

**Senate Foreign Affairs, Defence and Trade Legislation Committee**  
Supplementary Budget Estimates 2012–13; November 2013  
Written Questions on Notice from **Senator Brown** to Austrade

**Question 1**

**Tourism Function**

Please provide a copy of the letter that was sent by the Tourism Division to state and territory governments regarding the move of the tourism function into Austrade.

**Answer**

The information below was sent to the Estimates Committee on 9 December 2013 from Ms Deborah Lewis, General Manager, Tourism:

On 4 October 2013, I met with my state and territory counterparts via teleconference in the lead up to the Tourism Ministers Meeting on 11 October 2013. During the course of this meeting I discussed the new Ministerial arrangements for Tourism. However, I have not formally written to my state and territory counterparts on this matter.

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**Question 2**

**Tourism Integration**

Has the minister received any concerns from the tourism industry about the split between domestic and international tourism?

**Answer**

The Administrative Arrangement Orders issued on 3 October 2013 make it clear there has been no split in responsibility within the Australian Government on domestic and international issues. Responsibility for tourism lies within the Foreign Affairs and Trade portfolio.

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**Question 3**

**Tourism Integration**

Has the Minister received any concerns from the tourism industry about the split between domestic and international tourism?

**Answer**

The Administrative Arrangement Orders issued on 3 October 2013 make it clear there has been no split in responsibility within the Australian Government on domestic and international issues. Responsibility for tourism lies within the Foreign Affairs and Trade portfolio.

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**Question 4**

**T-QUAL Grants**

On what date was it approved to discontinue the T-QUAL tourism investment grants programme?

**Answer**

The 2013 round of the T-QUAL Tourism Quality Projects (TQP) grants programme was not discontinued. It is the final round of a terminating programme, and successful applicants are now in negotiation with the Government on funding agreements.

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**Question 5**

**TIRF Grants**

When were the state and territories advised that the TIRF grants would not be going forward?

**Answer**

State and territories were formally advised on 15 November 2013 that Round 2 of the Tourism Industry Regional Development Fund Grants Programme would not proceed.

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**Question 6**

**Tourism Grant Programmes**

What is the cost the industry incurs in preparing grant applications and the cost that departments incur in launching grant rounds and receiving applications?

**Answer**

**Industry costs:**

There is no application fee for tourism grants programmes.

The Tourism Industry Regional Development Fund (TIRF) Grants Programme and its processes were developed in consultation with industry representatives to ensure that applications were simple enough to allow the business owner to apply without the need for assistance. The TIRF Grants Programme did not require the use of consultants, and this advice was conveyed on the department's web site.

**Departmental costs:**

Austrade estimates that the costs involved in preparing for, launching and receiving applications for Round 2 of the TIRF Grants Programme was \$198,000. This includes staff costs.

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**Question 7**

**T-QUAL Grants Review**

I understood the date that Minister Cormann gave me for when he reviewed the grants, but on what date did Minister Robb decide to grant them?

**Answer**

The Hon Andrew Robb AO MP, Minister for Trade and Investment, announced on 11 November 2013 that the grants for successful projects under the 2013 round of the T-QUAL Grants – Tourism Quality Projects program would proceed.

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**Question 8**

**T-QUAL Grant recipients**

For the T-QUAL grant recipients where contracts have been entered into, have they received their grant funds yet?

**Answer**

Funding agreements for T-QUAL Tourism Quality Projects (TQP) are structured around project milestones which are developed during discussions between Austrade and the grant recipient. Payments are made only when a project proponent completes a set of activities detailed in their funding agreement, and provides a report to this effect to Austrade.

No milestones have been completed for any 2013 TQP projects, and therefore no payments have been made to date.



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**Question 9**

**Tourism – Change in Department**

1. Can you provide me with details of the process the department has worked through to change to the new department?
2. What was the process, what did you have to change and what has happened to stocks of paper etc. that have the old title?
3. Who actually did all the changeover work, how many staff were involved and how long did it take to make all the changes?
4. Can you provide the committee with a breakdown of all the costs, including the cost of staff time, associated with the change?

**Answer**

1. The Administrative Arrangements Order issued on 3 October 2013 transferred responsibility for tourism to the Foreign Affairs and Trade Portfolio. As a result, staff working in the Tourism Division (formerly part of the Department of Resources, Energy and Tourism) as well as some corporate support staff, have been transferred to Austrade. In the near future, a small number of Tourism staff will transfer to the Department of Foreign Affairs and Trade (DFAT) to work on international tourism engagement. Tourism Australia remains a statutory authority now reporting to the Minister for Trade and Investment.
2. The transition process is underway and is expected to be completed by the end of March 2014. Key elements of the process include:
  - Finalise Section 72 instrument to transfer staff to Austrade (signed December 2013).
  - Transfer staff to the Austrade ICT network (completed December 2013).
  - Finalise Section 32 instruments to transfer funding to Austrade, alternatively include the funding transfer in Portfolio Additional Estimates (PAES) which is expected to be approved by Parliament in early February 2014.
  - The migration of the Tourism web content to [www.austrade.gov.au](http://www.austrade.gov.au) has been completed and went 'live' on 7 January 2014. Stage two of this process will be to look at how Tourism can most effectively be integrated into the Austrade website. This is likely to involve a redesign of the web content and the way it is presented.
  - Co-locate Tourism Division with other Canberra based Austrade staff in the Minter Ellison Building (by March 2014).
3. Austrade have established a working group (chaired by an Executive Director and comprising representatives from relevant Austrade corporate areas and Tourism Division) to coordinate this transition process. The transition process is underway and is expected to be completed by the end of March 2014.
4. Costs associated with the transfer of Tourism Division to Austrade are being managed within existing resources and are difficult to separately identify..

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**Question 10**

**Charter letters**

1. Has the Minister received a charter letter from the Prime Minister or is it expected that a charter letter will be received by the Minister?
2. Can you detail the division of responsibilities between the Minister, assistant Ministers and the Parliamentary Secretary(ies).
3. Are those arrangements finalised or could they change on receipt of a charter letter from the Prime Minister.
4. Where are these arrangements recorded – where can we find them.

**Answer**

1. Yes.
2. The Prime Minister provides charter letters to Cabinet ministers, and ministers assisting and parliamentary secretaries. They set out the priorities to be met in this term of Government. The nature and content of those priorities is not disclosed to maintain Cabinet confidentiality. The division of departmental and ministerial legislative responsibilities is detailed in the Administrative Arrangement Orders available on the Department of the Prime Minister and Cabinet website (<http://www.dpmc.gov.au/parliamentary/index.cfm>).
3. To Austrade's knowledge, these arrangements are finalised.
4. The division of departmental and ministerial legislative responsibilities is detailed in the Administrative Arrangement Orders available on the Department of the Prime Minister and Cabinet website (<http://www.dpmc.gov.au/parliamentary/index.cfm>).

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**Question 11**

**Ministerial office budgets**

1. What are the funding arrangements for the Ministers' offices and the Parliamentary Secretary's office.
2. Is there a specific budget for both offices.
3. Or has a specific funding allocation been set aside within the department to meet the costs of operating the ministerial offices in the portfolio.
4. Are there administrative arrangements that apply to these budgets.
5. Obviously the Minister(s) or his office cannot spend these funds on anything they like.
6. Can you provide details of those administrative arrangements?
7. Do the same rules apply to the Parliamentary Secretary for Industry?
8. Can you advise the Committee of the arrangement for expenditure by the minister or his office on hospitality?
9. Have the minister or his office used the office budget or directly drew on departmental funds for hospitality purposes?
10. If so what are the details?
11. For example, has the Minister or his office purchased wine funded through the office budget or directly drawing on departmental funds.
12. If so, what are the details?
13. I understand that a number of Ministers, or their offices, have required new crockery and cutlery for ministerial suits?
14. Has that happened in this portfolio?
15. If so, how was it funded and how was the cost met?
16. Which budget did the funding come from – the minister's office budget or the department?
17. Can you provide me with advice of the basis for approving this sort of purchase?

**Answer**

1. to 17. The management of the financial arrangements for Ministerial and Parliamentary Secretary offices is the responsibility of portfolio departments and the Department of Finance.

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**Question 12**

**Regulatory Reform**

1. In relation to the Government's regulatory reform policy announced before the election.
  - a. What methodology will this department use to calculate the cost of regulation within the portfolio?
2. The policy suggests there will be a standard approach based on a model used in Victoria. The policy requires this department to establish a dedicated unit led by an officer of at least SES1 level.
  - a. Has the unit been established, how many staff have been assigned to this new unit and from where have the staff be redeployed?
  - b. Is this a full time job for these officers?

**Answer**

1. a. The government is currently considering the methodology.
2. a. The Department of Foreign Affairs and Trade is coordinating the portfolio's approach to the regulatory reform policy and will be establishing a Deregulation Unit. Senior offices from Austrade will contribute.
  - b. The officers will be undertaking these tasks as part of their regular duties.

**Question 13**

**Departmental Organisation and staffing**

1. Can you confirm that the organisational chart on the Department of Foreign Affairs and Trade website is up to date and reflects the current structure of the department?
2. If not, what are the changes that are not reflected in that chart?
3. Where does tourism sit within the chart?
4. What was the FTE staff establishment for the department – That is, what was the establishment as at the 2013/14 budget?
5. Can you provide those FTE numbers by division?
6. Can you also provide the actual staffing levels in each division?
7. How many staff are employed on fixed term contracts or are employed on a temporary basis?
8. Have there been any appointments to the department since the election?
9. If so, who was appointed, to what position where they appointed, what was the process followed and are they permanent or fixed term appointments?
10. What will the department do to meet the Government's job cuts target?
11. Will the target be met through voluntary redundancies or with there be some compulsory redundancies as well – if so, how many job cuts will come via compulsory redundancies?
12. Has this department offered any packages to staff as a means of achieving the job cuts target?
13. Have any departmental officers been seconded to the Minister's office or the office of the Parliamentary Secretary?
14. If so, what are the details of those appointments and how were they made?
15. Are they temporary or permanent?
16. Who is paying for them – are they on the department's books or have them been engaged under the MOPS Act and are therefore on the minister's books?

**Answer**

1. The Tourism Division (formerly located within the Department of Resources, Energy and Tourism) is now part of Austrade. The Austrade website and organisational chart have been updated to reflect the inclusion of the tourism function.
2. See response to (1) above.
3. Tourism Division sits within the Tourism, Education and Corporate Operations Group in the Austrade organisational structure. The Austrade organisation chart is available at <http://www.austrade.gov.au/About-Austrade/Executive-Staff>.
4. The budget numbers are reported as an Average Staffing Level ("ASL"). The reported budgeted ASL for Austrade for the financial year 2013/14 is 930. In addition, the Tourism Division 2013-14 budget supports a staff level of 78 (FTE).

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5. The actual Full Time Equivalent (FTE) Austrade staffing levels by Division at 31 October 2013 are set out in Table 1 below.

**Table 1**

Group/Division	A-based# FTE	OEE* FTE	Total FTE
International Operations Group	97.4	457.93	<b>555.33</b>
Australian Operations Group	153.75	2	<b>155.75</b>
Education & Corporate Operations Group	182.2	18	<b>200.2</b>
Office of the CEO	12.6	0	<b>12.6</b>
Human Resources	28.21	6	<b>34.21</b>
Inoperative	25.65	0	<b>25.65</b>
<b>Total</b>	<b>499.81</b>	<b>483.93</b>	<b>983.74</b>

\*A-based employees are APS employees

Overseas Engaged Employees (OEE) are employed under section 74 of the Public Service Act.

Additionally, at 31 October 2013, there were 77 operative staff employed by the Tourism Division equating to 75.3 (FTE). In addition, there were 5 inoperative staff on long term leave.

6. The ASL numbers are not broken down by Division.
7. At 31 October 2013, 44 employees were employed on fixed term contracts or employed on a temporary basis. In addition, as at 31 October 2013, there was 1 staff member employed by Tourism Division on a temporary (non-ongoing) contract.
8. There have been 16 APS appointments to Austrade and 3 new staff members at Tourism Division since the election on 7 September 2013.
9. The details of the Austrade appointments are set out in Table 2 below.

**Table 2**

Name	Position	Process	Status (Ongoing or Non-Ongoing)
DIETRICH, Katrina	Security Coordinator	Contractor - Agency	Non-Ongoing
FAJARDO, Julius	Manager Business Systems Support	Contractor - Agency	Non-Ongoing
GEORGE, Cheryl	Project Manager	Direct Appointment	Non-Ongoing
HARDTKE, Joan	Marketing Adviser	Direct Appointment	Non-Ongoing
KEENE, Warwick	Property Project Manager	Direct Appointment	Non-Ongoing
KOSMAS, Cleopatra	Research Officer	Direct Appointment	Non-Ongoing
LOUDON, Joanne	Information Coordinator	Direct Appointment	Non-Ongoing
SAMARDZIC, Vera	Social Media Adviser	Direct Appointment	Non-Ongoing
YOUNG, William	Project Officer	Contractor - Agency	Non-Ongoing
BREARLEY, Chereyn-Anne	Administration Assistant	External merit based	Ongoing
DOYLE, Ian	IT Security Administrator	External merit based	Ongoing
HANNAN, Lauren	Project Officer	External merit based	Ongoing
HUNTLEY, Leanne	IT Security Manager	External merit based	Ongoing
JOHNSTON, Emma	International Education Support Officer	Indigenous Cadet - IAGDP program	Ongoing
LIAN, Berlina	Legal Officer	External merit based	Ongoing
THIRLWELL, Mark	Chief Economist	External merit based	Ongoing

*Please note: responses to questions, 7, 8 and 9 above relate to APS employees.*

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The 3 staff members who commenced in Tourism Division since the election are permanent (ongoing) employees. Details are provided at Table 3. Job offers for these positions were made (and accepted) prior to the election on 7 September 2013.

**Table 3**

Name	Position	Process	Status (Ongoing or Non-Ongoing)
BENGER, Lauren	APS 5 – Outreach & Regional researcher	External merit based	Ongoing
WEBER, Corinne	EL1 – Surveys team member	External merit based	Ongoing
CORRIE, Kristen	APS5 – Surveys team member	Voluntary transfer at level	Ongoing

10. Austrade has received no specific directive in relation to reducing staffing.
11. As above.
12. Between 7 September and 31 October 2013 Austrade offered redundancies to 10 employees who were excess to the agency's requirements. Tourism Division has not offered any voluntary redundancies since the election on 7 September 2013.

Austrade has established a committee and working groups to systematically look at work activities and priorities and develop recommendations for savings to address budget pressures over the forward estimates. This work is ongoing and no decisions have been taken at this point in relation to staff reductions.

13. One Austrade officer has been seconded to the Minister's office as Austrade's Departmental Liaison Officer (DLO). No Tourism Division officers have been seconded to the Minister's office or to the office of the Parliamentary Secretary since the election on 7 September 2013.
14. Michelle Webster was appointed to the DLO role. Austrade staff were invited to express interest in the role and shortlisted staff were interviewed.
15. It is a non-ongoing role.
16. The role is staffed under the *Public Service Act 1999* and paid for by Austrade.

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**Question 14**

**Graduate Programs**

1. What has been the intake of graduates into the tourism division over the last three years on a graduate program?
2. What are the benefits of running this program – it is obviously important for renewal within the department.
3. Has there been any change to this program since the last election?
4. If so, what is the nature of those changes?
5. Will that mean for the department in the medium term?

**Answer**

1. Prior to its integration into Austrade, Tourism Division participated in the graduate program run by the (former) Department of Resources, Energy and Tourism (RET). The annual intake of graduates into RET under that program was between 10-20 graduates. Typically, 1-3 graduates were placed in the Tourism Division during each first year rotation and at the completion of the graduate program.
2. The RET graduate program was one source of staff renewal within that Department.
3. The graduate program run by RET has been discontinued following the abolition of that Department. Austrade does not run a graduate program.
4. Not applicable.
5. Not applicable.



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**Question 15**

**National Long Term Tourism Strategy**

1. What is the strategy?
2. Who is a member of the working group?
3. Have there been any changes to appointments since the election and what are those changes?
4. How will the strategy be resourced or funded? Has the government indicated any changes to this?

**Answer**

1. The National Long-Term Tourism Strategy (NLTTTS) was launched in December 2009 followed by the 2020 Tourism Industry Potential in November 2010. In December 2011, the NLTTTS and the 2020 Tourism Industry Potential were combined to form *Tourism 2020*.

*Tourism 2020* represents an integration of the long term focus, research and collaboration commenced under the National Long-Term Tourism Strategy with the growth aspirations of the 2020 Tourism Industry Potential. *Tourism 2020* builds on this foundation to support industry to maximise its economic potential.

*Tourism 2020* seeks to double Australia's overnight visitor expenditure to between \$115 billion and \$140 billion by 2020. It is a whole of government approach to improve the industry's productive capacity. It focuses on creating a policy framework that will support industry growth and provide industry with the tools to compete more effectively in the global economy.

*Tourism 2020* has been endorsed by the Australian, state and territory governments and industry and is overseen by Tourism Ministers and the Australian Standing Committee on Tourism (ASCOT).

2. Seven working groups sit under ASCOT. Nine working groups were initially established with problem-solving mandates to address the nine key themes identified in the National Long-Term Tourism Strategy.

As working groups complete their work plans, they are disbanded. The two disbanded working groups are the Destination Management Planning and Industry Resilience working groups. The current seven working groups are Labour and Skills, Indigenous Tourism Group, Investment Attraction Partnership Group (which replaced the Investment and Regulatory Reform Working Group), Digital Distribution, Tourism Access, Tourism Quality Council of Australia. These working groups align with the six strategic priority areas of *Tourism 2020*, with the seventh working group, the Tourism Research Advisory Board, providing the framework for research and analysis.

The working groups are chaired by ASCOT members. Working group membership may include government representatives across tourism industry related sectors, including state tourism organisations, finance providers, accommodation providers, transport

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providers, employer organisations, industry associations, and unions. More details about the membership of each working group are at [www.ret.gov.au/tourism](http://www.ret.gov.au/tourism).

3. No.
4. The implementation of *Tourism 2020* is supported by a collective funding commitment by the Commonwealth, state and territory governments. Contributions are based on the Council of Australian Governments funding formula through agreement by ASCOT members.

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**Question 16**

**Australian Standing Committee on Tourism (ASCOT)**

1. Has there been any change to the structure, membership or function of the group since the election?
2. The ASCOT Secretariat was previously provided by the Department of Resources, Energy and Tourism. Who is providing it now?
3. How many staff are on the Secretariat? Are they full time roles? If not, what are their other functions?
4. Have there been any changes to ASCOT's structure, membership (including Chair, Members or Observers), function or role?
5. What progress did ASCOT achieve in the implementation of the National Long-Term Tourism Strategy and Tourism 2020 between 2007-2013?

**Answer**

1. No.
2. The ASCOT Secretariat has transferred from the former Department of Resources, Energy and Tourism to Austrade.
3. Three staff are currently in the Secretariat. Staff who are involved in ASCOT Secretariat functions do so as a part time role of their duties within the *Tourism 2020* Implementation and Oversight Section.

Staff involved in the delivery of ASCOT Secretariat functions also deliver the following duties within the section:

- Tourism Ministers' Meeting Secretariat.
  - National Tourism Incident Communication Plan Secretariat.
  - Assisting the Minister discharge his statutory obligations under the *Tourism Australia Act (2004)*.
  - Advice to the Minister and the implementation of *Tourism 2020* and other issues related to *Tourism 2020*
4. ASCOT's Chair has changed from Deputy Secretary of the former Department of Resources Energy and Tourism to Executive Director, Tourism, Education and Corporate Operations, Austrade.
  5. Progress reports on the implementation of strategy initiatives are tabled at each Tourism Ministers Meeting by ASCOT and are then published on the web. The progress reports can be accessed through [www.tourism2020.gov.au](http://www.tourism2020.gov.au).

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**Question 17**

**Tourism Grants Programs – T-QUAL and TIRF**

1. What day did the government announce it would review the successful T-QUAL grants announced in July 2013?
2. Who conducted the review?
3. What day was the review completed?
4. What were the findings of the review?
5. Were tourism operators, industry bodies or other stakeholders consulted?
6. If yes, what were their views?
7. Is the review publicly available?
8. If not, why not?
9. Did the department receive any feedback from grant recipients during the review process?
10. If so, what did they say?
11. Did any operators express concern
12. If so, how many.
13. If so, in which states and which projects?
14. Was there any media attention
15. If yes, did this help inform the decisions of the Minister in relation to the final decision to honour the grants?

**Answer**

1 – 15 Following the 2013 election, the Government announced that it would review all discretionary grants programmes to ensure that each programme aligned with its policy priorities and commitments. This included the T-QUAL Tourism Quality Projects (TQP) and the Tourism Industry Regional Development Fund grants programmes.

The review was commissioned by the Minister for Finance and conducted by the Department of Finance. Austrade was not involved in commissioning this review and therefore cannot comment on its conduct, including its timing, consultations, any feedback received, or findings.

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**Question 18**

**TIRF Grants Program**

1. Has the department received any feedback from stakeholders in relation to the axing of the TIRF program?
2. If so, what was the nature of the feedback?
3. How many applicants contacted the department after being notified of the cuts?
4. What tourism grants program is the government planning to replace them with?
5. When can tourism operators expect to have certainty around availability of further support?

**Answer**

1. Austrade has received inquiries regarding the TIRF programme.
2. Generally, queries regarding the Government's decision not to continue the programme in its previous form.
3. 51.
4. The Government has asked Austrade to refocus the funds from the TIRF grants programme, with funds going to the states and territories for the development of demand-driver infrastructure for the tourism industry.
5. The new demand-driver infrastructure program will commence on 1 July 2014.

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**Question 19**

**Staffing**

1. How many FTE staff do you currently have employed?
2. Do you have any unfilled positions?
3. How is Austrade affected by the Government's freeze on recruitment?
4. Have you been directed to reduce staffing?

**Answer**

1. At 31 October 2013 Austrade employed 983.74 FTE staff. Furthermore, there were 77 operative staff employed by the Tourism Division equating to 75.3 (FTE) and 5 inoperative staff on long term leave.
2. Yes.
3. Before considering any recruitment action in respect of a position, Austrade analyses the role and whether it is critical that it be filled. If it must be filled, priority is given first to displaced (or potentially displaced) APS employees, then to other existing APS staff. Austrade will only engage non-APS staff to fill critical vacancies after obtaining the agreement of the Australian Public Service Commissioner.
4. Austrade has received no specific directive in relation to reducing staffing.

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**Question 20**

**Export Market Development Grants**

1. The Coalition's Policy for Trade says that it will provide an initial boost of \$50 million to the program. Has this funding been provided?
2. How and when will the Government determine to provide additional funds?
3. Will new guidelines be established given this additional increase in funding?
4. Have you been asked to 'pause' grants by the Government, as they have done to other discretionary grants?
5. Applications for grants closed on 2 December – are these being processed?
6. When will the grants be announced?

**Answer**

1. The Coalition's boost of \$50 million was provided in the recent Mid-Year Economic and Fiscal Outlook 2013.
2. See answer 1 above.
3. The Government is considering whether changes to the *Export Market Development Grants Act 1997* will be required.
4. Export Market Development Grants are not discretionary grants, but are entitlements based on the provisions of the *Export Market Development Grants (EMDG) Act 1997* and the EMDG funds available. There is no pause in paying EMDG grants.
5. Yes.
6. EMDG grants are not announced in "funding rounds" but are processed and paid continuously throughout the year. Apart from the official Notice of Determination forwarded to the grant recipient, there is no public announcement of EMDG grants. Details of grants paid can be provided to the public on request.

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**Question 21**

**Asian Century Business Engagement Plan**

1. Have the grants under this plan been ‘paused’ by the Government, as they have done to other discretionary grants?
2. Will the new grant round proceed in full in March 2014 as scheduled?

**Answer**

1. Austrade was advised in October 2013 that the Government would assess all grant spending for consistency with Government priorities and commitments. During this assessment phase, background work in relation to the Asian Century Business Engagement (ACBE) Plan grants programme continued.
2. Austrade has been advised by the Government that the 2014 ACBE Plan grant round can proceed as scheduled.



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**Question 22**

**Export Market Development Grants**

1. What is the size of the annual funding pool for EMDG?
2. Briefly, what is the process for applying for an EMDG?
3. Is there an ‘estimated workload’ (administrative burden) for completing an EMDG application? (possibly measured in hours)
4. Do applicants typically engage professional services (such as lawyers or consultants) to assist with EMDG applications?
5. What proportion of EMDG applications are completed with professional assistance compared to those completed independently?
6. How much do firms typically pay in fees for provide professional services to assist with EMDG applications?
7. Does Austrade promote, approve, or endorse any professional services to assist with EMDG applications?
8. What is known of the prevalence of former Austrade staff providing professional services to assist with EMDG applications?
9. What is the estimated proportion of the total grant pool being paid in fees for professional services to assist with EMDG? Would it be above 10%? (Estimates are that 15-20% of the EMDG is paid in application fees.)
10. Has Austrade considered any changes to the application process to reduce the ‘estimated workload’ (administrative burden) on companies applying for EMDG

**Answer**

1. The size of the annual funding pool for EMDG is \$125.4 million, subject to additional funds resulting from the Coalition’s policy to boost EMDG by \$50 million over four years.
2. The process for applying for an EMDG is via an on-line grant application form which requires the applicant to have an AUSKey. Applicants are advised to confirm that they are eligible to apply for an EMDG grant prior to doing so. Details on how to apply for an EMDG grant are provided on the EMDG web pages at <http://www.austrade.gov.au/Export/Export-Grants/EMDG-how-to-apply>.
3. Austrade does not have an ‘estimated workload’ (administrative burden) for exporters completing an EMDG application.
4. Most applicants engage the professional services of EMDG consultants, including accountants, to assist with EMDG applications.

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5. In 2012–13, 58 per cent of EMDG applications were completed with professional assistance and 42 per cent completed independently.
6. Anecdotal evidence indicates that firms typically pay around 10 per cent of their grant in fees for the provision of professional services to assist with EMDG applications.
7. EMDG consultants are independent businesses that help exporters prepare and lodge EMDG grant applications. Under the provisions of the *Export Market Development Grants (Extended Lodgement and Consultant Quality Incentive) Determination 2012*, Austrade has approved some of these consultants to be able to lodge claims on behalf of exporters up to 28 February 2014, compared to the deadline for other claim lodgements which was 2 December in 2013, subject to the eligibility criteria prescribed in the Determination. Austrade promotes this late lodgement facility, approves consultants eligible to participate, and places their contact details on the Austrade website. While Austrade does not directly endorse any professional services as such, it monitors each participating consultant's record of lodging accurate applications and the Determination stipulates a minimum standard of accuracy they need to meet for their continued participation in this quality incentive program.
8. Austrade does not keep a record of former Austrade staff who provide professional services to assist with EMDG applications.
9. Austrade estimates the proportion of the total grant pool paid in fees for professional services to assist with EMDG in 2012–13 was 6.4 per cent.
10. Austrade has made appropriate changes to the application process to reduce the 'estimated workload' (administrative burden) on companies applying for EMDG in the development of the new online grant application system. Changes enabled by the new system include the auto-filling of known applicant information from previous grant applications, online help with information requirements, auto validation of data to indicate correctness and completeness of data inserted, direct online lodgement of claims obviating cumbersome paperwork, and the capacity of applicants to view the complete record of their lodged claims.

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**Question 23**

**Reviews**

1. Since 7 September 2013, how many new Reviews have been commenced? Please list them including:
  - a) the date they were ordered
  - b) the date they commenced
  - c) the minister responsible
  - d) the department responsible
  - e) the nature of the review
  - f) their terms of reference
  - g) the scope of the review
  - h) Whom is conducting the review
  - i) the number of officers, and their classification level, involved in conducting the review
  - j) the expected report date
  - k) If the report will be tabled in parliament or made public.
2. For any review commenced or ordered since 7 September 2013, have any external people, companies or contractors being engaged to assist or conduct the review?
  - a) If so, please list them, including their name and/or trading name/s and any known alias or other trading names
  - b) If so, please list their managing director and the board of directors or equivalent
  - c) If yes, for each what are the costs associated with their involvement, broken down to each cost item
  - d) If yes, for each, what is the nature of their involvement
  - e) If yes, for each, are they on the lobbyist register, provide details.
  - f) If yes, for each, what contact has the Minister or their office had with them
  - g) If yes, for each, who selected them
  - h) If yes, for each, did the minister or their office have any involvement in selecting them,
    - i. If yes, please detail what involvement it was
    - ii. If yes, did they see or provided input to a short list
    - iii. If yes, on what dates did this involvement occur
    - iv. If yes, did this involve any verbal discussions with the department
    - v. If yes, on what dates did this involvement occur.
3. Since 7 September 2013, what reviews are on-going? Please list them.
4. Since 7 September 2013, have any reviews been stopped, paused or ceased? Please list them.
5. Since Budget estimates, what reviews have concluded? Please list them.
6. Since 7 September 2013, how many reviews have been provided to Government? Please list them and the date they were provided.
7. When will the Government be responding to the respective reviews that have been completed?
8. What reviews are planned?
  - a) When will each planned review be commenced?
  - b) When will each of these reviews be concluded?
  - c) When will government respond to each review?
  - d) Will the government release each review?

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- i. If so, when?
- ii. If not, why not?

**Answer**

1. Since 7 September 2013, no new Reviews have been commenced at Austrade.
2. Not applicable.
3. Since 7 September 2013, no reviews are on-going at Austrade.
4. Since 7 September 2013, no reviews have been stopped, paused or ceased at Austrade.
5. Since Budget estimates, no reviews have concluded at Austrade.
6. Since 7 September 2013, Austrade has provided no reviews to Government.
7. Not applicable.
8. No reviews are planned at Austrade.

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**Question 24**

**Commissioned reports**

1. Since 7 September 2013, how many Reports have been commissioned by the Government in your department/agency? Please provide details of each report including date commissioned, date report handed to Government, date of public release, Terms of Reference and Committee members.
2. How much did each report cost/or is estimated to cost? How many departmental staff were involved in each report and at what level?
3. What is the current status of each report? When is the Government intending to respond to these reports?

**Answer**

1. Since 7 September 2013, no Reports have been commissioned by the Government in Austrade.
2. Not applicable.
3. Not applicable.

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**Question 25**

**Briefings for other parties**

1. Have any briefings and/or provision of information have been provided to the Australian Greens? If yes, please include:
  - a) How are briefings requests commissioned?
  - b) What briefings have been undertaken? Provide details and a copy of each briefing.
  - c) Provide details of what information has been provided and a copy of the information.
  - d) Have any briefings request been unable to proceed? If yes, provide details of what the requests were and why it could not proceed.
  - e) 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.
2. Have any briefings and/or provision of information been provided to Independents? If yes, please include:
  - a) How are briefings requests commissioned?
  - b) What briefings have been undertaken? Provide details and a copy of each briefing.
  - c) Provide details of what information has been provided and a copy of the information.
  - d) Have any briefings request been unable to proceed? If yes, provide details of what the requests were and why it could not proceed.
  - e) 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.
  - f) Which Independents have requested briefings and/or information?
3. Have any briefings and/or provision of information been provided to parties other than Labor or the Greens? If yes, please include:
  - a) How are briefings requests commissioned?
  - b) What briefings have been undertaken? Provide details and a copy of each briefing.
  - c) Provide details of what information has been provided and a copy of the information.
  - d) Have any briefings request been unable to proceed? If yes, provide details of what the requests were and why it could not proceed.
  - e) 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.
  - f) Which parties have requested briefings and/or information?

**Answer**

1. Since 7 September 2013, no briefings or information have been provided to the Australian Greens.
2. Since 7 September 2013, no briefings or information have been provided to Independents.

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3. Since 7 September 2013, no briefings have been provided to parties other than Labor or the Greens.

Since 7 September 2013, several Coalition Members of Parliament have written to the Minister for Trade and Investment seeking information on tourism related issues on behalf of their constituents. The Minister has provided written responses directly to the correspondents.

On 2 December 2013, the office of Karen Andrews MP, the Liberal Member for McPherson, requested education market profile information for Taiwan via Austrade's general inquires phone number. The information requested was made available on 4 December 2013 by the electorate office subscribing to Austrade's Market Information Package here: <http://www.austrade.gov.au/Education/Services/Market-Information-Package>.

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**Question 26**

**Appointments**

- a) Provide an update 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 made from 7 September to date?

**Answer**

Details of the three relevant tourism boards and committees and the corresponding answers to the three questions are provided below.

**Board 1: Tourism Australia Board**

- 1a) Tourism Australia is governed by a Board of Directors who report to the Commonwealth Minister responsible for tourism. The main role of the Board is to determine Tourism Australia policy and ensure that the organisation performs in a proper and efficient manner. Appointments to the Tourism Australia Board are approved by Cabinet. Members are appointed for 3 years with the possibility of re-appointment.

Current Members and Terms of Appointment

• Mr Geoff Dixon (Chair)	1 July 2012 to 30 June 2015
• Ms Kate Lamont	1 July 2012 to 30 June 2015
• Ms Janet Whiting	1 July 2011 to 30 June 2014
• Ms Terri Janke	1 July 2011 to 30 June 2014
• Ms Sandra McPhee	1 July 2012 to 30 June 2015
• Mr Mark Stone	1 July 2013 to 30 June 2016
• Mr Didier Elzinga	1 July 2013 to 30 June 2016
• Mr Brett Godfrey	1 July 2013 to 30 June 2016

- 1b) Current gender ratio – 50% male and 50% female.
- 1c) There have been no appointments to the Tourism Australia Board since 7 September 2013.

**Board 2: Tourism Quality Council of Australia**

- 2a) The Tourism Quality Council of Australia (TQCA) was established to oversee the National Tourism Accreditation Framework and administer the T-QUAL Accreditation Scheme. Members are appointed by the Commonwealth Minister for tourism.



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- Mr Simon Currant (Chair) 1 May 2010 to 31 October 2013
- Mr Rolf Duels 1 May 2010 to 31 October 2013
- Ms Lynne Hocking 2 November 2012 to 30 June 2014
- Mr Nicholas Hunt 2 November 2012 to 30 June 2014
- Mr John Hart 2 May 2013 to 30 June 2014
- Ms Robyn Hendry 2 May 2013 to 30 June 2014
- Mr Andrew Gavrielatos 1 February 2012 to 1 February 2014
- Mr Chris Stamford Ex officio - Austrade
- Mr Leigh Sorenson Ex officio – Tourism Australia

2b) Current gender ratio (excluding ex officio) – 72% male and 28% female.

2c) There have been no appointments to the TQCA since 7 September 2013.

### **Board 3: Tourism Research and Advisory Board**

3a) The Tourism Research Advisory Board (TRAB) oversees the development and implementation of the National Tourism Research Agenda. Members are appointed by the Commonwealth Minister responsible for tourism.

### Current Members and Terms of Appointment

- Mr Peter Yuile (Chair) Ex officio - Austrade
- Dr Leo Jago Ex officio – Tourism Research Australia
- Ms Nell Anderson Ex officio – Tourism Australia
- Mr Ian Ewing Ex officio – Australian Bureau of Statistics
- Dr Brent Ritchie Ex officio – University of Queensland
- Mr Ian Hill Two years (to February 2015)
- Mr Leigh Harry Two years (to February 2015)
- Ms Adele Labine-Romain Two years (to November 2013)
- Mr Daniel Gschwind Two years (to August 2015)
- Ms Dianne Smith Two years (to August 2015)
- Ms Karen Wales Two years (to July 2015)

3b) Current gender ratio (excluding ex officio) – 50% male and 50% female.

3c) There have been no appointments to the TRAB since 7 September 2013. Note: Peter Yuile (Executive Director – Austrade) assumed the ex officio position of Chair following the election as a result of the Machinery of Government changes.

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**Question 27**

**Stationary requirements**

How much was spent by each department and agency on the government (Ministers / Parliamentary Secretaries) stationery requirements in your portfolio from 7 September 2013 to date?

**Answer**

Nil.

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**Question 28**

**Media subscriptions**

1. What pay TV subscriptions does your department/agency have?
  - a) Please provide a list of what channels and the reason for each channel.
  - b) What is the cost from 7 September 2013 to date?
  - c) What is provided to the Minister or their office?
  - d) What is the cost from 7 September 2013 to date?
  
2. What newspaper subscriptions does your department/agency have?
  - a) Please provide a list of newspaper subscriptions and the reason for each.
  - b) What is the cost from 7 September 2013 to date?
  - c) What is provided to the Minister or their office?
  - d) What is the cost from 7 September 2013 to date?
  
3. What magazine subscriptions does your department/agency have?
  - a) Please provide a list of magazine subscriptions and the reason for each.
  - b) What is the cost from 7 September 2013 to date?
  - c) What is provided to the Minister or their office?
  - d) What is the cost from 7 September 2013 to date?
  
4. What publications does your department/agency purchase?
  - a) Please provide a list of publications purchased by the department and the reason for each.
  - b) What is the cost from 7 September 2013 to date?
  - c) What is provided to the Minister or their office?
  - d) What is the cost from 7 September 2013 to date?

**Answer**

1. Austrade subscribes to pay TV in its Canberra and Sydney offices and several overseas offices at a cost of approximately \$1020 per month in total. This provides access to the basic channel packages offered by the providers which includes news and parliamentary channels.

Questions relating to expenditure by Ministerial and Parliamentary Secretary offices should be referred to the Department of Finance.

2. Austrade subscribes to many newspapers, magazines and other publications globally, and also to selected online business and news services and global business reporting databases which are made available to all offices on the Austrade network. These business subscriptions provide reports, fact sheets, industry updates and other relevant business intelligence.

The individual costs of these various types of subscriptions are not recorded separately in Austrade's financial systems, and to separate them would entail a significant diversion of resources which, in these circumstances, it is not considered can be justified. The total cost of all subscriptions from 7 September to 31 October 2013 was \$0.20 million.

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The Tourism Division from the former Department of Resources, Energy and Tourism has been transferred into Austrade. The Section 32 determination transferring financial responsibility is yet to be signed however the total cost of all subscriptions from 7 September to 31 October 2013 for the Tourism Division was \$14,338.

Questions relating to expenditure by Ministerial and Parliamentary Secretary offices should be directed to the Department of Finance.

3. See (2) above.
4. See (2), above

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**Question 29**

**Media monitoring**

1. What is the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the Minister's office from 7 September 2013 to date?
  - a) Which agency or agencies provided these services?
  - b) What is the estimated budget to provide these services for the year 2012-13?
  - c) What has been spent providing these services from 7 September 2013 to date?
2. What was the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the department/agency from 7 September 2013 to date?
  - a) Which agency or agencies provided these services?
  - b) What is the estimated budget to provide these services for the year 2012-13?
  - c) What has been spent providing these services from 7 September 2013 to date?

**Answer**

1. Nil. Austrade uses media monitoring services to keep the organisation abreast of coverage of trade, economic, business, investment and education matters. There are no additional costs incurred for providing copies to the Minister's office and to the Department of Foreign Affairs and Trade.
  - a) Not applicable.
  - b) Not applicable.
  - c) Not applicable.
2. The details and the cost of media monitoring services for Austrade, including the Tourism Division transferred from the former Department of Resources, Energy and Tourism, from 7 September 2013 are:
  - a) Sentia Media, Cubit, AAP Information Services, and CCH Australia
  - b) \$120,334
  - c) \$29,498.51

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**Question 30**

**Media training**

1. In relation to media training services purchased by each department/agency, please provide the following information from 7 September 2013 to date:
  - a. Total spending on these services
  - b. The number of employees offered these services and their employment classification
  - c. 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)
  - d. The names of all service providers engaged
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 (provide a breakdown for each employment classification)
  - d. The total number of hours involved for all employees (provide a breakdown for each employment classification)
  - e. The total amount spent on the service
  - f. A description of the fees charged (i.e. per hour, complete package)
3. Where a service was provided at any location other than the department or agency's own premises, please provide:
  - a. The location used
  - b. The number of employees who took part on each occasion
  - c. The total number of hours involved for all employees who took part (provide a breakdown for each employment classification)
  - d. Any costs the department or agency's incurred to use the location

**Answer**

1.
  - a. \$2,500 (excl GST)
  - b. Eight employees were required to participate in a three-hour media training session in preparation for posting abroad. Their employment classifications were: seven EL2 and one SES officers
  - c. Eight employees are expected to use these services: seven EL2 and one SES officers.
  - d. Talkforce Media and Communication Strategists.
2.
  - a. Media training for Austrade staff going on posting.
  - b. Group based.
  - c. Eight employees comprising seven EL2 and one SES officers.
  - d. Three hours (total).
  - e. \$2,500 (excl. GST).
  - f. Complete package.

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3. a. Minter Ellison Building, 25 National Circuit, Forrest, ACT.
- b. Eight employees comprising seven EL2 and one SES officers.
- b. Three hours (total).
- d. \$255.



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**Communications staff**

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

**Answer**

1. a. There are 23 ongoing staff positions in the Marketing and Communications Branch. This includes one tourism staff member transferred from the former Department of Resources, Energy and Tourism.

The Marketing and Communications Branch is responsible for delivering marketing and communications requirements to support Austrade's 82 points of presence in 48 markets, as well as output by Tourism Research Australia.

Functions include: overall management of content and publishing including writing corporate and brochure copy for the Trade, Investment, Education and Tourism sectors and the respective audiences both onshore and offshore; the management of the Building Brand Australia program; managing the Australian Export Awards program; providing strategic, operational and tactical advice to assist with delivering onshore and offshore events; designing and deploying tailored Electronic Direct Mail (eDM) to Austrade's database of 220,000 contacts (including investors, education agents, customers offshore and clients onshore); designing and producing collateral (including brochures, banners, branding and reports); maintaining Austrade's creative library of 10,000 assets; management of communications including internal communications, traditional and social media (including 12 Twitter handles, Facebook pages and LinkedIn groups) for Austrade; responding to inquiries and questions from journalists and media outlets; coordination of requests for interviews by Austrade staff; communicating with business and economic media and speech writing.

The 23 staff are at the following level:

- One Assistant General Manager Marketing and Communications at the SES Band 1 level
- Five APL5 staff (equivalent of EL2)

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- Two APL4 staff (equivalent of EL2)
- Eleven APL3 staff (equivalent of EL1)
- Four APL2 staff (equivalent of APS6)

All positions are located in Austrade's Sydney office, except one APL2 (equivalent of APS6) position which is located in the Canberra office.

- b. In addition to the 23 ongoing staff there are two non-ongoing staff members and two contractors. The two non-ongoing staff members are located in Sydney deployed in the following teams:
- Internal Communications at APL3 level (EL1 equivalent). Responsibilities are listed above. The position is located in Sydney and contracted until 31 January 2014.
  - Graphic Designer at APL2 level (EL1 equivalent). Responsibilities include creation of infographics, charts, graphs and collateral design. The position is located in Sydney and contracted until 5 April 2014.
- c. The two contractors are located in Sydney are deployed in the following teams:
- Social Media Advisor at APL3 level (EL1 equivalent) for one day per week. Responsibilities include maintaining Brand Australia social media presence across a number of platforms. The position is located in Sydney and contracted until 31 March 2014.
  - Administrative Assistant at APL1 level (APS4 equivalent) for three days per week. Responsibilities include assisting the branch with administration and providing the Assistant General Manager, Marketing and Communications with Executive Assistant assistance. The position is located in Sydney and contracted until 31 January 2014.
- d. There is one graphic designer in the Marketing and Communication Branch.
- e. There is one media manager (EL2). The manager has a team of two APL3's (EL1 equivalent) and one APL2 (APS 6 equivalent) involved in media, social media and speechwriting.
- f. There are 1.8 FTE event organisers.
2. Austrade does not have an independent media studio.

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**Question 32**

**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 the costs?
- b) For departments/agencies that provide electronic equipment to Ministers and/or Parliamentary Secretaries and/or their offices, what are the ongoing costs from 7 September 2013 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 who it is provided.

**Answer**

- a) Austrade does not provide mobile phones to the Minister and/or Parliamentary Secretary or their offices. However, Austrade does provide a mobile phone to the Austrade Departmental Liaison Officer (DLO) in the office of the Minister for Trade and Investment. The ongoing cost is \$30.00 – \$40.00 per month depending upon usage.
- b) Austrade does not provide electronic equipment to the Minister and/or Parliamentary Secretary or their offices. However, Austrade does provide a notebook computer with accessories to the Austrade DLO in the office of the Minister for Trade and Investment.

A notebook computer with accessories consists of a 12 inch notebook, docking station, 22 inch monitor and peripherals such as a headset, mouse and keyboard. The DLO is issued with a RSA remote access token. The total purchase cost of this equipment is \$2,613.82 per person, which covers the useful life of the asset.

- c) Austrade allocates staff with either a notebook computer with accessories or a desktop computer with accessories and a single monitor, depending on their business requirements. A second monitor is only issued if a business requirement is established. A notebook is generally provided to staff who are required to be mobile. All other staff are allocated a desktop computer. These are standard configurations however minor variations may apply depending on the availability of equipment at the time of purchase.

A notebook computer with accessories consists of a 12 inch notebook, docking station, 22 inch monitor and peripherals such as a headset, mouse and keyboard. All staff are issued with a RSA remote access token. No purchases have been made for laptops in the current 2013–14 financial year, however should a replacement be needed it would be sought from the Whole of Government Procurement Panel. The total purchase cost of this equipment at the time of the last notebook roll out was \$2,613.82 per person, which covers the useful life of the asset. A second monitor was an additional \$151.18.

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A desktop with accessories consists of a desktop computer, 22 inch monitor and peripherals such as a headset, mouse and keyboard. At the time of the last desktop roll-out, the total purchase cost of this equipment was \$1,283.92 per person. A second monitor was an additional \$151.18.

A mobile phone is only provided to staff where there is a business requirement. The total year-to-date costs on mobile communications (including Blackberry usage) for the period 7 September 2013 to 31 October 2013 is \$131,831.46.

Printers and multi-function devices are shared between staff members. A device is provided in all Austrade offices and in some residences of Australian based staff located overseas. The number and type of printers provided will depend on the number of staff at Post and the business requirements of the post.

Austrade also provides similar equipment to staff of other Australian Government agencies, in offshore locations, where there is a Memorandum of Understanding in place.

Of the 150 Blackberry licenses, Blackberrys have been deployed to 125 staff members where they meet the following user profile:

- staff that spend more than 30 per cent of their time out of the office (1.5 days per week)
- staff that are highly mobile as a fundamental part of their role (travelling or with clients)
- staff that have a need to be immediately contactable both on voice and via email.  
This could include staff:
  - in recognised business continuity or security roles
  - in senior executive roles
  - involved in visits or ministerial activities
  - who work in a Consular role.

The average cost of the Blackberry is \$607.00 and the ongoing cost per data plan is estimated to be \$42.00 per month.

To provide a breakdown of the electronic equipment provided to staff, and their classification, would entail a significant diversion of resources and, in these circumstances, cannot be justified.

The Tourism Division from the former Department of Resources, Energy and Tourism has been transferred into Austrade. The Section 32 determination transferring financial responsibility is yet to be signed. However Tourism Division provides similar equipment to staff on a business needs basis at a monthly total cost of approximately \$1500.

- d) Austrade does not provide electronic equipment to the Minister and/or Parliamentary Secretary or their offices. However, Austrade does provide a notebook computer with accessories to the Austrade DLO in the office of the Minister for Trade and Investment. This is outlined in the response to b) above.

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**Question 33**

**Travel Costs**

1. 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 include airfares (and type of airfare), accommodation, meals and other travel expenses (such as incidentals).
2. For the financial year to date, please detail all travel for Departmental officers. Please include a total cost plus a breakdown that include airfares (and type of airfare), accommodation, meals and other travel expenses (such as incidentals). Also provide a reason and brief explanation for the travel.
3. What travel is planned for the rest of from 7 September 2013? Also provide a reason and brief explanation for the travel.
4. What travel is planned for the rest of this calendar year? Also provide a reason and brief explanation for the travel.
5. What is the policy for business class airfare tickets?
6. Are lounge memberships provided to any employees? If yes, what lounge memberships, to how many employees and their classification, the reason for the provision of lounge membership and the total costs of the lounge memberships.
7. When SES employees travel, do any support or 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 the support staff travel.
8. Does the department/agency elect to offset emissions for employees work related travel? If yes, what is the cost?

**Answer**

1. Austrade provides support to Ministers and Parliamentary Secretaries both within and outside the Foreign Affairs and Trade portfolio while they are travelling overseas, and occasionally in Australia. In aggregate, this financial year to 31 October 2013, Austrade spent a total of \$32,346 comprising \$13,160 on air fares (fare types are not recorded in Austrade's financial system), \$12,946 on accommodation, \$2,296 on meals, \$1,830 on ground transport, \$83 on hospitality and \$2,031 on all other expense items for travel in support of Ministers and other Parliamentarians. Itemising all support separately would entail a significant diversion of resources which, in these circumstances, it is not considered can be justified.
2. Itemising all travel separately would entail a significant diversion of resources which, in these circumstances, it is not considered can be justified. In aggregate, for this financial year to 31 October 2013, Austrade spent \$1.2 million on air fares (fare types are not recorded in Austrade's financial system), \$0.7 million on accommodation, \$0.3

**Senate Foreign Affairs, Defence and Trade Legislation Committee**

Supplementary Budget Estimates 2012–13; November 2013

Written Questions on Notice from **Senator Ludwig** to Austrade

million on meals, \$0.3 million on ground transport, and \$0.02 million on all other expense items for travel.

The Tourism Division from the former Department of Resources, Energy and Tourism has been transferred into Austrade. The Section 32 determination transferring financial responsibility is yet to be signed however the travel costs for the period for Tourism Division officers were \$36,000 for airfares, \$14,000 for accommodation, \$12,000 for ground transport and \$4,000 for meals and incidentals.

3. Itemising all travel separately would entail a significant diversion of resources which, in these circumstances, it is not considered can be justified. A total of \$7.6 million has been budgeted for all travel this financial year.

Tourism Division has budgeted \$270,000 in total travel costs for the financial year.

4. Itemising all travel separately would entail a significant diversion of resources which, in these circumstances, it is not considered can be justified. It is estimated that the amount to be spent on travel from 31 October 2013 to 31 December 2013 will be approximately \$1.4 million.

For Tourism Division, it is estimated that the amount to be spent on travel from 31 October 2013 to 31 December 2013 will be approximately \$70,000.

5. In general, Austrade policy is that business class travel can only be used for flights of over six hours, or three hours for senior executives.

Tourism Division's policy relating to business class travel is similar to that of Austrade.

6. Lounge memberships are only provided to employees who travel frequently where there is a sound business case to support the memberships. The memberships may be with Australian or overseas airlines (for employees based offshore). There are approximately 100 employees with lounge memberships which cost an average of approximately \$300 per annum. There is a range of employee classifications with memberships but most are senior managers.

Tourism Division's policy relating to lounge memberships is similar to that of Austrade.

7. The only reason an administrative staff member would travel with an SES officer was where that administrative officer had separate responsibilities to discharge and there was a business reason for such travel. Austrade's systems do not record this as a separate travel category. Isolating the costs would entail a significant diversion of resources which, in these circumstances, it is not considered can be justified.
8. No.

**Senate Foreign Affairs, Defence and Trade Legislation Committee**  
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**Question 34**

**Grants**

1. Could the department/agency provide an update list of all grants, including ad hoc and one-off grants from 7 September 2013 to date? Please provide details of the recipients, the amount, the intended use of the grants and what locations have benefited from the grants.
2. Have all grant agreement details been published on its website?
3. Please list all grants that were approved prior to 7 September 2013, but did not have financial contracts in place on 7 September 2013. Please provide details of the recipients, the amount, the intended use of the grants and what locations have benefited from the grants. Please list which grant applicants had been contacted advising of their success. Please provide the current status of these grants. Have any of these grants been cancelled, paused, discontinued or cut?

**Answer**

1. No grants were approved in the period from 7 September to 31 October 2013.
2. Yes.
3. Details of T-QUAL Tourism Quality Project (TQP) and TIRF grants that were approved prior to 7 September 2013, but did not have funding agreements in place on 7 September 2013, are included in the attached documents.

The T-QUAL 2013 TQP grants that were approved prior to 7 September 2013, but did not have finalised agreements in place at 7 September 2013 were paused as the Government reviewed all discretionary grants programmes.

All of the applicants detailed in the attached document have been advised that their application was successful. To date Austrade has not terminated any of these offers, although two applicants have either subsequently declined the offer of funding or withdrawn from the grant programme.



Programme Title	Recipient Title	Office Location	Project Description	Markets	Grant Value	GST Inc	Date Deed Executed	Grant End Date	Stream	Grant Approval Signed Date	2013/2014	2014/2015	2015/2016
Asian Century Business Engagement Plan Grant	Federation of Automotive Product Manufactures	Melbourne - Victoria	The Federation of Automotive Products Manufacturers will facilitate a targeted mission of automotive component suppliers to Indonesia and Malaysia aiming to build networks, promote Australian sector capabilities and understand how the industry can access global supply chains.	Indonesia and Malaysia	\$40,000.00	No	10/09/2013	30/06/2014	A	20/06/2013			
	International Education Association of Australia (IEAA)	Melbourne - Victoria	The International Education Association of Australia will hold a symposium targeted to Australian and Asian education providers with the aim of strengthening partnerships and paving the way for long-term, sustainable education opportunities in Asia.	Hong Kong, Indonesia, Philippines, Singapore	\$60,000.00	No	30/08/2013	30/06/2014	A	20/06/2013			
	Australian-Thai Chamber of Commerce (AustCham)	Bangkok - Thailand	The Australian-Thai Chamber of Commerce will establish a business forum and referral service and expand its knowledge sharing infrastructure to assist Australian small and medium businesses to expand into Thailand, Myanmar and regional markets.	Thailand, Myanmar and Japan	\$30,000.00	No	22/08/2013	30/06/2014	A	20/06/2013			
	Australian Food and Grocery Council (AFGC)	Barton - ACT	The Australian Food and Grocery Council's "Asia Engagement Strategy" will develop comprehensive market reports and capability statements that will better position food and beverage small and medium sized enterprises to increase exports and capture greater market share in Asian markets.	China, Malaysia and Thailand	\$70,000.00	No	22/08/2013	30/06/2014	A	20/06/2013			
	Australian Indonesian Business Council Ltd	Sydney - NSW	The Australia Indonesia Business Council (AIBC) will strengthen high level business engagement with Indonesian business and government across sectors of growth through a leadership program targeting CEOs and high-level business people.	Indonesia	\$60,000.00	No	21/08/2013	30/06/2014	A	20/06/2013			
	Northern Territory Cattleman's Association Inc	Darwin - NT	The Northern Territory Cattleman's Association will undertake an analysis of how Northern Territory cattle producers can access and capitalise on new and developing Asian markets, including a focus on the Nusa Tenggara Economic Corridor in Indonesia.	China, Philippines and Vietnam	\$90,000.00	No	26/08/2013	30/06/2014	A	20/06/2013			
	Austmine Limited	East Sydney - NSW	Austmine's 'Australasian Smart Mining Network' will link small and medium mining equipment, technology and services enterprises to mining opportunities and contacts in Asia.	China, India and Indonesia	\$70,000.00	No	10/10/2013	30/06/2014	A	20/06/2013			
	Australia-Malaysia Business Council	Kingston - ACT	The Australia-Malaysia Business Council will work with the Malaysia Australia Business Council to produce a comprehensive Industry Analysis focused on key priority sectors of the Malaysia Australia Free Trade Agreement (MAFTA).	Malaysia	\$44,000.00	No	7/10/2013	30/06/2014	A	20/06/2013			
	Northern Poultry Cluster Ltd	Gisborne - VIC	The Northern Poultry Cluster will develop an Asian food export supply chain that will aim to increase the depth and reach of Australian food products in selected Asian retail and food service markets.	China, Hong Kong and Singapore	\$60,000.00	No	5/08/2013	30/06/2014	A	20/06/2013			
	Chamber of Commerce and Industry of Western Australia	East Perth - WA	The Chamber of Commerce and Industry Western Australia will deliver a structured learning program in the Chinese market for Executive and non-Executive Directors from ASX-listed companies aimed at increasing knowledge and understanding of Chinese business and culture.	Hong Kong and China	\$50,000.00	No	28/08/2013	30/06/2014	A	20/06/2013			
	TAFE Directors Australia	Broadway - NSW	TAFE Directors Australia will undertake a comprehensive analysis of different offshore business models on what factors assist or inhibit the success of particular models in Asia, with particular relevance to India and China. The outcomes of the analysis will provide guidance to education exporters on how to respond to market opportunities and suitable market entry strategies.	China and India	\$75,000.00	No	26/08/2013	30/06/2014	A	20/06/2013			
	AustCham Singapore	Singapore	AustCham Singapore will establish 'Access Asia' – an on-line platform to promote business networking and knowledge sharing for the Australian business community in Asia and those looking to connect with it.	Singapore	\$44,274.00	No	26/08/2013	30/06/2014	A	20/06/2013			
	Australian- New Zealand Chamber of Commerce Philippines, Inc.	Makati City - Philippines	The Australian-New Zealand Chamber of Commerce Philippines will support Australian companies to understand and gain entry to the Philippine market through enhancing its member services including the development of a comprehensive website.	Philippines	\$20,000.00	No	13/08/2013	30/06/2014	A	20/06/2013			
	Sheepmeat Council of Australia	Kingston - ACT	The Sheepmeat Council of Australia will investigate the viability of establishing a joint venture sheep processing facility in Indonesia and opportunities to supply third country markets.	Indonesia	\$20,000.00	No	14/08/2013	30/06/2014	A	20/06/2013			
	Superyacht Australia - AIMEX	Melbourne - VIC	Superyacht Australia will develop and create awareness of capability in the Australian superyacht sector in order to capture the growing opportunities in selected Asian countries through the development of a future engagement strategy and defined opportunities for market entry.	Indonesia, Singapore, Thailand and Malaysia	\$40,000.00	No	8/08/2013	30/06/2014	A	20/06/2013			
	Citrus Australia	Mildura - VIC	Citrus Australia will implement a comprehensive program to improve market access and better position the industry to identify and benefit from opportunities in China. The program will include a high-level trade mission, intern program, development of marketing material and training workshops.	China	\$50,000.00	No	22/08/2013	30/06/2014	A	20/06/2013			
Australian Chamber of Commerce Hong Kong & Macau	Hong Kong	The Australian Chamber of Commerce Hong Kong and Macau will strengthen Australian business links in the region by devising a business matching program, providing newcomers with key market information and specific company guidance.	Hong Kong and Macau	\$80,000.00	No	12/08/2013	30/06/2014	A	20/06/2013				
Australian Chamber of Commerce in Korea	Seoul - South Korea	The Australian Chamber of Commerce Korea will implement an internship program to strengthen Australian small and medium business connections with Government and industry in Korea.	Korea	\$75,000.00	No	16/08/2013	30/06/2014	A	20/06/2013				

CropLife Australia	Canberra - ACT	CropLife Australia will develop stronger links and relationships in key Asian markets for Australian agricultural produce and expertise, facilitating the sharing of knowledge and promoting innovation in agricultural bioscience in addition to developing a range of business opportunities for the Australian food and agricultural biotechnology industries.	Vietnam, South Korea and China	\$194,000.00	No	30/08/2013	30/06/2016	B	20/06/2013	\$ 95,000	\$ 85,600	\$ 13,400
Toowoomba and Surat Basin Enterprise Pty Ltd	Toowoomba - QLD	The Toowoomba and Surat Basin Enterprise will position the Darling Downs and Surat Basin region to capitalise on growing demand for protein foods into China by identifying export opportunities and utilising regional value chains.	China	\$100,000.00	No	15/08/2013	30/06/2015	B	20/06/2013	\$ 96,000	\$ 4,000	
Clean Energy Council	Melbourne - VIC	The Clean Energy Council will increase the engagement of the Australian clean energy industry in Asia and help to build Asia-literate businesses through market analysis, industry promotion, building strategic partnerships and developing Asia-relevant capabilities.	China and Singapore	\$181,000.00	No	30/08/2013	30/06/2015	B	20/06/2013	\$ 162,000	\$ 19,000	
Neurosciences Victoria Ltd	Parkville - VIC	Neurosciences Victoria will lead a strategic marketing initiative to India promoting Australian innovation focused on Victoria's leading neuroscience, neurology and psychiatry capabilities.	India	\$185,454.00	No	29/08/2013	30/06/2016	B	20/06/2013	\$ 101,350	\$ 68,191	\$ 15,913
AusBiotech	South Yarra - VIC	AusBiotech will improve the Australian medical devices and diagnostics industry sector's links with Asia by researching and creating intellectual resources to support companies to protect their intellectual property (IP) and developing resources on the best business structures for market entry.	China	\$143,000.00	No	13/08/2013	30/06/2016	B	20/06/2013	\$ 115,500	\$ 22,500	\$ 5,000
Hobart Chamber of Commerce	Hobart - TAS	The Hobart Chamber of Commerce will build mutual business relationships with key cities in China and Republic of Korea and will also facilitate polar research collaboration to build on Hobart's position as the gateway to Antarctica and the Southern Ocean.	Korea and China	\$100,000.00	No	4/09/2013	30/06/2016	B	20/06/2013	\$ 62,500	\$ 30,000	\$ 7,500
waterAUSTRALIA Solutions Ltd	St Leonards - NSW	waterAUSTRALIA Solutions will support Australian SMEs to establish market access arrangements in S.E. Asia through facilitating participation at Singapore International Water Week, establishing a network to promote Australian water expertise in new markets and undertaking a feasibility study to hold a biennial water conference in Asia.	Thailand, Malaysia and Indonesia	\$102,000.00	No	9/10/2013	30/06/2015	B	20/06/2013	\$ 82,000	\$ 20,000	
The Australian Industry Group	North Sydney - NSW	The Australian Industry Group will foster greater collaboration on innovation with Japan in the manufacturing, engineering and technology sectors through an executive immersion program aimed at helping Australian companies to play a role in regional value chains, innovation and customer driven product development.	Japan	\$150,000.00	No	29/08/2013	30/06/2016	B	20/06/2013	\$ 87,500	\$ 50,000	\$ 12,500
HunterNet Co-Operative Limited	Newcastle - NSW	HunterNet Co-Operative will harness opportunities in China and Indonesia for the coal mining industry by developing business networks, identifying and securing opportunities to compete and succeed in regional value chains and reinforce business capabilities within the region.	China and Indonesia	\$180,000.00	No	30/08/2013	30/06/2016	B	20/06/2013	\$ 102,000	\$ 60,000	\$ 18,000

Two streams of grants approved - Stream A - one year of funding, Stream B - one to three years of funding

Total Round 1 Grants

2,313,728.00

**Tourism Industry Regional Development Fund (TIRF) Grants Program – Round 1 successful applicants that had not executed a funding agreement as at 31/10/13**

TIRF13-TAS-013	4KI Pty Ltd ATF the 3RB Unit Trust	Ocean Dunes King Island Links Gold - Clubhouse Facility Development	Ocean Dunes will offer a world-class golf course and accommodation on the west coast of King Island. The golf course will include facilities such as a fine dining restaurant offering local seafood, a lounge bar, sauna and heated pool. Ocean Dunes will not only be a major drawcard for visitors to the region, it will also provide important local employment opportunities for King Island residents.	King Island	TAS	King Island	250,000
TIRF13-TAS-034	West Tamar Council	Beaconsfield's Tasmania Mine - mine yard development project	The Beaconsfield Mine and Heritage Centre showcases the history of the township of Beaconsfield, in Tasmania's North, from when gold was discovered in the 1870s. As part of the Beaconsfield's Tasmania Mine: Mine Yard Redevelopment Project, the West Tamar Council aims to transform the historic ruins of the Tasmania Mine to become part of the larger interactive visitor experience already provided by the Beaconsfield Mine and Heritage Centre.	Beaconsfield	TAS	Tamar and the North	200,000



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# T-QUAL Grants-Tourism Quality Projects

Stimulating sustainable economic growth in the Australian tourism industry

## *T-QUAL Grants Program – projects with unsigned funding agreements as at 31 October 2013*

<b>T-QUAL Grants Ref No</b>	<b>Applicant Name</b>	<b>Project Title</b>	<b>Project Description</b>	<b>Project Location</b>	<b>State</b>	<b>Grant Amount (GST Inc)</b>
2013/QAC001	YMCA of Canberra Inc.	Building a Better Bush Capital Lodge	This redevelopment involves the construction of additional accommodation rooms, some with en-suite facilities, new bathrooms and additional office space.	O'Connor	ACT	92,868
2013/QAC003	Ventax Pty Ltd	National Dinosaur Museum Upgrade Project	The modernisation of two important areas in the museum. New display cabinets will be designed, created and installed to better present the items and make them more accessible for the public. A new waterproof shaded decking area for visitors to rest and enjoy the environment.	Nicolls	ACT	84,335
2013/QNS010	Real Life Events Pty Ltd	Eco-cabins and nature interpretation centre at Billabong Retreat	Construction of eco-treetop double cabins, eco-shelters, a nature and wellness treetop education centre and waste water facilities at the Billabong Retreat, Maraylya, NSW. The project will provide 40% more capacity at the Billabong Retreat and provide higher quality accommodation and facilities for guests.	Maraylya	NSW	110,000
2013/QNS011	Parkmenz Pty Ltd	Tabatinga Family Fun Centre, Central Coast	Establishment of a Tabatinga Family Fun Centre in Gosford, NSW. The project will provide an innovative, all-weather, family entertainment facility on the Central Coast.	Gosford	NSW	110,000



<b>T-QUAL Grants Ref No</b>	<b>Applicant Name</b>	<b>Project Title</b>	<b>Project Description</b>	<b>Project Location</b>	<b>State</b>	<b>Grant Amount (GST Inc)</b>
2013/QNS022	NEW 55 Pty Ltd ATF New 55 Unit Trust	Disabled Accessible Family Accommodation	Design and installation of three-bedroom cabins with wheelchair accessibility at Tathra Beach Family Park, Tathra, NSW. The project will be the first disabled compliant accommodation in Tathra while also catering for larger visitor groups.	Tathra	NSW	110,000
2013/QNS025	Catch a Crab Pty Ltd ATF the Eyre Family Trust	The Birds Bay Oyster Farm Marine Environment Discovery Centre	Expansion and development of The Birds Bay Oyster Farm Marine Environment Discovery Centre, Tweed Heads West, NSW. The project will enhance the educational and interpretative value of the centre for tourists.	Tweed Heads West	NSW	77,000
2013/QNS032	Oaklands Pty Ltd	Koala Habitat and Education Centre - promoting and protecting an Australian icon	Construction of an all-weather Koala Habitat Education Centre at Oakvale Farm and Fauna World, Salt Ash, North Coast NSW. The project will increase the number of visitors to the centre, especially during the shoulder season while providing an enhanced and enjoyable experience interacting with Australian wildlife and farm animals in a safe environment.	Salt Ash	NSW	110,000
2013/QNS033	Business Events Council of Australia	National Business Events Research Project 2013	Conduct a National Business Events Research Project to measure the existing value of the business events industry in areas other than the visitor spend. The research will provide a better understanding of the opportunities available to host business events in Australia.	North Sydney	NSW	110,000



T-QUAL Grants Ref No	Applicant Name	Project Title	Project Description	Project Location	State	Grant Amount (GST Inc)
2013/QNS041	J&C Nunan Pty Ltd ATF Nunan Family Trust No.2	Dungula - Tracking Culture through Sound and Light	Construction of an indigenous cultural centre at the Moama on Murray Resort, NSW. The project will provide a venue to educate tourists on the rich indigenous culture and history of the region. An interactive walk will be developed through wetlands with various sculptures showing the effect white settlement had on Aboriginal culture. A sound and light show depicting significant historical events will complete the experience.	Moama	NSW	110,000
2013/QNS046	Katoomba Scenic Railway Pty Ltd	Sculpture at Scenic World 2014	Development of Sculpture at Scenic World 2014, Blue Mountains, Katoomba, NSW. The exhibition will build on the success of 2012 and the current exhibition by attracting new visitors and encouraging re-visitation to the region. Sculpture at Scenic World 2014 will deliver a quality cultural experience for tourists and locals alike.	Katoomba	NSW	93,035
2013/QNS049	Skydive Oz Pty Ltd	Development of a New Extreme Sports Complex in NSW South Coast	Development of a state of the art extreme sports complex on the South Coast of NSW. The project will see the construction of centre designed to host extreme sporting events. It will bring additional visitors to the Eurobodalla and region.	Moruya	NSW	110,000



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# T-QUAL Grants-Tourism Quality Projects

*Stimulating sustainable economic growth in the Australian tourism industry*



T-QUAL Grants Ref No	Applicant Name	Project Title	Project Description	Project Location	State	Grant Amount (GST Inc)
2013/QNS050	South Coast Retreat Pty Ltd	Innovative Reception and Additional High Quality Accommodation	Upgrades to the Angler's Rest Caravan Park on the NSW South Coast. The project will see the upgrade of an existing caravan park into a premier eco-friendly retreat. It will also refurbish the reception area and include an artefacts display and a new tour desk facility.	Greenwell Point	NSW	110,000
2013/QNS056	Tiger Civil Pty Ltd	Australian 'Castaway' themed Waterplay Park	Construction of a 'Castaway' themed Waterplay Park at BIG4 South West Rocks in NSW. The project will deliver a new custom designed Waterplay Park featuring a cave, artificial rock escarpment, waterfall and interactive man made shipwreck. The development will enhance the visitor experience to the park.	South West Rocks	NSW	110,000
2013/QNS060	Kalizma Pty Ltd	Upgrade facilities at winery / restaurant to enrich food and wine experience	Upgrade of restaurant, reception area and parking of Cupitts Winery in the NSW Shoalhaven Coast region. The project will see the extension of the existing restaurant to increase capacity. It will also include new innovative technology installed at the cellar door. The upgrade to the existing parking will allow for coach tours to visit the winery and providing opportunities for new visitors. The project will also see the development of an online booking system.	Ulladulla	NSW	95,260



T-QUAL Grants Ref No	Applicant Name	Project Title	Project Description	Project Location	State	Grant Amount (GST Inc)
2013/QNS063	North Coast Accommodation Trust	Upgrade and extensions to Red Rock Foreshore walk track	Refurbish and extend the walk along the Corindi River through the wetlands and mangrove areas bordering the Yuyargir National Park and the Solitary Islands Marine Park, Red Rock, NSW. The project will include a wheelchair accessible walk track as well as additional areas of access for birdwatchers and other visitors to the park.	Red Rock	NSW	110,000
2013/QNS065	Australian Trust for Conservation Volunteers	Ecotour experience development in Sydney Harbour National Landscape	Development of a suite of eco-tours in the Sydney Harbour National Landscape. The project will focus on experiential and meaningful travel that contributes to conservation.	Sydney	NSW	87,604
2013/QNS068	Lukuma Pty Ltd	Chocolate theme tourist destination	Development of a 'Victorian' style chocolate shop at the historic Wyong Milk Factory, NSW. The project will also include the creation of the Australian Artisan Chocolate School and the development of a multilingual booking system and tourist guidance system for visitors to the area.	Wyong	NSW	109,678
2013/QNT001	Australian Property Projects Pty Ltd ATF the Red Centre Unit Trust	Aurora Kakadu Rejuvenation Project	The rejuvenation of guest rooms to bring them to a 4 Star rating standard, increasing the quality of facilities available in the Kakadu area. The quality of the reception and front bar areas will also be increased. The hotel is self-sustaining and the upgraded facilities will make the system more efficient.	South Alligator	NT	110,000





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# T-QUAL Grants-Tourism Quality Projects

*Stimulating sustainable economic growth in the Australian tourism industry*



T-QUAL Grants Ref No	Applicant Name	Project Title	Project Description	Project Location	State	Grant Amount (GST Inc)
2013/QNT002	Australian Property Projects Pty Ltd ATF the Drummond Manning Unit Trust	Aurora Alice Springs Room Rejuvenation Project	Refurbish hotel guest rooms to bring them up to a 4 Star rating. The rooms will be upgraded with modern facilities, and the bathroom fixtures will be low-flow and dual-flush to make it more environmentally friendly.	Alice Springs	NT	110,000
2013/QNT009	Alice Springs Turf Club Inc.	Dave Fogarty Pavilion Upgrade Project	The Alice Springs Turf Club will upgrade the existing function venue. The completed work will make the facility more attractive to a broader market of clientele and support the Club's ability to attract more business events.	Connellan	NT	49,610
2013/QNT012	Halikos Pty Ltd	Refurbishment of rooms and common areas - Novotel Hotel Darwin	Completion of the overall refurbishment of the Novotel Hotel. Work will be undertaken on accommodation rooms and in common areas, to increase the star rating of the hotel and the quality of the visitor experience.	Darwin	NT	110,000
2013/QNT014	Bultech Pty Ltd	Leaders Creek Fishing Base Enhancement Project 2014	As part of the ongoing development of the camp, construct and redevelop environmentally sensitive eco-tents, ablution block, shaded social and dining area and other facilities. The new and upgraded facilities will meet the expectations of increasing number of visitors to the area.	Howard Springs	NT	110,000



T-QUAL Grants Ref No	Applicant Name	Project Title	Project Description	Project Location	State	Grant Amount (GST Inc)
2013/QLL002	Bloomfield Wilderness Lodge Pty Ltd	Bloomfield Lodge Private Airstrip All-Weather Access Upgrade Development	Development of a private airstrip in Bloomfield Lodge, North Queensland. The airstrip will provide all-weather access to the remote retreat and the region. This project will add to the visitor experience for this region by allowing access to the area throughout all seasons.	Ayton	QLD	110,000
2013/QLL007	Miro Pty Ltd ATF Trevor Penson Family Trust	Mt Cotton Retreat eco cabins - Stage 3	Upgrade to Mt Cotton Luxury Eco Cabins south of Brisbane. The project will see the completion of additional cabins, built to increase visitor capacity.	Mt Cotton	QLD	110,000
2013/QLL010	Silverback Properties Pty Ltd ATF Terri Irwin Family Trust	Elephants - Behind the Scenes	Construction of an Elephant Enclosure at Australia Zoo, Beerwah, Queensland. The project will provide visitors the opportunity to get up close and personal with Asian Elephants and visit their night quarters in an exclusive behind the scenes tour.	Beerwah	QLD	110,000
2013/QLL015	Sorrenitee Pty Ltd ATF Sorrenitee Trust	Rainforest Retreat Upgrade	Refurbishment of accommodation in accordance to a 4.5 Star accredited standard, development of an interpretive nature trail and the provision of free Wi-Fi throughout the property at the Narrows Escape Rainforest Retreat, Montville, Queensland.	Montville	QLD	110,000



T-QUAL Grants Ref No	Applicant Name	Project Title	Project Description	Project Location	State	Grant Amount (GST Inc)
2013/QLL016	Sablestar Pty Ltd	Creating an inclusive Holiday Park for guests of all abilities	Upgrade to Kurrimine Beach Holiday Park, North Queensland to create a holiday park where accessibility and inclusiveness in social activities for all guests is realised. The project will include the construction of accessible beach-hut cabins, an access ramp to the pool, disabled-awareness training, an extension/re-fit of our camp-kitchen and a beach-access wheelchair.	Kurrimine Beach	QLD	106,400
2013/QLL018	Minjerribah Camping Pty Ltd	Amity Eco Project	Construction of eco accommodation prototypes at Amity Point Camping Ground, North Stradbroke Island, Queensland. The prototypes will provide accommodation options, while their primary function is to be working prototypes that will inform the additional development of eco-shacks. They are a vital stage in the future development of the Community's vision for the island.	Amity Point	QLD	110,000
2013/QLL019	GF & W O'Hern Pty Ltd ATF GF & W O'Hern Family Trust	Outback Dining Deck	Construction of an Outback Dining Deck at Bailey Bar Caravan Park, Charleville, Queensland. The project will provide dining in an informal outdoor setting, serving locally produced food for guests and will provide Charleville with a new tourism product for visitors wanting a genuine Australian outback food experience.	Charleville	QLD	110,000



T-QUAL Grants Ref No	Applicant Name	Project Title	Project Description	Project Location	State	Grant Amount (GST Inc)
2013/QLL025	Grandcare Systems Pty Ltd ATF Grandcare Systems Trust	Gold Coast Hinterland Tree-house	An Eco-tourism development in the Gold Coast hinterland. The project will include the construction of tree houses and hobbit houses at Austinville near the Gold Coast, and is aimed at the mid to high level luxury eco-tourism market.	Austinville	QLD	110,000
2013/QLL031	Corafee Pty Ltd	Happy Wanderer Village amenities and budget cabin major upgrades	Refurbishment of the Happy Wanderer Village caravan park on the Fraser Coast, Queensland. The project will increase the availability of quality accommodation in Hervey Bay.	Torquay, Hervey Bay	QLD	110,000
2013/QLL035	Glass on Glasshouse Pty Ltd ATF The Rogers Family Trust	Café expansion providing disabled access and catering for tour groups	Refurbishment of the café at the Glasshouse Mountains, Queensland. The project will upgrade the existing facilities to include a disabled toilet, increase the kitchen area and create an all-weather dining section.	Glass House Mountains	QLD	79,536
2013/QLL037	Rainforestation Pty Ltd ATF Rainforestation Nature Park Trust	Torres Strait Islands cultural experience tourist attraction	Establishment of a Torres Strait Island Cultural Experience precinct at Rainforestation Nature Park, Queensland. The project will showcase both the Aboriginal and Torres Strait Island cultures to international and domestic visitors.	Kuranda	QLD	110,000
2013/QLL038	Fletcher's Holiday Park Pty Ltd	Eco family cottage on the Atherton Tablelands	Construction of an Eco Family Cottage at the BIG4 Atherton Woodlands Tourist Park, Queensland. The project will provide an innovative option for accommodation in the region.	Atherton	QLD	79,350



T-QUAL Grants Ref No	Applicant Name	Project Title	Project Description	Project Location	State	Grant Amount (GST Inc)
2013/QLL039	Savannah Guides Limited	Wet Tropics tour guide training program	Savannah Guides Limited will design an innovative tour guide training program in partnership with the Wet Tropic Management Authority and the Queensland tourism industry. The project will deliver an integrated professional development program for Indigenous and non-Indigenous Tour Guides. The resulting quality of guide knowledge and presentation skills will provide a competitive edge and sustain growth in the region.	Cairns	QLD	66,000
2013/QLL040	Down Under Tours (Australia) Pty Ltd	Development of Down Under Tours online charter quoting and booking system	Development and implementation of a customised and sophisticated group charter online itinerary planner, quotation and booking system for Down Under Tours, Cairns, Queensland. The project will provide a quality interactive online itinerary planning tool and will highlight and promote the region, including activities and attractions.	Portsmouth	QLD	110,000
2013/QLL045	BG Hotels (HIC) Pty Ltd	Holiday Inn Cairns conference and events facilities upgrade	Refurbishment of the conference and events facilities at the Holiday Inn Cairns, Queensland. The project will make the facilities more appealing to the high yield conference and events market and improve the overall standard of conference and events facilities in the Cairns region.	Cairns	QLD	110,000



<b>T-QUAL Grants Ref No</b>	<b>Applicant Name</b>	<b>Project Title</b>	<b>Project Description</b>	<b>Project Location</b>	<b>State</b>	<b>Grant Amount (GST Inc)</b>
2013/QSA005	Ivivi Pty Limited ATF Geber Family Unit Trust	Chateau Tanunda Estate Development Project, Phase II	Restoration of the tower and weighbridge at the Château Tanunda Estate, South Australia. The project will have a significant impact on the entire Château Tanunda Estate Development and enhance the experience of both tourists and locals to the estate.	Tanunda	SA	41,800
2013/QSA006	C and M Beer Super Pty Ltd ATF C and M Beer Superannuation Fund and Modene Pty Ltd	Establishment of New Luxury Farm-Based Accommodation in the Barossa Valley	Conversion of an old farm house to luxury farm-based accommodation at Maggie Beer's Farm Shop, Nuriootpa, South Australia in the heartland of the Barossa. The project will increase the level of quality accommodation in the region while providing visitors with luxury food focused accommodation in the Barossa.	Nuriootpa	SA	110,000
2013/QSA007	Perks Property Developments Pty Ltd ATF the Perks Property Developments Trust	4Star Tourist Accommodation for the Flinders Rangers South Australia	Development of a 4 Star Motel in Port Pirie, South Australia. The project will increase the availability of quality accommodation in the area.	Port Pirie	SA	110,000
2013/QSA010	Persephone Enterprises Pty Ltd	Sea Dragon Lodge - Eco Villa Resort - Stage 1	Construction of luxury Eco-Villas and development of existing Sea Dragon Lodge in the Cape Willoughby area of Dudley Peninsula, Kangaroo Island, South Australia. The project will increase the availability of 4.5 to 5 Star accommodation in the area.	Willoughby	SA	110,000



T-QUAL Grants Ref No	Applicant Name	Project Title	Project Description	Project Location	State	Grant Amount (GST Inc)
2013/QSA011	City of Port Lincoln	Port Lincoln Wharf - Infrastructure concept design to assist with cruise ship visitation and tourism	Development of a concept plan for the wharf area at Port Lincoln, South Australia from which a staged infrastructure plan can be developed to assist with the disembarking of cruise line passengers on to the wharf.	Port Lincoln	SA	16,500
2013/QSA012	District Council of The Copper Coast	A Play Café addition to Kadina's Farm Shed Tourism Complex	Establishment of a Play Café at the Farm Shed Museum and Tourist Centre, Kadina, South Australia. The project will increase the available activities/attractions in Kadina and offer a social, educational and play experience for young children and families visiting the district.	Kadina	SA	48,270
2013/QSA013	Premium Wine Brands Pty Ltd	Increased capacity at Jacob's Restaurant, Jacobs Creek Visitor Centre	Refurbishment of the Jacob's Restaurant, Jacob's Creek Visitor Centre, South Australia to increase the capacity of the kitchen and restaurant, allowing multiple groups to be catered for simultaneously. The project will enhance the visitor experience at the Jacob's Restaurant through an increase in the range of food and wine experiences.	Rowland Flat	SA	110,000



T-QUAL Grants Ref No	Applicant Name	Project Title	Project Description	Project Location	State	Grant Amount (GST Inc)
2013/QSA015	Bain Cureton Investments Pty Ltd ATF Younda Cureton Trust	Yondah Beach House - Upgrade Yorke Peninsula's premier 'comfort-in-nature' accommodation	Extension and refurbishment of Yondah Beach House, Yorke Peninsula, South Australia. The project will increase the star rating from 4 to 4.5 Star accommodation and provide a premium 'comfort-in-nature' tourism product. The extension will include a new master bedroom with en-suite and private deck, a new en-suite to the existing master bedroom and provision of an all-weather access road into the property.	Point Yorke	SA	110,000
2013/QSA016	Pindarie Pty Ltd ATF Pindarie Trust	Pindarie Wines Heritage Stables Restoration/Conversion to Tasting Experience	Restoration and conversion of the horse stables into a wine tasting centre adjacent to the existing Cellar Door at Pindarie Wines, Gomersal, South Australia. The project will increase capacity to cater for wine tasting by tour groups and for larger private and corporate functions as well as preserving and highlighting the Barossa's heritage.	Gomersal	SA	63,580
2013/QSA018	Mella Motels Pty Ltd ATF Walters Family Trust	Upgrade Four Rooms to AAA 4 Star and Build an Outdoor Kitchen	Refurbishment of accommodation from 3.5 to 4 Star at the Tower Motor Inn, Mount Gambier, South Australia. The project will increase the availability of 4 Star rooms for high yield interstate and international visitors to the area.	Mount Gambier	SA	93,500





<b>T-QUAL Grants Ref No</b>	<b>Applicant Name</b>	<b>Project Title</b>	<b>Project Description</b>	<b>Project Location</b>	<b>State</b>	<b>Grant Amount (GST Inc)</b>
2013/QSA021	Tranquil Travel Service Pty Ltd	Developing and Launching Chinese Speaking Day Tours in South Australia	Development and launch of Chinese speaking day tours with fixed departure dates in South Australia. The project will include development of a website with online booking capability to encourage Chinese tourists to visit locations in South Australia such as Adelaide, Barossa Valley, Adelaide Hills, Fleurieu Peninsula and Kangaroo Island.	Adelaide	SA	98,450
2013/QSA022	Bain Cureton Investments Pty Ltd ATF Sofah Family Trust	Introducing 5 star luxury-in-nature accommodation to Yorke Peninsula	This project will introduce 5 star luxury accommodation to Yorke Peninsula. The beach house will attract to the region the luxury-in-nature market from Australia and overseas. The area has its own secluded beach and local wildlife nearby, and is set on a 100 acre ocean front property.	Point Yorke	SA	110,000
2013/QSA028	Hanson Bay Company Pty Ltd ATF the Hanson Bay Unit Trust	Expanding and Upgrading the Hanson Bay Cabins on Kangaroo Island	The refurbishment and replacement of existing older cabins with new cabins, including bathroom facilities and the installation of a dining room. The accommodation will be made more comfortable for year round visitation.	Hanson Bay	SA	110,000
2013/QSA029	Seppeltsfield Wines Pty Ltd	Conversion of the Seppeltsfield Barrel Store into a Function & Event Centre	Conversion of the Seppeltsfield barrel store into a Function and Event Centre at the Seppeltsfield Estate in the Barossa Valley wine region. The project will provide seating capacity for up to 500 people who will benefit from a premium food and wine experience as part of their visit to the Barossa Valley.	Seppeltsfield	SA	110,000



T-QUAL Grants Ref No	Applicant Name	Project Title	Project Description	Project Location	State	Grant Amount (GST Inc)
2013/QSA030	Salty Cod Pty Ltd	Kitchen Fit Out for Destination Restaurant "Fino @ Seppeltsfield"	As part of the Seppeltsfield Cellar Door masterplan a kitchen will be installed in conjunction with the creation of a restaurant on site. Fino@ Seppeltsfield is an a la carte restaurant that will be open 7 days and 3 nights a week and will have inside and outside seating. The kitchen will draw on local growers for some ingredients.	Seppeltsfield	SA	110,000
2013/QTA003	<a href="mailto:graze@northwest.tas">graze@northwest.tas</a> Pty Ltd	Cable Station kitchen and accommodation upgrade	Improvements to the commercial kitchen and self-contained accommodation at Cable Station. The improvements include a refit of the commercial kitchen to increase the capacity of the restaurant and develop additional events and an upgrade of the accommodation to increase the quality standard and meet the needs of higher yield and international visitors.	Stanley	TAS	55,000
2013/QTA008	Cradle Coast Authority	Cradle to Coast Tasting Trail interpretation and reassurance signage	Construction of Interpretive trail and roadside signs along the Cradle to Coast Tasting Trail. The Project will allow visitors to identify and locate high quality tourism experience in the Cradle Coast region.	Burnie	TAS	21,091
2013/QTA010	Hatherley Birrell Collection Pty Ltd	Contemporary, innovative accommodation pods at Hatherley House	Construction of two architect-designed contemporary accommodation pods set in the historic gardens of Hatherley House, Launceston Tasmania. The project will engage visitors, link tourism and the arts and create a unique accommodation experience.	Launceston	TAS	110,000



<b>T-QUAL Grants Ref No</b>	<b>Applicant Name</b>	<b>Project Title</b>	<b>Project Description</b>	<b>Project Location</b>	<b>State</b>	<b>Grant Amount (GST Inc)</b>
2013/QTA012	Southlander Group Pty Ltd ATF Southlander Family Trust	Riverfront Accommodation and Facility Upgrade	Upgrade to the Riverfront Motel and Villas and development of a 'River Walk', Hobart Tasmania. The project will deliver upgrades to the self-contained villas and motel facilities, including new kitchens, bathrooms and the refurbishment of living and bedrooms. The project will also include the construction of a 'River Walk' that will extend the entire waterfrontage of the property. Combined the upgrades will enhance the visitor experience.	Rosetta	TAS	110,000
2013/QTA016	Bangor Estate Pty Ltd ATF Bangor Estate Trust	Bangor Cellar Door and Environment Centre	Development of Bangor's Cellar Door and Environment Centre in Dunalley, Tasmania. The project will deliver a cellar door alongside Bangor's existing Vineyard, upon completion it will showcase local fine food and operate Bangor's Wildlife Night Tour and Abel Tasman Guided Walk. Guests will be able to experience the wine, scenery, history, wildlife and heritage of the Bangor property and the Dunalley region.	Dunalley	TAS	110,000



T-QUAL Grants Ref No	Applicant Name	Project Title	Project Description	Project Location	State	Grant Amount (GST Inc)
2013/QTA021	Great Oak Holdings Pty Ltd	Tasmanian Devil Conservation Park Experience and Interpretation Enhancement Project	Provision of new interpretive resources to enhance the visitor experience at the Tasmanian Devil Conservation Park. The project will include new interpretive signage and platforms, further development of the park's audio interpretation system and wildlife cameras. The aim of the project is to improve the non-personal interpretive information at the park allowing visitors to enjoy the 'Unzoo' design.	Taranna	TAS	30,535
2013/QTA024	Brown Brothers Milawa Vineyard Pty Ltd	Feasibility Study - Devils Corner Cellar Door At The Hazards	A feasibility study to develop the Devils Corner Cellar Door at the Hazards Vineyard as a must visit tourist destination. It is anticipated the study will provide a basis for developing a strategic plan aimed at attracting visitors, using the site's natural beauty and creating an innovative and memorable cellar door experience.	Swansea	TAS	33,000
2013/QTA025	Hillmac Nominees Pty Ltd ATF Hillmac Family Trust	Waterfront Wynyard - Up-cycled shipping containers into unique riverside accommodation	To create new and unique accommodation using 'up-cycled' shipping containers at the Waterfront Wynyard motel. The project will provide quality self-contained accommodation suitable for couples, families and travellers with disability. The accommodation design will be innovative and include environmentally friendly features.	Wynyard	TAS	92,997



T-QUAL Grants Ref No	Applicant Name	Project Title	Project Description	Project Location	State	Grant Amount (GST Inc)
2013/QTA028	Airlines of Tasmania Pty Ltd	Upgrade of the Port Davey Wilderness Camp, Southwest Tasmania	Refurbishment of the Par Avion Wilderness Camp on the shores of Bathurst Harbour in the Southwest National Park of Tasmania. The project will install a boat pontoon to assist with entry into the Camp, and also install hot water for the kitchen and shower area. The refurbishment of the Camp will create an opportunity for a wider range of guests to visit as well as offer an improved visitor experience overall.	Bathurst Harbour	TAS	59,469
2013/QTA031	Theatre Royal Hotel Pty Ltd	Customs House Hotel, Hobart's Heritage Waterfront Hotel: Quality Upgrade	Renovation to the Customs House Hotel on Hobart's Waterfront in Tasmania. The project will upgrade the heritage building hotel rooms by renovating the bathrooms and installing reverse cycle air conditioning. Upon completion the upgrades will enhance the overall visitor experience.	Hobart	TAS	110,000
2013/QVI004	Borough of Queenscliff	Fort Queenscliff Tourism Development Plan	Preparation of a Tourism Development Plan for Fort Queenscliff, Victoria. The Development Plan will identify tourist opportunities and implementation issues based on the Fort's military and maritime heritage. The development potential of the Fort presents an exceptionally rare opportunity to provide a tourist experience of the highest international standard based on military and maritime history that will be unique in Australia.	Queenscliff	VIC	60,500



T-QUAL Grants Ref No	Applicant Name	Project Title	Project Description	Project Location	State	Grant Amount (GST Inc)
2013/QVI008	Maru Koala and Fauna Park Pty Ltd ATF the Heffer Family Trust	The Dinosaur Room	Construction of an indoor Dinosaur themed children's playroom that complements the adjacent bistro and animal park at the Maru Koala and Animal Park, Grantville, Southern Victoria. The interactive displays in the playroom will inform visitors about the local 'Dinosaur Dreaming' fossil dig site that extends along the local Bunurong coast.	Grantville	VIC	74,591
2013/QVI012	Typo Station Ltd	Typo Station Historic Homestead Restoration for Nature-based Tourism	Restoration of the accommodation in the historic homestead in King Valley, North East Victoria. The project will provide accommodation which appeals to higher yield visitors.	Cheshunt	VIC	66,000
2013/QVI021	Square Chair Pty Ltd ATF The Caddy Family Trust	Upgrading 24 motel rooms to achieve 4 Star quality rating	Upgrade the Best Western Aspen Motor Inn from a 3.5 Star to a 4 Star motel in Sale, Victoria by installing modern conveniences in all rooms. The motel will be the 2 <sup>nd</sup> 4 Star establishment in Sale, Victoria.	Sale	VIC	110,000
2013/QVI027	Tallest Giraffe Pty Ltd ATF the Hider Smith Family Trust	Monkeys and Mermaids Playland	Installation of an indoor/outdoor play area in the BIG4 Port Fairy Monkeys and Mermaids Playland to create an all-weather facility for visitors to Port Fairy, Victoria.	Port Fairy	VIC	110,000
2013/QVI031	Universal Logic Pty Ltd ATF Brandon Reddaway Family Trust	Bright Brewery River Connection	Construction and upgrade to the outdoor area at the Bright Brewery, Victoria to link the brewery to the Ovens riverfront parkland. The upgrade will improve the nature-based, food-and-beer experience that visitors seek.	Bright	VIC	73,350



T-QUAL Grants Ref No	Applicant Name	Project Title	Project Description	Project Location	State	Grant Amount (GST Inc)
2013/QVI032	Victoria Tourism Industry Ltd	Online Tools for Better Visitor Servicing	Development of a digital platform that will provide low-cost, online training to staff in Visitor Information Centres in Victoria. Training will include modules on volunteer management, customer service and coaching for managers and supervisors. Following the successful implementation of the module in Victoria, it will then become available nationwide.	East Melbourne	VIC	65,230
2013/QVI033	M Bradshaw and S Bradshaw Pty Ltd	Feasibility Report - Redevelopment of the 'Old Forrest Mill Site' to include Brewing, Accommodation and Event Facilities	Feasibility study to identify and evaluate options for expansion and relocation of the existing Forrest Brewing Company, Forrest, Victoria to a new location at The Old Forrest Mill Site in Station Street, Forrest. The feasibility study will consider the redevelopment of a new site to house an expansion of brewing facilities, relocation of the restaurant, self-contained eco-accommodation and an events centre.	Forrest	VIC	110,000
2013/QVI034	The Sovereign Hill Museums Association	Redevelopment of the Secret Chamber exhibit for Chinese visitors	Enhancement of the existing 'Secret Chamber' exhibit at the Outdoor Museum in Sovereign Hill, Ballarat, Victoria. The project will upgrade and re-develop the Secret Chamber exhibit via digital technology to provide an interactive and interpretive experience for Chinese visitors.	Ballarat	VIC	110,000



T-QUAL Grants Ref No	Applicant Name	Project Title	Project Description	Project Location	State	Grant Amount (GST Inc)
2013/QVI035	Destination Gippsland Ltd	Bridging the gap - improving Gippsland's online booking capability	Development of an online travel booking system by Destination Gippsland. The project will deliver a comprehensive booking system that will meet the needs of domestic and international visitors to Gippsland, Victoria.	Korumburra	VIC	110,000
2013/QVI036	Tallest Giraffe Pty Ltd ATF the Hider Smith Family Trust	The Living Space - indoor kitchen, dining and living space	Construction of 'The Living Space' at the Belfast Cove Holiday Park, Port Fairy, Victoria. The project will deliver an indoor multipurpose room allowing guests the opportunity to interact with other travellers, meet for meals or watch a movie in an area that showcases local artists, local culture and local produce.	Port Fairy	VIC	110,000
2013/QVI039	Diana Alpine Lodge Pty Ltd	Diana Alpine Lodge - upgrade facilities to expedite all seasons operation	Upgrades to the Diana Alpine Lodge in the North-East region of Victoria. The project will see the facilities upgraded in two guest rooms and transform an existing dining room into a publicly accessible restaurant with multifunctional space. The upgrade will provide improved quality accommodation for guests while also offering additional services to visitors to Falls Creek Alpine Village.	Falls Creek	VIC	110,000





T-QUAL Grants Ref No	Applicant Name	Project Title	Project Description	Project Location	State	Grant Amount (GST Inc)
2013/QWA003	Waitoc Association Incorporated	WA Regional Indigenous Tourism Experience Cluster Development	The project will assist to develop emerging indigenous tourism enterprises in high visitation areas of WA, to meet unsatisfied demand for visitor engagement with cultural experiences. Experience clusters will be created using established Aboriginal and non-Aboriginal tourism specialists to connect and network tourism industry operators and businesses.	Perth	WA	110,000
2013/QWA009	Wandjina Tours Pty Ltd	Accommodation and dining facilities for Wandjina Tours at Wijingarra Bard Bard	The design and construction of cyclone proof accommodation and bathroom, and dining and kitchen facilities for overnight stays by visitors on the Wandjina Tours cultural immersion tours. This project continues the upgrade and expansion of infrastructure at the site.	Broome	WA	110,000
2013/QWA010	Serville Pty Ltd ATF Cable Beach Caravan Park Trust	Cable Beach Caravan Park reception and tourism outlet development	The extension of an existing building to create an improved reception area, café and tourism product outlet. The new facilities will be located at the front of the park and will be able to service the requirements of people staying in the park and those staying nearby.	Broome	WA	110,000
2013/QWA015	St Aidan Wines Pty Ltd	St Aidan Wines Rammed Earth Undercover Function Centre	The building of a new rammed earth undercover function centre at St Aidan Wines to provide space to meet the increasing demand for functions, weddings, conferences, concerts, cooking courses and specialist wine tastings. The new room will be in keeping with the other buildings at the winery.	Ferguson Valley	WA	110,000



T-QUAL Grants Ref No	Applicant Name	Project Title	Project Description	Project Location	State	Grant Amount (GST Inc)
2013/QWA017	Highvale Orchard Pty Ltd	Development of a Wine, Cider and Regional Food Interpretation Centre	The development of a wine, cider and food interpretation centre at CORE Cider House. The project will see a 73 year old packing shed converted into an indoor hospitality and exhibition space with an extended outdoor decking area. This project will also see the development of a smartphone app and audio-visual presentation in English and Chinese, which will enable visitors to take a self-guided tour around the orchard.	Pickering Brook	WA	110,000
2013/QWA018	Tourism Council Western Australia Ltd	WA Tourism Quality Improvement Coaching Program	The delivery of training to Western Australian tourism businesses on business standards and quality services, digital distribution, e-marketing and social media, and business development tools. These skills will help the industry to raise quality standards and increase their e-tourism capabilities to attract visitors from more diverse locations.	Burswood	WA	110,000
2013/QWA019	Bali Hai Resort Pty Ltd	Villa Asia Refurbishment	Replacement of the kitchens in self-contained villas at the Bali Hai Resort and Spa to cater for the needs of Asian visitors. The new kitchens will be built using bamboo and incorporate features such as wok ovens. The project aims to increase the number of bookings from Asian markets particularly China.	Broome	WA	110,000



<b>T-QUAL Grants Ref No</b>	<b>Applicant Name</b>	<b>Project Title</b>	<b>Project Description</b>	<b>Project Location</b>	<b>State</b>	<b>Grant Amount (GST Inc)</b>
2013/QWA020	Prefab Building Systems Australia Pty Ltd ATF Prefab Building Systems Australia Unit Trust No 4	Point Samson Whale Conservation, Art and Visitors Centre with Café	Develop The Whale Watchers Centre, a unique building located at The Cove Holiday Village. The centre will have three levels incorporating a whale viewing platform, a café and alfresco area and a whale conservation, art and visitor centre.	Point Samson	WA	110,000
2013/QWA021	Ursa Major Pty Ltd ATF Egidijus Rusilas Trust	Pasta Factory and Caves Road Bazaar	Development of the Pasta Factory and Caves Road Bazaar, a new food and wine tourism experience at Sienna Estate. The project will include a new building for noodle and pasta manufacturing, a viewing platform, market stalls and retail shop, landscaping and car parks. The project will be an educational experience aimed at families and groups from interstate and overseas.	Yallingup	WA	110,000
2013/QWA022	Vanallen Enterprises Pty Ltd ATF Vanallen Family Trust	Balingup Heights Hilltop Forest Cottages - Facility Upgrade and Expansion	Expansion of the accommodation at Balingup Heights Hilltop Forest Cottages to meet the quality standards and demands of the independent Asian traveller, local and interstate visitors. Build a new cottage and extend and renovate the existing cottages.	Balingup	WA	110,000



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## T-QUAL Grants-Tourism Quality Projects

*Stimulating sustainable economic growth in the Australian tourism industry*

T-QUAL Grants Ref No	Applicant Name	Project Title	Project Description	Project Location	State	Grant Amount (GST Inc)
2013/QWA027	Augusta Margaret River Tourism Association Inc	China Ready - Mammoth Cave and Cape Leeuwin Lighthouse Audio Tour	Development of a smartphone application to enable self-guided audio tours at Mammoth Cave and the Cape Leeuwin Lighthouse. The application will be interactive and use maps, images, text and audio. It also aims to meet the needs of the Chinese visitor by offering an audio tour in Mandarin and allowing interacting with social media.	Forest Grove	WA	91,410
2013/QWA029	City of Swan	Kadadjiny Noongar Cultural Centre - engage specialists to design facility	The Kadadjiny – Noongar Cultural Centre will be an integrated, cultural tourism facility located at the entry to Swan Valley and Noongar Country. This project will see the development of concept and construction design plans and building information modelling for the centre.	Guildford	WA	110,000
2013/QWA030	JA Barton & AF Jones Superannuation Pty Ltd ATF Barton-Jones Superannuation Trust Fund	Wine Tasting and Interpretation facility	Development of a wine and food interpretive facility in the Geographe Wine Region, Donnybrook, Western Australia. The project will complement an existing vineyard and wine business in Donnybrook and provide a venue to host a diverse range of wine and food based experiences for up to 50 visitors at a time.	Donnybrook	WA	55,000



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# T-QUAL Grants-Tourism Quality Projects

*Stimulating sustainable economic growth in the Australian tourism industry*

<b>T-QUAL Grants Ref No</b>	<b>Applicant Name</b>	<b>Project Title</b>	<b>Project Description</b>	<b>Project Location</b>	<b>State</b>	<b>Grant Amount (GST Inc)</b>
2013/QWA032	Gilt Dragon Enterprise Ltd	Construction of a quality All-Weather Recreational Centre	The development of an enclosed and air-conditioned recreation centre for guests at the Holiday Park. The new recreation centre, with a kitchen area, will provide a reprieve from the extremes in temperature in the region and will make the Holiday Park more attractive for visitors year round.	Ledge Point	WA	84,150
2013/QWA034	Rottnest Island Authority	Seal viewing experience at Cathedral Rocks, Rottnest Island	To construct a viewing platform to provide year round wildlife experience for visitors. Interpretation will be installed to encourage environmental awareness and appreciation of the fur seals, landscape and Aboriginal culture of the island. The platform will link into the Rottnest Walk Trail.	Rottnest Island	WA	110,000

**Senate Foreign Affairs, Defence and Trade Legislation Committee**

Supplementary Budget Estimates 2012–13; November 2013

Written Questions on Notice from **Senator Ludwig** to Austrade

**Question 35**

**Government payments of accounts**

1. From 7 September 2013 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)?
2. 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)
3. 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?
4. Where interest is being paid, what rate of interest is being paid and how is this rate determined?

**Answer**

1. Payment statistics are compiled quarterly. In the three months to 30 September 2013, Austrade paid 92.55 per cent of payments to small businesses within 30 days.

The Tourism Division from the former Department of Resources, Energy and Tourism has been transferred into Austrade. The Section 32 determination transferring financial responsibility is yet to be signed however Tourism Division invoices paid to suppliers from 7 September to 31 October 2013 were all paid within 30 days.

2. Austrade's terms of payment policy is in line with Government policy of payment within 30 days of receipt of a correctly rendered invoice or within a shorter period if specified in the associated contract. However, instances do occur where payments are not made within the specified period, including due to the need to seek clarification from service providers, disputes about the deliverables and, in some cases, oversights in not forwarding invoices in a timely manner.

In the three months ended 31 March 2013, Austrade made 443 payments to small businesses in Australia:

- of these payments, 410 (92.55 per cent) – valued at \$1,868,392 (90 per cent of invoice value) – were paid within 30 days
- of the 33 (7.45 per cent) of payments made after 30 days, 13 (2.9 per cent) were paid within 31–44 days, 7 (1.6 per cent) within 45–60 days and 13 (2.9 per cent) after 60 days.

Adherence to the policy is monitored through internal reviews by Managers, Finance and Administration and Internal Audit. In addition, quarterly reports of late payments are sent to Cost Centre Managers with a request for explanations of the late payments and a reminder of the policies.

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3. In 2012–13, payments of \$428.22 penalty interest were made. In 2013–14 to 30 September 2013, \$556.69 in penalty interest was paid to suppliers in accordance with Government policy that self-generated payment of penalty interest be made where payments are made more than 60 days after invoice receipt.
4. Interest is paid at the general interest charge rate determined under section 8AAD of the *Taxation Administration Act 1953* on the day payment is due, in accordance with Government policy. This rate is available from the Australian Taxation Office website.

**Senate Foreign Affairs, Defence and Trade Legislation Committee**

Supplementary Budget Estimates 2012–13; November 2013

Written Questions on Notice from **Senator Ludwig** to Austrade

**Question 36**

**Consultancies**

1. How many consultancies have been undertaken from 7 September 2013 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.
2. 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**

1. Three consultancy engagements have undertaken by Austrade from 7 September 2013 to 31 October 2013. Details are provided in the following table:

Supplier Name	Description	Consultancy Contract Price (GST incl.)	Start Date	End Date	Method of Procurement
Cape Group Pty Ltd	Advice on internal organisational structure.	\$32,450.00	8/10/2013	30/11/2013	Open
Doody, Leith McDonald	Analysis of opportunities and challenges in the Indonesian market.	\$25,000.00	1/10/2013	30/06/2014	Limited (Direct)
UXC Consulting Pty Ltd	Portfolio, Programme, and Project Management Maturity Model (P3M3) capability assessment services.	\$21,230.00	16/09/2013	4/10/2013	Pre-qualified (Select)
	<b>Total value for all consultancies</b>	<b>\$78,680.00</b>			

2. Austrade has one planned consultancy during the remainder of the 2012–13 calendar year as detailed in the following table. This has been published in Austrade’s Annual Procurement Plan (APP) on the AusTender website. When contracts valued at \$10,000 (GST inclusive) or more are awarded, the subject matter, duration, cost and method of procurement are published on AusTender.

Supplier Name	Description	Consultancy Contract Price (GST incl.)	Proposed Start Date	Proposed End Date	Method of Procurement
Consutel IT & T Pty Ltd	Provide specialist cost modelling and market assessment services of the telecommunications market in specified locations where Austrade has a presence.	\$99,000.00 (estimated)	10/12/13	30/06/14	Pre-qualified (Select)



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**Question 37**

**Meeting costs**

1. What is the Department/Agency's meeting spend from 7 September 2013 to date? Detail date, location, purpose and cost of all events, including any catering and drinks costs.
2. For each Minister and Parliamentary Secretary office, please detail total meeting spend from 7 September 2013 to date. Detail date, location, purpose and cost of each event including any catering and drinks costs.
3. 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.
4. 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**

1. Austrade's accounting systems do not record individual meeting costs, and to collect this level of detail would entail a significant diversion of resources and, in these circumstances, it is not considered that this work can be justified.
2. Questions relating to expenditure by Ministerial and Parliamentary Secretary offices should be directed to the Department of Finance.
3. Austrade's accounting systems do not record individual meeting budgets, and to collect this level of detail would entail a significant diversion of resources and, in these circumstances, it is not considered that this work can be justified.
4. See (2), above.

The Tourism Division from the former Department of Resources, Energy and Tourism has been transferred into Austrade. The Section 32 determination transferring financial responsibility is yet to be signed. Tourism Division expenditure on meetings from 7 September 2013 to 31 October 2013 is estimated to be \$4,500 and planned expenditure is estimated at \$5,000, on both occasions being for venue and catering costs for Tourism Ministers' meetings.

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**Question 38**

**Hospitality and entertainment**

1. What is the Department/Agency's hospitality spend for this all events including any catering and drinks costs.
2. For each Minister and Parliamentary Secretary office, please detail total hospitality spend from 7 September 2013 to date. Detail date, location, purpose and cost of all events including any catering and drinks costs.
3. What is the Department/Agency's entertainment spend from 7 September 2013 to date? Detail date, location, purpose and cost of all events including any catering and drinks costs.
4. For each Minister and Parliamentary Secretary office, please detail total entertainment spend from 7 September 2013 to date. Detail date, location, purpose and cost of all events including any catering and drinks costs.
5. 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.
6. 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.
7. 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.
8. 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.
9. Is the Department/Agency planning on reducing any of its spending on these items? If so, how will reductions be achieved and what are they?

**Answer**

1. From 7 September 2013 to 31 October 2013, Austrade spent a total of \$0.09 million at posts and in Australia on hospitality/entertainment for Australian clients, overseas customers and potential customers of Australian companies, and others external to Austrade. The expenditure includes major activities such as the Australian Export Awards functions.

Hospitality/entertainment has a role to play in the support of Austrade's objectives of promoting Australia's international trade, education and investment interests. Austrade has long-established instructions on the proper management of Hospitality/entertainment funds. For expenditure to be admissible under the guidelines, activities must be clearly warranted and be of specific value to Australia. All staff are

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required to account fully and justify their use of the funds. They must maintain written records of purpose, attendees, venue and final costs of each item of expenditure and certify that the criteria for expenditure have been met. There are several thousand records for the year. To provide hospitality/entertainment expenditure by date, location, purpose and cost of each activity would entail a significant diversion of resources and, in these circumstances, it is not considered that the additional work can be justified.

2. Questions relating to expenditure by Ministerial and Parliamentary Secretary offices should be directed to the Department of Finance.
3. See (a) above. Austrade does not distinguish between hospitality and entertainment expenditure in its financial records.
4. See (b) above.
5. The total spend for the 2013–14 financial year is expected to be \$0.5 million. There are several thousand records for the year. To provide hospitality/entertainment expenditure by date, location, purpose and cost of each activity would entail a significant diversion of resources and, in these circumstances, it is not considered that the additional work can be justified.
6. See (b) above.
7. See (e) above.
8. See (b) above.

Austrade always seeks to focus spending on hospitality and entertainment on activities which represent the highest value and align with Austrade's established business plans. Budgets for hospitality and entertainment have been reduced in line with savings measures imposed by the Government.

9. The Tourism Division from the former Department of Resources, Energy and Tourism has been transferred into Austrade. The Section 32 determination transferring financial responsibility is yet to be signed however the Tourism Division spent approximately \$470 on hospitality/entertainment from 7 September 2013 to 31 October 2013. Its future spending is expected to be similarly modest.

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**Question 39**

**Public Service efficiencies**

1. Has there been a reduction in business flights? What are the estimated savings for each year over the forward estimates?
2. 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?
3. 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?
4. Has the department/agency reduced its printing costs? If no, why not? Have printing costs increased, and if yes why and how much?
5. Has the five per cent savings target been achieved – if yes, how, or if it will not, why not? What are the estimated savings for each year over the forward estimates?

**Answer**

1. As one of Austrade's major items of discretionary expense business travel has been under internal scrutiny for many years with a view to minimising it to assist in the realisation of savings to meet Government savings targets, which have been in place over that time. Expenditure has been steady for the last four years with little opportunity for further savings without compromising the delivery of Austrade's outcomes. At this stage there are no savings targets for travel over the forward estimates with budgets beyond 2013–14 yet to be determined.
2. Austrade significantly tightened its policy concerning the engagement of consultants in 2011. All approvals for such engagements are approved by the Chief Executive Officer. Austrade has reduced its discretionary (non-staff, property) budget across the board by 20 per cent in 2012–13 and continuing in out years. Savings in the use of consultants and contractors is expected to exceed 20 per cent.
3. Austrade complies with the Non Campaign Recruitment Advertising Policy promulgated by the Department of Finance. Austrade therefore no longer uses print media for recruitment advertising except for a limited number of high profile SES roles, for which the CEO provides a written exemption, as required by policy. As recruitment advertising is already restricted to online only, in most cases, savings have already been realised in this area.
4. Publications and brochures, which constitute the majority of Austrade's printing costs, are increasingly being made available online, and in some cases are only available in electronic format. Decisions on documents which will no longer be printed are made on a case by case basis, depending on the purpose and use of the documents and the effect that electronic format only will have in these areas.
5. Savings are expected to be in line with or exceed the 20 per cent reduction in discretionary budget over the period of the forward estimates.

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The Tourism Division from the former Department of Resources, Energy and Tourism has been transferred into Austrade. The Section 32 determination transferring financial responsibility is yet to be signed however the Tourism Division's expenditure on airfares has declined over recent years and it's expenditure on consultants and contractors has been maintained in line with changes to programs. Tourism Division's recruitment advertising policy has been in line with that of Austrade and its expenditure on printing has been negligible. Tourism Division's budget for the forward years is yet to be determined.

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**Question 40**

**Ministerial office security classifications**

1. What is the policy for ministerial staff security clearances?
2. How many staffers employed by the government under the MOPS Act have security clearances?
  - a. At what level?
  - b. If not, why not?
3. How many seconded departmental officers acting in ministerial offices, including DLOs have security clearances?
  - a. At what level?
  - b. If not, why not

**Answer**

1. The employment of ministerial staff under the *Members of Parliament (Staff) Act 1984* is the responsibility of the Department of Finance. Austrade does not have access to this information.
2. See response above.
3. Austrade has one Departmental Liaison Officer in the Office of the Minister for Trade and Investment.
  - a. Negative Vetting Level 2.
  - b. Not applicable.

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**Question 41**

**Executive coaching and leadership training**

In relation to executive coaching and/or other leadership training services purchased by each department/agency, please provide the following information from 7 September 2013 to date:

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, their employment classification and how much study leave each employee was granted (provide a breakdown for each employment classification).
4. The names of all service providers engaged.
5. 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 (provide a breakdown for each employment classification)
  - e. The total amount spent on the service
  - f. A description of the fees charged (i.e. per hour, complete package).
6. Where a service was provided at any location other than the department or agency's own premises, please provide:
  - a. The location used
  - b. The number of employees who took part on each occasion (provide a breakdown for each employment classification)
  - c. The total number of hours involved for all employees who took part (provide a breakdown for each employment classification)
  - d. Any costs the department or agency's incurred to use the location

**Answer**

1. The total spend on executive coaching and leadership training in Austrade for the period 7 September to 31 October 2013 was \$92,783.00. During the same period Tourism Division incurred expenditure of \$1,335 on leadership training services.
2. In Austrade, 20 leadership development opportunities were offered to all staff at the Executive Level (EL) 1-2, and 3 staff at the SES/Executive Level were offered executive coaching services. For Tourism Division, training was offered to all EL1 officers.

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3. There were 20 Executive Level 1-2 Austrade staff who undertook leadership training opportunities, while 3 Austrade staff undertook executive coaching. Study leave is not available for executive coaching or leadership training. Within Tourism Division, 12 EL1 officers participated in the training session.
4. The providers engaged for Austrade leadership training services during the period 7 September to 31 October 2013 were The Benevolent Society, Team Management Systems, Metropolitan Local Aboriginal Land, and Mawland Quarantine Station Pty Ltd. Executive coaching services were provided by the Institute of Executive Coaching, Coach and Co, and Rebecca Dalleck.

For Tourism Division, the training session was conducted by the Australian Public Service Commission (APSC).

5. For Austrade training:
  - a. The leadership training services provided during the period 7 September to 31 October 2013 included session facilitation, profiles of the individuals, venue, catering and accommodation.
  - b. The services for leadership training were provided on a group basis. The services for executive coaching were provided on a one on one basis.
  - c. There were 20 people were provided with leadership training at the Executive Level. Three people were provided with executive coaching at the SES/Executive Level.
  - d. A total number of 50 hours was involved in leadership training.
  - e. The total amount spent on leadership training services was \$84,712.00. The total spent on executive coaching was \$8,071.
  - f. The fees for the leadership training were a complete package including costs for venue and catering, accommodation, and session facilitation. The fees for executive coaching were for a complete package of a maximum of 10 1 hour sessions.

For Tourism Division training:

- a. The training session was titled 'Assess your Leadership at the Executive Level' and focussed on performance expectations at the EL level.
  - b. This was a group based training session delivered on site.
  - c. Twelve EL1 officers participated in the training session.
  - d. This was a full day training session.
  - e. The total cost of this training session was \$1,335.
  - f. This was a flat fee for delivery of the training session comprising training fee (\$1,100), course material (\$180) and transportation for facilitator/s (\$54.94).
6. For Austrade training:
    - a. The location used for the leadership training was the Q Station, Sydney.
    - b. There were 20 staff at the executive level 1-2 took part in leadership training.
    - c. A total number of 50 hours was involved for all employees.
    - d. The location cost \$45,454, inclusive of accommodation costs for 24 people.



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**Question 42**

**Staffing reductions**

1. How many staff reductions/voluntary redundancies have occurred from 7 September 2013 to date? What was the reason for these reductions?
2. Were any of these reductions involuntary redundancies? If yes, provide details.
3. Are there any plans for further staff reductions/voluntary redundancies? 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.
4. If there are plans for staff reductions, please give the reason why these are happening.
5. Are there any plans for involuntary redundancies? If yes, provide details.

**Answer**

1. There have been nine redundancies in Austrade from 7 September 2013 to 31 October 2013 due to organisational realignment. There were no redundancies in Tourism Division during this period.
2. The Austrade Enterprise Agreement, under which the above redundancies were managed, does not make a distinction between voluntary and involuntary redundancies.
3. Austrade expects a reduction of 30 in average staffing levels for 2013–14. To address this issue, Austrade has established a committee and working groups to systematically look at work activities and priorities and develop recommendations for savings to address budget pressures over the forward estimates. This work is ongoing and no decisions have been taken at this point in relation to staff reductions.
4. Staff reductions are necessary due to some rationalisation of Austrade's structure and in light of a tight budget.
5. Austrade would seek to manage any staff reductions through tight vacancy management and natural attrition. Redundancies would be a last resort.

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**Question 43**

**Staffing cessations**

1. How many ongoing staff left the department/agency from 7 September 2013 to date?  
What classification were these staff?
2. How many non-ongoing staff left department/agency from 7 September 2013 to date?  
What classification were these staff?

**Answer**

1. Austrade ongoing staff for the period 7 September to 31 October 2013:

- 15 ongoing employees
- Australian based: non-SES 12, SES 0
- Overseas Engaged Employees (OEE): non-SES 3

Tourism ongoing staff for the period 7 September to 31 October 2013:

- 3 ongoing employees
- 1 x EL2 Voluntary transfer at level
- 1 x EL2 Completion of secondment
- 1 x APS6 Promotion

2. Austrade non-ongoing staff for the period 7 September to 31 October 2013:

- 11 non-ongoing employees
- Australian based: non-SES 4, SES 0
- OEE: non-SES 7

Tourism non-ongoing staff for the period 7 September to 31 October 2013:

- 2 non-ongoing employees
- 1 x EL1
- 1 x APS6

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**Question 44**

**Staffing recruitment**

1. How many ongoing staff recruited from 7 September 2013 to date? What classification are these staff?
2. How many non-ongoing positions exist or have been created from 7 September 2013 to date? What classification are these staff?
3. From 7 September 2013 to date, how many employees have been employed on contract and what is the average length of their employment period?

**Answer**

1. Austrade ongoing staff recruited for the period 7 September to 31 October 2013:

- 14 ongoing employees
- Australian based: non-SES 6, SES 1
- Overseas Engaged Employees (OEE): non-SES 7

Tourism ongoing staff recruited:

- 3 ongoing employees (job offers for these positions were made (and accepted) prior to the election on 7 September 2013)
- 1 x EL1 Appointed following merit selection process
- 1 x APS5 Appointed following merit selection process
- 1 x APS5 Voluntary transfer at level

2. Austrade non-ongoing positions for the period 7 September to 31 October 2013:

- 60 non-ongoing positions
- Australian based: non-SES 30, contractors 18
- Overseas Engaged Employees (OEE): non-SES 12, contractors 0

Tourism non-going positions:

- 3 non-ongoing positions
- 2 x EL1
- 1 x APS6
- Average length of employment – 3.5 months

3. Austrade employed on contract for the period 7 September 2013 to 31 October 2013:

- 4 contractors with an average length of employment period 8.28 months
- Australian based: non-SES 4, SES 0
- OEE: 0

Tourism did not employed any contractors for the period 7 September 2013 to 31 October 2013

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**Question 45**

**Coffee machines**

1. Has the department/agency purchased coffee machines for staff useage since 7 September 2013?
  - a. 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 has access?
  - f. Who is responsible for the maintenance of the coffee machines? How much was spent on maintenance in from 7 September 2013 to date, include a list of what maintenance has been undertaken. Where does the funding for maintenance come from?
  - g. What are the ongoing costs of the coffee machine, such as the cost of coffee?
2. Does the department/agency rent coffee machines for staff usage?
  - a. 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 are coffee machines rented?
  - c. 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?
  - d. Where does the funding for the coffee machines come from?
  - e. Who has access?
  - f. Who is responsible for the maintenance of the coffee machines? How much was spent on maintenance in from 7 September 2013 to date, include a list of what maintenance has been undertaken. Where does the funding for maintenance come from?
  - g. What are the ongoing costs of the coffee machine, such as the cost of coffee?

**Answer**

1. Austrade has not purchased any coffee machines since 7 September 2013.

The Tourism Division from the former Department of Resources, Energy and Tourism has been transferred into Austrade. The Section 32 determination transferring financial responsibility is yet to be signed however the Tourism Division has not purchased any coffee machines since 7 September 2013.

2. Austrade has no rented coffee machines.

The Tourism Division has no rented coffee machines.

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**Question 46**

**Printing**

How many documents (include the amount of copies) have been printed from 7 September 2013 to date? How many of these printed documents were also published online?

**Answer**

Austrade's accounting systems do not record the number and amount of copies of publications and brochures, and to collect this level of detail would entail a significant diversion of resources and, in these circumstances, it is not considered that this work can be justified.

Publications and brochures which constitute the majority of Austrade's printing are increasingly being made available online, and in some cases are only available in electronic format. Decisions on documents which will no longer be printed are made on a case by case basis, depending on the purpose and use of the documents and the effect that electronic format only will have in these areas.

The Tourism Division from the former Department of Resources, Energy and Tourism has been transferred into Austrade. The Section 32 determination transferring financial responsibility is yet to be signed however, two Tourism publications were printed in the period 7 September 2013 to 31 October 2013, one with 250 copies and the other with 400 copies. Both documents were also published online.

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**Corporate cars**

1. How cars are owned by each department/agency?
2. Where is the car/s located?
3. What is the car/s used for?
4. What is the cost of each car from 7 September 2013 to date?
5. How far did each car travel from 7 September 2013 to date?

**Answer**

1. Austrade owns a total of 97 cars to date.

The Tourism Division from the former Department of Resources, Energy and Tourism has been transferred into Austrade. The Section 32 determination transferring financial responsibility is yet to be signed however the Tourism Division does not own any cars.

2. All 97 cars are located offshore in 69 locations as follows:

Abu Dhabi	Guangzhou	Manila	Sapporo
Accra	Hanoi	Mexico City	Seoul
Ahmedabad	Ho Chi Minh City	Milan	Shanghai
Amman	Hong Kong	Moscow	Singapore
Auckland	Hyderabad	Mumbai	Suva
Bangalore	Islamabad	Nairobi	Taipei
Bangkok	Istanbul	New Delhi	TelAviv
Beijing	Jaipur	New York	Tokyo
Bogota	Jakarta	Osaka	Toronto
Chandigarh	Johannesburg	Paris	Tripoli
Chengdu	Karachi	Port Moresby	Ulaanbaatar
Chennai	Kochi	Port Louis	Vancouver
Chicago	Kolkata	Prague	Vladivostok
Colombo	Kuala Lumpur	Pune	Warsaw
Dhaka	Kuwait	Riyadh	Washington
Dubai	Lahore	San Francisco	
Frankfurt	Lima	Santiago	
Fukuoka	London	SaoPaulo	

3. Vehicles are used for consular activities, to transport Ministers, clients and others to a range of in-market and company visits, and for security and business continuity purposes.
4. Running costs for vehicles cannot be individually identified without a significant diversion of resources which, in these circumstances, cannot be justified. The total running cost for owned motor vehicles from 7 September 2013 to 31 October 2013 was \$62,765.

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5. The approximate distance travelled per month by each of the vehicles is outlined below:

<b>Location</b>	<b>Kms travelled per month</b>
Abu Dhabi	2,083
Accra	825
Ahmedabad	996
Amman	617
Auckland - 1	939
Auckland - 2	142
Bangalore	374
Bangkok - 1	980
Bangkok - 2	769
Beijing - 1	667
Beijing - 2	417
Bogota	104
Chandigarh	<i>Not available</i>
Chengdu	1,667
Chennai	610
Chicago	1,275
Colombo	1,056
Dhaka	773
Dubai - 1	2,458
Dubai - 2	1,625
Dubai - 3	1,500
Dubai - 4 <sup>1</sup>	0
Dubai - 5	1,333
Frankfurt - 1	2,083
Frankfurt - 2	1,083
Frankfurt - 3 <sup>2</sup>	0
Fukuoka	1,167
Guangzhou	1,833
Hanoi	2,197
Ho Chi Minh City	916
Hong Kong	333
Hyderabad	950
Islamabad	1,321
Istanbul - 1	2,103
Istanbul - 2	953
Jaipur	375
Jakarta - 1	1,390
Jakarta - 2	1,387

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<sup>1</sup> Disposal Pending

<sup>2</sup> Disposal Pending



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Jakarta - 3	1,141
Jakarta - 4	703
Johannesburg - 1	1,380
Johannesburg - 2	1,170
Karachi	1,482
Kochi	795
Kolkata	518
Kuala Lumpur	593
Kuwait	5
Lahore	1,707
Lima	1,836
London	167
Manila - 1	743
Manila - 2	617
Mexico City	1,144
Milan	1,667
Moscow - 1	448
Moscow - 2	419
Mumbai - 1	1,516
Mumbai - 2	1,220
Nairobi	693
New Delhi - 1	1,678
New Delhi - 2	989
New Delhi - 3	859
New York	1,083
Osaka	1,333
Paris	613
Port Louis	732
Port Moresby - 1	1,183
Port Moresby - 2	775
Prague	1,917
Pune	1,548
Riyadh - 1	1,513
Riyadh - 2	1,004
Riyadh - 3	994
SanFrancisco	5,969
Santiago	1,586
Sao Paulo - 1	1,117
Sao Paulo - 2	624
Sao Paulo - 3	472
Sao Paulo - 4 <sup>3</sup>	0
Sapporo	1,000
Seoul	1,017

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<sup>3</sup> Disposal Pending

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Shanghai - 1	750
Shanghai - 2	333
Singapore - 1	1,076
Singapore - 2 <sup>4</sup>	844
Suva	764
Taipei	333
Tel Aviv	1,167
Tokyo - 1	417
Tokyo - 2	167
Toronto	727
Tripoli <sup>5</sup>	0
Ulaanbaatar	792
Vancouver	1,000
Vladivostok	777
Warsaw	506
Washington	749

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<sup>4</sup> Disposal Pending

<sup>5</sup> Disposal Pending

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**Question 48**

**Taxi Costs**

1. How much did each department/agency spend on taxis from 7 September 2013 to date? Provide a breakdown for each business group in each department/agency.
2. What are the reasons for taxi costs?

**Answer**

1. Expenditure on ground transport, which includes costs associated with taxis, rail, buses, motor vehicle allowances, road tolls and other ground transport costs, excluding vehicle hire, for the period 7 September to 31 October 2013 was \$0.157 million. This comprised \$0.092 million for International Operations, \$0.031 million for Australian Operations, \$0.032 million for Education and Corporate Operations and \$0.002 million for Export Market Development Grants Division.

The Tourism Division from the former Department of Resources, Energy and Tourism has been transferred into Austrade. The Section 32 determination transferring financial responsibility is yet to be signed however expenditure on taxis by Tourism Division during the period 7 September 2013 to 31 October 2013 was \$3,360.

2. The majority of taxi costs are incurred by Austrade officials while travelling in countries or cities outside their normal place of work, commuting from airports to offices and accommodation, and for meetings with clients and other officials. Some costs are incurred by officials in their normal place of work for the purpose of attending meetings with clients and other officials.

For Tourism Division, the costs were for business related travel.

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**Question 49**

**Hire cars**

1. How much did each department/agency spend on hire cars from 7 September 2013 to date? Provide a breakdown of each business group in each department/agency.
2. What are the reasons for hire car costs?

**Answer**

1. Expenditure on vehicle hire, which includes costs associated with the hire of cars, vans and buses in the period 7 September 2013 to 31 October 2013 was \$10,300. This comprised \$10,091 for International Operations and \$209 for all other areas of Austrade.

The Tourism Division from the former Department of Resources, Energy and Tourism has been transferred into Austrade. The Section 32 determination transferring financial responsibility is yet to be signed however the Tourism Division spent \$1,170 on hire cars in the period 7 September 2013 to 31 October 2013.

2. The majority of vehicle hire costs are incurred by Austrade officials while travelling in countries or cities outside their normal place of work, commuting from airports to offices and accommodation and for meetings with clients and other officials. Some costs are incurred by officials in their normal place of work for the purpose of transporting clients and other officials.

For Tourism Division, the cars were used for similar purposes to those of Austrade.

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**Question 50**

**Credit cards**

1. Provide a breakdown for each employment classification that has a corporate credit card.
2. Please update details of the following?
  - a) What action is taken if the corporate credit card is misused?
  - b) How is corporate credit card use monitored?
  - c) What happens if misuse of a corporate credit card is discovered?
  - d) Have any instances of corporate credit card misuse have been discovered? List staff classification and what the misuse was, and the action taken.
  - e) What action is taken to prevent corporate credit card misuse?

**Answer**

1. Austrade currently has 850 corporate charge cards on issue to its staff across all classifications. The number of cards on issue to each classification is not recorded separately in Austrade's systems, and to separate them would entail a significant diversion of resources which, in these circumstances, cannot be justified.
2.
  - a) Where a corporate card is misused by a cardholder the action taken varies according to the seriousness of the misuse. Misuse can range from accidental use through to repeated deliberate misuse which amounts to fraud. Disciplinary measures range from counselling through to cancellation of cards and in cases of fraud, dismissal and referral to law enforcement authorities. Action is taken to immediately recover any funds which have been applied to non-official uses.
  - b) All monthly credit card acquittals are examined and authorised by cardholders' supervisors at a senior management level. In addition, there is central monitoring in place which detects all instances of late acquittals in addition to all instances of non-official use. All such instances are referred to Austrade's Executive Group on a monthly basis.
  - c) See (2a), above.
  - d) This information is collated annually. In 2012–13, there were 14 instances of accidental personal use of corporate cards and 2 instances where corporate cards were used to purchase goods or services in breach of another Austrade policy. These were all reported by cardholders or their managers and the funds were repaid promptly. The staff involved ranged from junior staff to senior managers.
  - e) All cardholders sign an indemnity prior to taking possession of their corporate card. This indemnity clearly states the consequences of non-official use including referral to law enforcement authorities. All cardholders are made aware that use of corporate cards for other than official use are monitored and reported to Austrade's Executive Group monthly, and that any second non-official use, whether accidental or otherwise, will result in the cancellation of their card.

The Tourism Division from the former Department of Resources, Energy and Tourism has been transferred into Austrade. The Section 32 determination transferring financial responsibility is yet to be signed however Tourism Division will be subject to Austrade policies and controls as outlined above. There have been no instances of deliberate misuse of corporate credit cards and a very small number of instances of accidental personal use of corporate cards for Tourism Division.

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**Question 51**

**Electricity purchasing**

1. What are the details of the department/agency electricity purchasing agreement?
2. What are the department/agency electricity costs from 7 September 2013 to date?

**Answer**

1. Austrade is represented in approximately 82 locations in 48 markets. Providing details of all electricity purchasing agreements would entail a significant diversion of resources which, in these circumstances, cannot be justified.
2. Electricity costs are not recorded separately from other utilities charges in Austrade's financial system. To separate them would entail a significant diversion of resources. Total global utility charges, which include electricity, gas, water and sewerage costs were \$0.29 million for the period from 7 September 2013 to 31 October 2013.

The Tourism Division from the former Department of Resources, Energy and Tourism has been transferred into Austrade. The Section 32 determination transferring financial responsibility is yet to be signed however expenditure on electricity by the Tourism Division during the period 7 September 2013 to 31 October 2013 is unavailable.

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**Question 52**

**Ministerial briefing**

1. Does the department provide a regular briefing to the Minister on the activities of the department and/or any upcoming issues and/or any upcoming matters to come before the Minister?
2. In what form does that occur?
3. On what basis it that provided?
4. What title is this briefing given?

**Answer**

1. Yes.
2. Austrade provides regular briefings in writing and face to face briefings as required. Written Ministerial Briefs are provided where the Minister is to be advised on Austrade activities or upcoming issues, matters or events. Written Ministerial Submissions are provided where Ministerial approval is required. Face to face briefings are conducted by senior Austrade officials as required.
3. See answer 2 above.
4. See answer 2 above.



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**Question 53**

**Departmental Senate Estimates briefing**

1. How many officers were responsible for preparing the Minister's briefing pack for the purposes of senate estimates?
2. How many officer hours were spent on preparing that information?
  - a. Please break down the hours by officer APS classification
3. Were drafts shown to the Minister or their office before senate estimates?
  - a. If so, when did this occur?
  - b. How many versions of this information were shown to the minister or their office?
4. Did the minister or their office make any contributions, edits or suggestions for departmental changes to this information?
  - a. If so, when did this occur?
  - b. What officer hours were spent on making these edits? Please break down the hours by officer APS classification.
  - c. When were the changes made?

**Answer**

1. Various staff in Austrade are required to prepare senate estimates briefs as part of their usual duties. Two Austrade officers are responsible for coordinating the preparation of a senate estimates briefing pack for the Minister for Trade and Investment.
2. The preparation of the briefing pack is part of the officers' usual duties. It is not possible to provide a precise break down of the hours spent however it is estimated that a total of three days were spent coordinating the preparation of the briefing pack.
  - a. APS6      2 days  
EL1        1 day
3. No.
  - a. Not applicable.
  - b. The final briefing pack was provided to the Minister for Trade and Investment and the Minister for Finance as the Minister representing the Minister for Trade and Investment at the hearing.
4. No.
  - a. Not applicable.
  - b. Not applicable.
  - c. Not applicable.

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**Question 54**

**Freedom of Information**

1. Can the department please outline the process it under goes to assess Freedom of Information requests?
2. Does the department consult or inform the Minister when it receives Freedom of Information requests?
  - a. If so, when?
  - b. If so, how does this occur?
3. Does the department consult or inform other departments or agencies when it receives Freedom of Information requests?
  - a. If so, which departments or agencies?
  - b. If so, when?
  - c. If so, how does this occur?
4. Does the department consult or inform the Minister when or before it makes a decision on a Freedom of Information request?
  - a. If so, when?
  - b. If so, how does this occur?
5. Does the department consult or inform other departments or agencies when or before it makes a decision on a Freedom of Information request?
  - a. If so, which departments or agencies?
  - b. If so, when?
  - c. If so, how does this occur?
6. What resources does the department commit to its Freedom of Information team?
7. List the staffing resources by APS level assigned solely to Freedom of Information requests.
8. List the staffing resources by APS level assigned indirectly to Freedom of Information requests.
9. Does the department ever second addition resources to processing Freedom of Information requests?
  - a. If so, please detail those resources by APS level.
10. How many officers are currently designated decision makers under the Freedom of Information Act 1982 within the department?
  - a. How does this differ to the number of officers designated as at 6 September 2013?
11. How many officers are currently designated decision makers under the Freedom of Information Act 1982 within the Minister's office?
  - a. How does this differ to the number of officers designated as at 6 September 2013?

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- b. Of the officers that are designated decision makers under the Freedom of Information Act 1982 within the Ministers office, how many are seconded officers from the department?
12. Of the officers that are designated decision makers under the Freedom of Information Act 1982 within the Ministers office, how many are seconded officers from the department?
13. What training does the department provide to designated decision makers under the Freedom of Information Act who work within the department?
  - a. Of the officers designated as decision makers within the department, how many have received formal training?
  - b. Of the officers designated as decision makers within the department, how many have received informal training?
  - c. How long after each officers appointment as a designated decision maker did they receive formal training?
  - d. What did the training involve?
  - e. How long was the training?
  - f. By whom was the training conducted?
14. What training does the department provide to designated decision makers under the Freedom of Information Act who work within the Minister's office, excluding those officers on secondment from the department?
  - a. Of the officers designated as decision makers, how many have received formal training?
  - b. Of the officers designated as decision makers, how many have received informal training?
  - c. How long after each officers appointment as a designated decision maker did they receive formal training?
  - d. What did the training involve?
  - e. How long was the training?
  - f. By whom was the training conducted?

**Answer**

1. Austrade processes FOI requests in accordance with the FOI Act and Guidelines published by the Office of the Australian Information Commissioner. FOI requests are managed by the Legal Services team. The relevant business units are consulted as required. Austrade seeks legal advice from time to time from external legal advisers on specific FOI matters.
2. The Minister is not routinely consulted or informed when the Austrade receives an FOI request. However, the Minister may on some occasions be advised of FOI requests as part of a Ministerial brief.
  - a. The Minister is briefed on an as required basis.
  - b. A written Ministerial Brief would be provided.
3. Other departments or agencies are consulted or informed on an as required basis. For example, if an FOI request needs to be transferred to that department or agency or if their approval is required to release specific documents related to them.

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- a. The departments or agencies consulted would depend on the subject matter of the FOI request.
  - b. Other departments or agencies are consulted or informed on an as required basis.
  - c. The department or agency would be consulted or informed either in writing, via email or by telephone call.
4. The Minister is not routinely consulted or informed when Austrade makes a decision on an FOI request. However, the Minister may be advised subsequent to an FOI decision on that FOI decision made as part of a Ministerial brief.
- a. See response to question 2(a) above.
  - b. See response to question 2(b) above.
5. Other departments or agencies are consulted or informed as required under relevant FOI legislation.
- a. See response to question 3(a) above.
  - b. See response to question 3(b) above.
  - c. See response to question 3(c) above.
6. The Legal Services team is resourced as required to meet the obligations imposed under relevant FOI legislation
7. The Legal Services team is comprised of three full time lawyers with responsibility for responding to FOI requests received by Austrade. No staff are assigned solely for the purpose of responding to FOI requests.
8. Various staff in relevant business units indirectly assist with FOI request as part of their usual duties. It is not possible to identify levels as the staff may vary for each request.
9. Additional external legal resources are seconded to Austrade to assist with legal services including processing of FOI requests when the level of work requires such additional resources.
- a. One officer at EL1 equivalent level.
10. One.
- a. This number has not changed since 6 September 2013.
11. Not applicable.
12. Not applicable.
13. No formal or informal training has been provided to the designated decision maker within Austrade as the current decision maker is a senior lawyer of 20 years' experience in practice, has previously received formal FOI training, and understands both their role and the application of the legislation in their decision making.
14. Not applicable.

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**Question 55**

**Functions**

1. Provide a list of all formal functions or forms of hospitality conducted for the Minister. Include:
  - a. The guest list of each function
  - b. The party or individual who initiated the request for the function
  - c. The menu, program or list of proceedings of the function
  - d. A list of drinks consumed at the function
  
2. Provide a list of the current wine, beer or other alcoholic beverages in stock or on order in the Minister's office

**Answer**

1. No functions or other forms of hospitality for the Minister were hosted by Austrade in the period 7 September 2013 to 31 October 2013.
  
2. Austrade does not provide alcoholic beverages of any type to the Minister's office.

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**Question 56**

**Red tape reduction**

1. Please detail what structures, officials, offices, units, taskforce or other processes has the department dedicated to meeting the government's red tape reduction targets?
  - a. What is the progress of that red tape reduction target
2. How many officers have been placed in those units and at what level?
3. How have they been recruited?
4. What process was used for their appointment?
5. What is the total cost of this unit?
6. Do members of the unit have access to cabinet documents?
7. Please list the security classification and date the classification was issued for each officer, broken down by APS or SES level, in the red tape reduction unit or similar body.

**Answer**

1. The Department of Foreign Affairs and Trade is coordinating the portfolio's approach to red tape reduction and regulatory reform and will be establishing a Deregulation Unit.
2. to 7. Austrade will not be establishing such a unit but will contribute with Senior officers undertaking regulatory reform tasks and participating in portfolio working group meetings as required. The officers will be undertaking these tasks as part of their regular duties.