

Senate Standing Committee on Economics

ANSWERS TO QUESTIONS ON NOTICE

Resources, Energy and Tourism Portfolio

Budget Senate Estimates

31 May 2011

Question: **BR26**
Topic: **Corporate – Tourism Australia**
Proof Hansard Page: **Written**

Senator Abetz asked:

1. Staffing

- 1.1 How many permanent staff recruited this FYTD?
- 1.2 What classification are these staff?
- 1.3 How many temporary positions exist or have been created this FYTD?
- 1.4 This FYTD, how many employees have been employed on contract and what is the average length of their employment period?

Answer:

- 1.1 39 staff were recruited between 1 July 2010 and 30 June 2011. During this period, 39 full time employees departed Tourism Australia (TA).
- 1.2 TA maintains its own 7 grade structure, which differs to the APS structures. There were 1 x Band 7; 3 x Band 5; 4 x Band 4; 12 x Band 3; 14 x Band 2 and 5 x Band 1.
- 1.3 Of the 39 recruits, 7 were hired on a temporary basis for short term projects of maternity leave cover, 5 were employed on fixed term executive contracts and 27 were hired as permanent staff.
- 1.4 The average duration of an executive contract is 3 years.

2. Staffing-Efficiency Dividend/Budget Cuts

- 2.1 Have staffing numbers been reduced as a result of the efficiency dividend and/or other budget cuts?
- 2.2 If so, where and at what classification?
- 2.3 Are there any plans for staff reduction? If so, please advise details ie. reduction target, how this will be achieved, services/programs to be cut etc.
- 2.4 What changes are underway or planned for graduate recruitment, cadetships or similar programs? If reductions are envisaged please explain including reasons, target numbers etc.

Answer:

- 2.1 No staffing numbers have been reduced as result of the efficiency dividend etc.
- 2.2 Not applicable.
- 2.3 There are no plans for staff reduction.
- 2.4 There are no reductions planned for graduate recruitment or cadetships. If budget is available, expansion of the program is under consideration.

3. Government Advertising

- 3.1 What communications programs has the Department/Agency undertaken, or are planning to undertake?
- 3.2 For each program, what is the total spend?

Answer:

- 3.1 No communication programs have been undertaken or are currently planned.
- 3.2 Not applicable.

4. Hospitality and Entertainment

- 4.1 What is the Department's hospitality spend FYTD? Please detail date, location, purpose and cost of all events.
- 4.2 For each Minister and Parliamentary Secretary office, please detail total hospitality spend FYTD.
- 4.3 Please detail date, location, purpose and cost of each event.
- 4.4 What is the Department's entertainment spend FYTD?
- 4.5 Please detail date, location, purpose and cost of all events.
- 4.6 For each Minister and Parliamentary Secretary office, please detail total entertainment spend FYTD.
- 4.7 Please detail date, location, purpose and cost of each event.

Answer:

- 4.1 Hospitality conducted in the normal course of the business is a core activity for TA. Hospitality spend for the year ending May 2011 is \$191,000.
- 4.2 Not applicable.
- 4.3 Not applicable.
- 4.4 Entertainment is classified as hospitality at Tourism Australia. As such, please see answer above.
- 4.5 Not applicable.
- 4.6 Not applicable.
- 4.7 Not applicable.

5. Board Appointments

- 5.1 What is the gender ratio on each board and across the portfolio?
- 5.2 Please detail any board appointments for the FYTD.

Answer:

- 5.1 Tourism Australia Board: 5 males; 4 females.
- 5.2 Board appointments include:
 - Mr Didier Elzinga – appointed Director from 1 July 2010
 - Mr Brett Godfrey – appointed Director from 1 July 2010
 - Mr Mark Stone – appointed from 1 July 2010

 - Mr Geoff Dixon – reappointed to the Board and appointed as Chairman from 1 July 2010
 - Ms Kate Lamont – reappointed to the Board and appointed Deputy Chair from 1 July 2010

6. Freedom of Information

- 6.1 Has the Department/agency received any advice on how to respond to FOI requests?
- 6.2 How many FOI requests has the Department received?
- 6.3 How many have been granted or denied?
- 6.4 How many conclusive certificates have been issued in relation to FOI requests?

Answer:

- 6.1 Yes..
- 6.2 In the financial year to date TA has received 3 FOI requests – two in December 2010 and one in January 2011.
- 6.3 None of the requests TA received were granted. In respect of two of the requests, charges were not paid in time and the requests were therefore deemed to be withdrawn under section 29(2) of the *Freedom of Information Act 1982*. In respect of the other request, Tourism Australia invited the applicant to participate in a consultation process to attempt to narrow the scope of the request in accordance with section 24AB of the *Freedom of Information Act 1982*. However, the applicant did not respond within the consultation period and therefore the request was deemed to be withdrawn under section 24AB(7) of the *Freedom of Information Act 1982*.
- 6.4 Nil.

7. Community Cabinet

What was the cost of Ministers' travel and expenses for the Community Cabinet meetings held this FYTD?

How many Ministerial Staff travelled with the Minister for the Cabinet meeting? What was the total cost of this travel?

How many Departmental officers travelled with the Minister for the Cabinet meeting? What was the total cost of this travel?

What was the total cost to the Department and the Ministers office?

Answer:

7. No TA, Departmental or Ministerial staff have travelled with the Minister for Community Cabinet meetings.

8. Reviews

How many Reviews are currently being undertaken by all departments and agencies in each portfolio?

When will each of these reviews be concluded?

What reviews have been concluded FYTD?

Which of these reviews has been provided to Government?

When will the Government be responding to the respective reviews that have been completed?

What is the estimated cost of each of these Reviews?

What further reviews are planned for 2010-11 FY?

Answer:

8. No reviews have been undertaken in TA.

9. Consultancies

9.1 How many consultancies have been undertaken or are underway this FYTD? Please 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). Please also include total value for all consultancies.

9.2 Does each department and agency stand by its current tenders on the Austenders website? Have any changes or corrections been made for any tenders advertised on to Government Tenders website(www.tenders.gov.au) for tenders advertised this financial year? Explain. Are up to date with reporting requirements?

9.3 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:

- 9.1 The total value of consultancies for 2011-12 is \$966,632. Please see separate **Attachment A** for details of individual consultancies.
- 9.2 Yes, for open and select tenders globally.
- 9.3 This is unknown until APP's are finalised 1 July 2011. These will only be released if value is over \$400K (whole of life).

10. Media Monitoring

- 10.1 What was the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the Minister's office FYTD?
- 10.2 Which agency or agencies provided these services?
- 10.3 What was the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the Department and its agencies in FYTD?
- 10.4 Which agency or agencies provided these services?

Answer:

- 10.1 Not applicable.
- 10.2 Not applicable.
- 10.3 Tourism Australia's total cost of media monitoring including across international offices in 2010-11 is \$442,742.
- 10.4 Tourism Australia contracted the following media monitoring agencies across its Australian and international offices:
 - a. Cision
 - b. Cision UK
 - c. Knipsel Info Service
 - d. Landau Media
 - e. Argus de la Presse
 - f. L'Echo della Stampa
 - g. Japan Tsushinsha
 - h. SinoFile
 - i. Nama
 - j. Early Bird Communication
 - k. Media Monitors
 - l. AAP
 - m. Cubit

11. Social Media

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 2010? Please explain.

Answer:

11. There have been no changes to protocols that guide staff use of social media sites since October 2010.

12. Contractors

- 12.1 Has the department/agency ever employed Hawker Britton in any capacity or is it considering employing Hawker Britton? If yes, provide details.
- 12.2 Has the department/agency ever employed Shannon's Way in any capacity or is it considering employing Shannon's Way? If yes, provide details.
- 12.3 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.
- 12.4 Has the department/agency ever employed McCann-Erickson in any capacity or is it considering employing McCann-Erickson? If yes, provide details.
- 12.5 Has the department/agency ever employed Cutting Edge in any capacity or is it considering employing Cutting Edge? If yes, provide details.
- 12.6 Has the department/agency ever employed Ikon Communications in any capacity or is it considering employing Ikon Communications? If yes, provide details.
- 12.7 Has the department/agency ever employed CMAX Communications in any capacity or is it considering employing CMAX Communications? If yes, provide details.
- 12.8 Has the department/agency ever employed Boston Consulting Group in any capacity or is it considering employing Boston Consulting Group? If yes, provide details.
- 12.9 Has the department/agency ever employed McKinsey & Company in any capacity or is it considering employing McKinsey & Company? If yes, provide details.

Answer:

- 12.1 No.
- 12.2 No.
- 12.3 No.
- 12.4 Yes. \$6,676 in 2004/2005 and \$557 in 2006 in Korea for advertising placement.
- 12.5 No.
- 12.6 Yes. \$962 in 2005 for promotion services.
- 12.7 No.
- 12.8 Yes. \$231,000 in May 2003 for professional fees.
- 12.9 No.

13. Discretionary Grants

- 13.1 Could the Department provide a list of all discretionary grants, including ad hoc and one-off grants FYTD? Please provide details of the recipients, the intended use of the grants and what locations have benefited from the grants.

- 13.2 Has the Department complied with interim requirements relating to the publication of discretionary grants?

Answer:

- 13.1 Not applicable.
13.2 Not applicable.

14. Commissioned Reports

- 14.1 How many Reports have been commissioned by the Government in your portfolio FYTD? Please provide details of each report including date commissioned, date report handed to Government, date of public release, Terms of Reference and Committee members.
- 14.2 How much did each report cost? How many departmental staff were involved in each report and at what level?
- 14.3 What is the current status of each report? When is the Government intending to respond to these reports?

Answer:

- 14.1 No reports have been commissioned by the Government in TA.
14.2 Not applicable.
14.3 Not applicable.

15. Cabinet and Sub-Cabinet Committee Meetings

- 15.1 How much time is spent preparing papers/submissions for Cabinet and Sub-Cabinet Committee meetings?
- 15.2 How often must papers/submissions for Cabinet and Sub-Cabinet Committee Meetings be redrafted or resubmitted? Please provide example of why this would happen. (i.e. last minute policy changes or redate papers due to items not being discussed when initially scheduled).

Answer:

- 15.1 Not applicable.
15.2 Not applicable.

16. Government Payment of Accounts

- 16.1 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, and 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.)

- 16.2 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?
- 16.3 Where interest is being paid, what rate of interest is being paid and how is this rate determined?

Answer:

- 16.1 All accounts for suppliers are on standard 30 days terms unless otherwise specified. Payments are made in line with terms as agreed in the contract with the suppliers. Detailed data is not readily available.
- 16.2 Accounts are paid within supplier terms thus interest is not charged.
- 16.3 Not applicable.

17. Government Stationery Requirements

What are the government (Ministers/Parliamentary Secretaries) stationery requirements in your portfolio (i.e. special type of paper, envelopes)?

What are the costs of these items?

Is the Department/portfolio agencies paying for these?

Answer:

17. Not applicable.

18. Media Subscriptions

- 18.1 Does your department or agencies within your portfolio subscribe to pay TV (for example Foxtel)? If yes, please provide the reason why, the cost and what channels
- 18.2 Does your department or agencies within your portfolio subscribe to newspapers? If yes, please provide the reason why, the cost and what newspapers.
- 18.3 Does your department or agencies within your portfolio subscribe to magazines? If yes, please provide the reason why, the cost and what magazines.

Answer:

- 18.1 Tourism Australia subscribes to the Business Value Package with Foxtel. For three connections, the cost is approximately \$3130 for 2010/11. Tourism Australia subscribes to Foxtel to ensure awareness of current affairs and media coverage relating to the tourism industry.
- 18.2 Tourism Australia subscribes to a variety of newspapers to ensure awareness of current affairs and media coverage relating to the tourism industry. The total cost of newspaper subscriptions for 2010-11 is \$10,700.
- 18.3 Tourism Australia subscribes to several magazines to ensure awareness of current affairs and media coverage relating to the tourism industry. The total cost of magazine subscriptions for 2010-11 is \$16,673.

19. Travel Costs

- 19.1 For the FYTD, please detail all travel (itemised separately) undertaken by your portfolio Minister and Parliamentary Secretaries. Include what sum was spent on travel, accommodation, security, food, beverages (alcohol listed separately), gifts, entertainment, and all other expenses.
- 19.2 For the FYTD, please provide the same information (itemised separately) for any Minister and Parliamentary staff that accompanied the Minister and Parliamentary on their travel and include a similar breakdown of the costs incurred by or on behalf of those staff.
- 19.3 For the FYTD, please provide the same information (itemised separately) for Departmental officers that accompanied the Minister and Parliamentary Secretary on their travel and include a similar breakdown of the costs incurred by or on behalf of those staff.

Answer:

19. No TA officers accompanied the Ministers on their travel.

20. Legal Costs

- 20.1 What sum did each portfolio department and agency spend on legal services FYTD within the department and agency? Please provide a list of each service and costs.
- 20.2 What sum did each portfolio department and agency spend on legal services FYTD from the Australian Government Solicitor? Please provide a list of each service and costs.
- 20.3 What sum did each portfolio department and agency spend on legal services FYTD from private firms? Please provide a list of each service and costs.
- 20.4 What sum did each portfolio department and agency spend on legal services FYTD from other sources? Please provide a list of each service and costs.

Answer:

- 20.1 Tourism Australia employs two legal officers and the cost of these services in 2010-11 is \$253,000.
- 20.2 Nil.
- 20.3 As there are in excess of 200 invoices for multiple matters, it is not practical to itemise each service and cost. Instead, the aggregate amount for each law firm is provided. Tourism Australia engages external lawyers in Australia and overseas to manage Tourism Australia's global trade mark portfolio and provide advice on employment law, contractual matters, probity and general commercial and governance matters.
 - a. Bell Gully: \$2,564.75
 - b. Blake Dawson: \$258,691.92
 - c. Clayton Utz: \$60,142.67
 - d. Craddock Murray Neumann: \$7,917.25
 - e. Deacons Hong Kong: \$15,350.90
 - f. DLA Piper UK LLP: \$17,134.96
 - g. Freshfields Bruckhaus Deringer Tokyo: \$7,786.55
 - h. Kochhar & Co: \$5,067.16
 - i. Gedeon & Kased: \$1435.00
 - j. McCarthy Tétrault LLP: \$1,563.
 - k. Total: \$377,654.22

- 20.4 Tourism Australia employs two legal officers and the cost of these services in 2010-11 is \$253,000.

21. Education Costs

Please detail all education expenses (i.e. in house courses and tertiary studies) for each portfolio department and agency. Include what type of course, the cost and how many participants.

Answer:

21. Tourism Australia spent approximately \$437,000 in learning and related activities in 2010-11. Tourism Australia scheduled a total of 33 training programs that were conducted internally with approximately 450 participants. In addition, 138 externally hosted training programs or seminars were attended by Tourism Australia staff.

22. Executive Coaching and Leadership Training

- 22.1 In relation to the purchase of executive coaching and/or other leadership training services purchased by each portfolio department and agency, please provide the following information FYTD:
1. Total spending on these services
 2. The number of employees offered these services and their employment classification
 3. The number of employees who have utilised these services and their employment classification
 4. The names of all service providers engaged
- 22.2 For each service purchased from a provider listed under (4), please provide:
- a) The name and nature of the service purchased
 - b) Whether the service is one-on-one or group based
 - c) The number of employees who received the service and their employment classification
 - d) The total number of hours involved for all employees
 - e) The total amount spent on the service
 - f) A description of the fees charged (i.e. per hour, complete package)
- 22.3 Where a service was provided at any location other than the department or agency's own premises, please provide:
- i. The location used
 - ii. The number of employees who took part on each occasion
 - iii. The total number of hours involved for all employees who took part
 - iv. Any costs the department or agency's incurred to use the location

Answer:

- 22 Three TA staff were provided with executive coaching support throughout 2010-11.

The Learning Factor was paid a total of \$24,200 (including GST) for providing executive coaching services, including learning materials, on a one-on-one basis over a six month period to a Band 6 employee. Each coaching session typically lasted for 1 and a half to 2 hours per month and were held on Tourism Australia premises.

Stepshift Ltd was paid a total of NZD\$12,100 (including GST) for providing executive coaching services, including learning materials, on a one-on-one basis over a six month period to a Band 5 employee. Each coaching session typically lasted for 1 and a half to 2 hours per month and were held on Tourism Australia premises.

Trevor-Roberts Associates was paid a total of \$10,450 (including GST) for providing executive coaching services, including learning materials, on a one-on-one basis over a six month period to a Band 7 employee. Each coaching session typically lasted for 1 and a half to 2 hours per month and were held on Tourism Australia premises.

23. Paid Parental Leave

Please list how many staff in each portfolio department and agency are eligible to receive payments under the Government's Paid Parental Leave scheme?

Please list which portfolio department and agencies are providing its employees with payments under the Government's Paid Parental Leave scheme? Please list how many staff are in receipt of these payments.

Answer:

23. Of the 87 permanent female staff employed in Australia, three are currently receiving payments under the Government's Paid Parental Leave scheme.

24. Workpoint Space

For each portfolio department and agency office please list the occupied workpoint space allocated per person.

Does this adhere to the Government's Commonwealth Property Management Guidelines (the Guidelines)? Explain. If yes, please explain if any refurbishment was required to meet the Guidelines and what the costs were.

a. What savings did each portfolio department and agency achieve by meeting the Guidelines? Please itemise each portfolio department and agency separately.

b. How much of these savings has each portfolio department and agency kept? Please itemise each portfolio department and agency separately. If no, please give details why it does not, including whether an exemption has been received by the Finance Minister.

a. What funding has been taken from each portfolio department and agency because they do not meet the Guidelines? Please itemise each portfolio department and agency separately.

b. Are there plans to meet the Guidelines? Please explain.

Answer:

As a Commonwealth Authorities Companies Act body, Tourism Australia is not subject to the Commonwealth Property Management Guidelines.