of any department/agency specific policies and procedures.

Answer:

As a CAC Act body Tourism Australia is not required to comply with the Protective Security Policy Framework. However, Tourism Australia does comply with many of the mandatory requirements within the policy including:

- Published Documents Management, Records Management and archiving policy.
- Published security policies for physical devices such as Mobile Phones, PDAs and Personal Computers.
- An information Security policy which covers password and User Access, Email and Internet Access, system Administrator Account, HRMS and Payroll.

An Audit and Risk committee as a subcommittee of the Tourism Australia board manages organisational risk and a risk framework is followed to manage strategic projects and procurement risk.

44. Office Locations

Please provide a list of all office locations for all departments and agencies within the portfolio by:

- Department/Agency;
- Location;
- Leased or Owned;
- Size;
- Number of Staff at each location and their classification;
- If rented, the amount and breakdown of rent per square metre;
- If owned, the value of the building;
- Depreciation of buildings that are owned;
- Type of functions and work undertaken.

Answer:

Tourism Australia does not own any buildings. As the Australian Government agency responsible for marketing Australia domestically and internationally, employee functions include marketing and public relations.

Please refer to **Attachment A** for a list of Tourism Australia office locations.

45. Communications Staff

- a. For all departments and agencies, please provide – in relation to all public relations, communications and media staff – the following:
- By Department or Agency:
 - How many ongoing staff, the classification, the type of work they undertake and their location;
 - How many non-ongoing staff, their classification, type of work they undertake and their location;
 - How many contractors, their classification, type of work they undertake and their location;
 - How many are graphic designers?
 - How many are media managers?
 - How many organise events?
- b. Do any departments/agencies have independent media studios? If yes, why? When were they established? What is the set up cost? What is the ongoing cost? How many staff work there and what are their classifications?

Answer:

- a. Tourism Australia employs 12 Sydney based communications staff who are responsible for managing Tourism Australia's corporate reputation and key stakeholder relationships, including government relations, media relations and public affairs and industry and internal communications. There are 4 ongoing staff (1 x Band 4; 1 x Band 3; 1 x Band 2; 1 x Band 1); 6 non-ongoing staff (1 x Band 7; 3 x Band 4; 2 x Band 2) and 2 fixed-term contractors.

Tourism Australia employs 14 Sydney based Public Relations staff. They generate motivational stories to consumers through global media channels and a network of influential advocates. The team works in close collaboration with state and territory tourism organisations, Australian tourism operators and Tourism Australia's global public relations network. The team manages media relations and the International Media Hosting Program, Tourism Australia's Facebook and Twitter, the Friends of Australia program, media websites and the Cooperative Broadcast Program. There are 9 ongoing staff (3 x Band 4; 1 x Band 3; 4 x Band 2; 1 x Band 1); 1 non-ongoing staff (1 x Band 5) and 4 contractors.

Tourism Australia employs 12 ongoing Regional Public Relations staff who are responsible for developing and implementing public relations programs that underpin Tourism Australia's brand positioning and marketing activities in the region and managing issues that may affect Tourism Australia's reputation. They also work with Australian Government Agencies to monitor issues that may impact Australia's reputation as a leisure or business events destination. They are based as follows: 1 x Band 3 and 1 x Band 2 in Los Angeles; 1 x Band 3 in Frankfurt; 1 x Band 3 in Tokyo; 1 x Band 3 in Seoul; 1 x Band 3 in Mumbai; 1 x Band 3 in Kuala Lumpur; 1 x Band 3 in Singapore and 1 x Band 4 and 2 x Band 2 in London.

Tourism Australia employs 5 graphic design staff. There are three ongoing employees (1 x Band 3; 1 x Band 2 and 1 x Band 1) and two contractors.

- b. Tourism Australia does not have any independent media studios.

Tourism Australia Office Locations

ATTACHMENT A

Office Address	Cost per square metre in AUD	Size per square metre	Band 7 Staff	Band 6 Staff	Band 5 Staff	Band 4 Staff	Band 3 Staff	Band 2 Staff	Band 1 Staff	Total staff
Suite 1150 6100 Center Drive Los Angeles CA 90045 USA	\$392	796		1		3	5	1		10
Suite 200, Commercial Building 1920 Yonge Street Toronto Ontario M4S 3E3 Canada	\$809	40								0
Suite 6706, 67th Floor Central Plaza 18 Harbour Road Wanchai Hong Kong	\$1,037	498		1		1	1	2		5
Suite 12-1, Faber Imerial Court Jalan Sultan Ismail 50250 Kuala Lumpur Malaysia	\$199	209			2	1	2		1	6
20th Floor, Youngpoong Building 33 Seorin-dong Chongro-ku Seoul 110-752 Korea	\$527	259			1		1	1		3
Unit 1501, 15/F, Citigroup Tower 33 Hua Yuan Shi Qiao Road Lujiazui Pu Dong Shanghai 200120 China	\$479	404			1	3	4	2		10
101 Thompson Road United Square #08-03 Singapore 307591	\$652	526		1	1	2	4	2		10
52, Nariman Bhavan 5th Floor Mumbai 400021 India	\$1,150	129				1	1	1		3
Marunouchi Trust Tower Building N, Marunouchi 1-8-1, Chiyoda-Ku, Tokyo Japan	\$1,429	267		1		4	3	2		10
Level 3, 125 The Strand Parnell Auckland New Zealand	\$268	420			1	1	3		1	6
Level 18, Tower 2 Darling Park 201 Sussex Street Sydney NSW 2000	\$631	2,327	5	3	11	19	39	28	11	116
Neue Mainzer Strasse 22 D 60311 Frankfurt/Main Germany	\$259	286		1		1	4	3	1	10
Australia House, 6th Floor Melbourne Place/Strand London UK WC2B 4LG	\$768	600		1		4	2	11	4	22