

Part 5: Appendices

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Appendix A

Staffing overview

Appendix Table A1: Ongoing and non-ongoing employees (excluding overseas engaged employees), full-time and part-time

Non-ongoing employees		Ongoing employees		Total	Total
Full-time	Part-time	Full-time	Part-time	30 June 2010	30 June 2009
38	12	458	48	556	523

Note: Includes CEO and staff on leave without pay and long-term leave.

Appendix Table A2: Employees by category and employment

Category	Female	Male	Total 30 June 2010	Total 30 June 2009
Ongoing	236	270	506	488
Non-ongoing	32	18	50	35
Overseas engaged employees ^a	304	215	519	524
Total	572	503	1,075	1,047

(a) Includes temporary staff.

Note: All categories include staff on leave without pay and long-term leave.

Appendix Table A3: Employees by classification, gender and location

Classification	Australia female	Australia male	Overseas female	Overseas male	Total staff 30 June 2010	Total staff 30 June 2009
AOPL1	0	0	3	18	21	18
AOPL2	0	0	40	7	47	51
AOPL3	0	0	142	53	195	205
AOPL4	0	0	104	107	211	209
AOPL5	0	0	15	30	45	41
Cadet	1	0	0	0	1	1
APL1	31	11	0	0	42	39
APL2	72	51	0	0	123	108
APL3	77	77	3	1	158	154
APL4	35	44	9	15	103	98
APL5	16	35	3	11	65	62
APL6/SES 1	11	15	3	14	43	42
APL7/SES 2	0	4	4	3	11	10
APL8/SES 2	2	1	0	4	7	6
APL8/SES 3	1	1	0	0	2	2
CEO	0	1	0	0	1	1
Total	246	240	326	263	1,075	1,047

Note: Includes temporary staff and staff on leave without pay and long-term leave.

Appendix Table A4: Employees by location and gender

Region/ location	Australia-based female	Australia-based male	Australia-based total	OEE female	OEE male	OEE total	Total 30 June 2010	Total 30 June 2009
Region								
Americas	2	10	12	48	41	89	101	107
EMEA	4	12	16	65	50	115	131	145
NEA	11	13	24	95	54	149	173	176
SEASAP	5	13	18	96	70	166	184	170
Subtotal	22	48	70	304	215	519	589	598
Location								
ACT	86	95	181	0	0	0	181	160
New South Wales	108	78	186	0	0	0	186	175
NT	1		1	0	0	0	1	1
Queensland	13	13	26	0	0	0	26	26
South Australia	8	8	16	0	0	0	16	15
Tasmania	1	2	3	0	0	0	3	2
Victoria	23	36	59	0	0	0	59	55
Western Australia	6	8	14	0	0	0	14	15
Subtotal	246	240	486	0	0	0	486	449
Total	268	288	556	304	215	519	1,075	1,047

Notes: Includes temporary staff and staff on leave without pay and long-term leave.

Excludes attached agency staff, trade consultants, contractors and TradeStart employees.

At 30 June 2010, there were 57 attached agency staff within Austrade.

Appendix Table A5: Employees by region/division

Region/division	Australia-based	Overseas engaged employees	Total staff 30 June 2010	Total staff 30 June 2009
Americas	12	89	101	107
Europe, Middle East and Africa	16	115	131	145
Executive	5	0	5	6
Export and Investment Services	160	0	160	167
Finance, Information and Planning	106	0	106	101
Government and Corporate Services	156	0	156	147
Human Resources	27	0	27	26
North East Asia	24	149	173	176
South East Asia, South Asia and Pacific	19	166	185	171
CEO	1	0	1	1
Inoperative	30	0	30	
Total	556	519	1,075	1,047

Note: Includes temporary staff and staff on leave without pay and long-term leave; excludes attached agency staff, trade consultants, contractors and TradeStart employees.

77 per cent of staff (831 employees) were employed in Austrade's overseas regions, client-focused operations in Australia (Export and Investment Services—160 staff, EMDG scheme—68 staff) and Business Club Australia.

Appendix Table A6: Senior Executive Service by classification and location

Classification	Australia	Overseas	Total 30 June 2010	Total 30 June 2009
APL6/SES1	26	17	43	42
APL7/SES2	4	7	11	10
APL8/SES2	3	4	7	6
APL8/SES3	2	0	2	2
Total	35	28	63	60

Note: Includes staff on leave without pay and long-term leave, and staff who are acting SES.

Appendix Table A7: Senior Executive Service by gender

Classification	Female	Male	Total 30 June 2010	Total 30 June 2009
APL6/SES1	14	29	43	42
APL7/SES2	4	7	11	10
APL8/SES2	2	5	7	6
APL8/SES3	1	1	2	2
Total	21	42	63	60

Note: Includes staff on leave without pay and long-term leave, and staff who are acting SES.

Appendix Table A8: Senior Executive Service—gains and losses during 2009–10

	Total
Gains	10
Losses	7

Appendix Table A9: Employees covered by workplace, collective and common law agreements

Classification	Collective agreement		Australian workplace agreement		Common law agreement		Section 24(1) determination		Total
	Salary range	No.	Salary range	No.	Salary range	No.	Salary range	No.	
Cadet	— ^a	1	n/a	0	n/a	0	n/a	0	1
APS 3–4 APL1	41,429– 59,242	42	n/a	0	n/a	0	n/a	0	42
APS 5–6 APL2	61,511– 75,498	122	n/a	0	n/a	0	— ^a	1	123
Exec. Level 1 APL3	80,405– 90,455	156	— ^a	1	n/a	0	0	1	158
Exec. Level 2 APL4–5	94,062– 127,315	160	— ^a	2	n/a	0	48,407– 127,315	6	168
SES ^b	125,000– 127,315	6	130,215– 230,368	24	125,000– 237,134	31	— ^a	2	63
Total		487		27		31		10	555

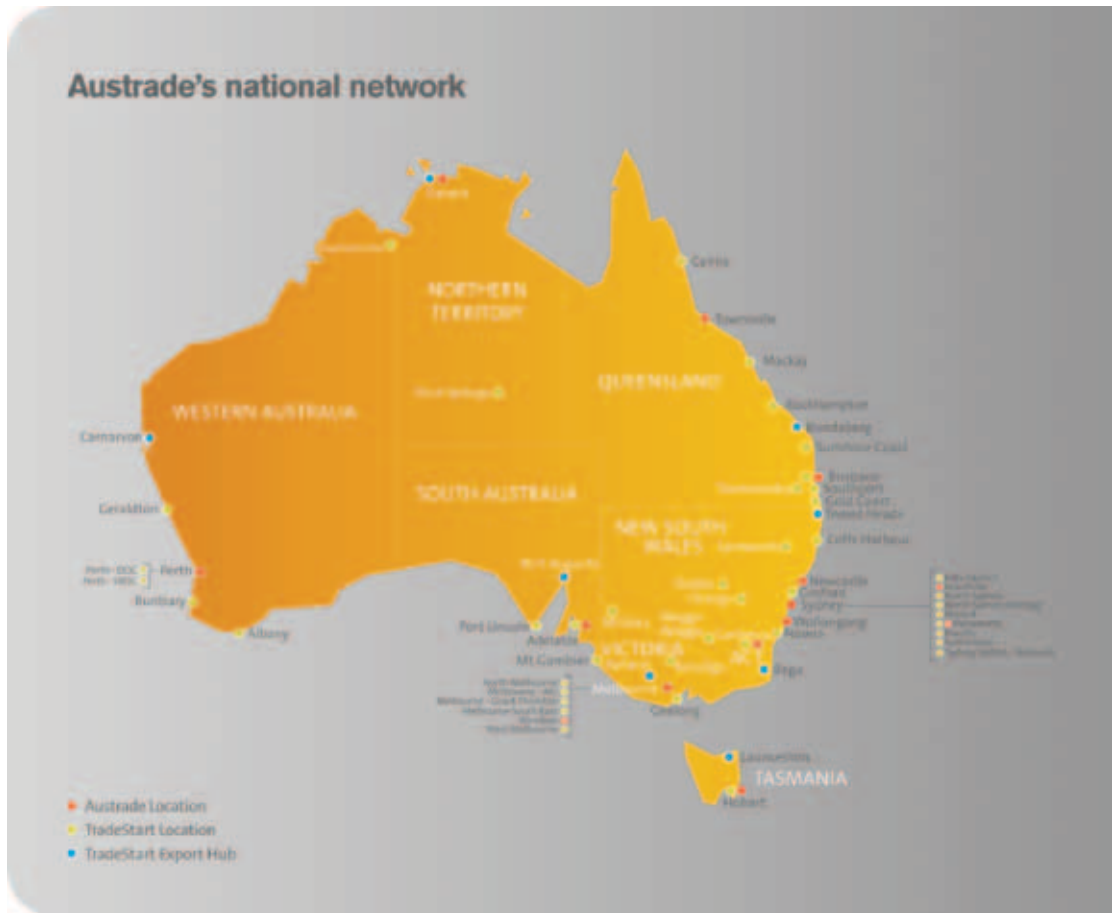
(a) Where there is a possibility that payments to individuals may be identified (i.e. five or fewer employees at a classification level), the salary range is not shown.

(b) Excludes CEO; includes six acting SES employees.

Appendix B

Austrade locations in Australia (including TradeStart)

Appendix Figure B1: Austrade's national network at 30 June 2010



Appendix Table B2: TradeStart and Export Hub Locations as at 30 June 2010

Location	TradeStart partner
NSW/ACT	
Hills District	Department of Industry and Investment
Coffs Harbour	
Dubbo	
Gosford	
Nowra	
Orange	
Tamworth	
Wagga Wagga	
Bega (Export Hub)	
Canberra	New South Wales Business Chamber
Mascot	
North Sydney (Mining)	
North Sydney	
Parramatta	
Penrith	
Tweed Heads (Export Hub)	Australian Institute of Export
Sutherland	
Sydney (National)	
NT	
Alice Springs	Northern Territory Chamber of Commerce & Industry
Darwin (Export Hub)	
QLD	
Bundaberg (Export Hub)	Trade Queensland
Cairns	
Mackay	
Rockhampton	
Sunshine Coast	
Southport	
Toowoomba	
Gold Coast	Gold Coast City Council
Brisbane	
SA	
Adelaide	Department of Trade and Economic Development
Mt Gambier	
Port Augusta (Export Hub)	
Port Lincoln	

Location	TradeStart partner
TAS	
Hobart	Tasmanian Chamber of Commerce and Industry
Launceston (Export Hub)	
VIC	
Ballarat (Export Hub)	Australian Institute of Export
Bendigo	
Melbourne—West	
Geelong	
Melbourne—South-East	
Mildura	
Melbourne	
Melbourne	Australian Industry Group
Melbourne	Grant Thornton Australia
North Melbourne	NIETL/ North Link
WA	
Albany	Great South Development Commission
Bunbury	South West Development Commission
Carnarvon (Export Hub)	Gascoyne Development Commission
Geraldton	Mid West Development Commission
Kununurra	Kimberley Development Commission
Perth	Small Business Development Corporation
Perth—Mining & Resources (WA)	Department of Commerce

Appendix C

Community Awareness Study 2010

For some years, Austrade and the Department of Foreign Affairs and Trade (DFAT) have commissioned an annual study of the community's awareness of trade and investment and the community's perception of the value of trade for Australian society. Highlights of the Community Awareness Study 2010 are as follows:

- Australians remain positive in relation to exports, trade and investment
- there was an increase in the proportion of Australians who think that exports make a major contribution to the economy, from 79 per cent in 2009 to 85 per cent in 2010
- there was also an increase in those who think that exports make a major contribution to their own standard of living, from 43 per cent in 2009 to 49 per cent in 2010
- the proportion of Australians who think that trade creates jobs is at an all-time high, from 65 per cent in 2009 to 69 per cent in 2010
- awareness of Austrade has risen from 74 to 78 per cent, as has Austrade's role in promoting investment
- awareness of DFAT has remained high at 97 per cent
- attitudes to investment remain stable with eight out of ten Australians believing that foreign direct investment contributes to the Australian economy
- almost all Australians—96 per cent—think that trade and investment is important to the economy, and that a government organisation such as Austrade helps Australian business.

Appendix D

Client Service Charter

Austrade's Client Service Charter was developed after consultations with our clients and represents our commitment to improve our service performance. The charter sets out the service standards clients can expect from Austrade and outlines how they can provide feedback. Our clients rate our performance against each service standard (stated below) in our annual Client Service Improvement Study.

Our service values

- understand your business and work with you in partnership
- provide advice and information based on experience and networks we have established across Australia and around the world
- be commercially focused and deliver services that are tailored to your needs
- be professional and highly motivated to help your business
- be flexible and responsive in meeting your particular needs.

Our service standards

- We value the information you give us and will maintain confidentiality
- We will clearly explain our service offerings and how they can add value to your export efforts
- Austrade will explain any fees and provide you with a written quote before commencing work on your behalf
- If you contact us we will respond within two working days of receipt of your enquiry. If your business enquiry is more complex we will inform you of our progress. Austrade will agree with you on timeframes, deliverables and follow-up

- We will keep you informed of major developments that affect your project
- Austrade will endeavour to deliver opportunities that best match your line of business
- We will provide appropriate referrals if Austrade cannot help you
- Austrade will provide you with clear information on eligibility and application and assessment processes for our Export Market Development Grants (EMDGs) and will process your application promptly and efficiently in accordance with the EDMG legislation.

Help us to help you

- Brief us clearly about your products or services and business objectives
- Allow realistic lead times and keep us informed of your timeframes for taking action
- Let us know how we might improve our services and/or when we have done a good job.

Measuring our performance

Austrade will review the charter and provide opportunities for you to comment on your satisfaction with our services through our annual client satisfaction survey and other research. This will allow us to measure the outcome of our assistance and identify issues and service aspects that are important to you.

Consultation and feedback

We welcome your feedback. Simply call us, write to us or send us an email. If you have a problem you need resolved, please raise it with the staff member concerned or write to:

Client Service Manager
Austrade
GPO Box 5301
Sydney NSW 2001

Email: clientservicemanager@austrade.gov.au

If, at any stage, you are dissatisfied with our handling of your complaint, you may contact an office of the Commonwealth Ombudsman and/or the Privacy Commission.

Appendix E

Freedom of information

This statement is made in accordance with the requirements of section 8 of the *Freedom of Information Act 1982* (FOI Act) and is complete as at 30 June 2010.

Access to records

The FOI Act grants a right to access documents in the possession of the Government, subject to a number of exceptions. These include protection of essential public interests and the private and business affairs of people about whom departments and statutory authorities collect and hold information. In the 12 months ending 30 June 2010, Austrade received seven such requests. A detailed breakdown of those reports is given in Appendix Table E1.

Appendix Table E1: Freedom of information requests for 2009–10

Requests outstanding at 1 July 2009	1
Requests received	7
Access granted in full	0
Access refused	2
Access refused in part	3
Transferred	0
Withdrawn or lapsed	2
Currently outstanding	1
Appeals to AAT/Ombudsman	0

Procedures and contact points

Any person seeking access to documents under the FOI Act must lodge a formal request in writing together with a \$30 application fee. The request must clearly identify the document or class of document to which access is sought, and the return address of the application must be provided.

Requests should be sent to:

The FOI Officer
Legal Services, Business Effectiveness
Level 2, 25 National Circuit
Forrest ACT 2603
Australia

Phone: +61 2 6201 7462

Fax: + 61 2 6201 7301

A request for access under the FOI legislation is acknowledged and a decision is made by the Group Manager, Business Effectiveness, or the appointed delegate, whether to grant access and, if so, whether any fees or charges may be reduced or not imposed in instances of financial hardship or general public interest in the release of documents.

Further information regarding access to documents may be directed to Austrade's Legal Services team.

Austrade also publishes a comprehensive range of publicly available information at www.austrade.gov.au.

Appendix F

Occupational health and safety

In accordance with subsection 74(1) of the *Occupational Health and Safety Act 1991* (the OHS Act), the annual report is to include details of the following matters:

- the health and safety management arrangements of the department or authority
- initiatives taken during the year to ensure the health, safety and welfare at work of employees and contractors of the department or authority
- health and safety outcomes (including the impact on injury rates of employees and contractors of the department or authority) achieved as a result of initiatives taken during the year or previous initiatives
- statistics of any accidents or dangerous occurrences during the year that arose out of the conduct of undertakings by the department or authority and that required the giving of notice under section 68
- any investigations conducted during the year that relate to undertakings carried on by the employer under sections 29, 46 or 47
- such other matters required by guidelines approved on behalf of the Parliament by the Joint Committee of Public Accounts and Audit.

Austrade provides a safe and healthy working environment for all employees. Austrade employees have access to occupational health and safety information through the Workplace Support Adviser, their Human Resources Manager and via the Austrade intranet.

During the year, Austrade's Workplace Support Adviser continued to strengthen awareness of health and safety matters by providing advice and assistance to employees and managers on a regular basis. Austrade also enhanced its induction

program for contract staff and for Health and Safety Representatives.

Specific health and safety initiatives and programs conducted in 2009–10 included:

- four meetings of the National Occupational Health and Safety Committee
- three meetings of the local Occupational Health and Safety Committees in Sydney, Canberra and Melbourne
- workstation needs assessments for new and existing staff members
- increased home OHS assessments, assisting in the implementation of home-based work agreements
- induction and pre-posting courses on employer and employee obligations
- voluntary health checks and influenza vaccinations for Australia-based staff
- enhanced training for the induction of contractors entering Austrade premises, including documentation and process requirements, with additional training provided to relevant staff on how to conduct this contractor induction process
- presentations to both Australia-based and overseas engaged employees on accessing and using the Employee Assistance Program.

In 2009–10, one notice was issued under section 47 of the OHS Act. Austrade complied with the requirements set out in this notice and has subsequently enhanced its induction processes for contractors entering Austrade premises. In 2009–10, no direction or notice under sections 29, 45 or 46 of the Act was given to Austrade.

There were two notices under section 68 of the Act, which requires reporting a death or serious injury.

Appendix G

Ecologically sustainable development and environmental performance

In the past year, Austrade has taken a range of steps to identify areas for continuous improvement and support ecologically sustainable development, and remains committed to implementing sound environmental operations and addressing adverse environmental impacts both in Australia and overseas.

Austrade's performance with respect to the requirements of section 516A of the *Environment Protection and Biodiversity Conservation Act 1999* is summarised below.

How the outcomes specified for Austrade contributed to ecologically sustainable development in 2009–10

Austrade's primary legislative responsibility is to facilitate and encourage trade between Australia and other countries. This is done through the outcome to 'advance Australia's trade and investment interests through information, advice and services to businesses, industry and governments', in a manner that is ecological and promotes sustainable development.

Austrade's Clean Energy and Environment network manages delivery of the Government's Clean Energy Trade and Investment Strategy explained on page 31. In 2009–10, Austrade assisted 97 Australian companies to undertake international business deals worth \$68.6 million. In addition, Austrade facilitated foreign direct investment worth \$77 million in eight clean energy and environment projects in Australia spanning the renewable energy, carbon capture, water and energy efficiency sectors. During the year, the network has supported the strategy

through the Solar Flagships program, the Clean Energy and Environment Workshop and the Clean Energy Council conference. Through this work with Australian businesses, industry and government, Austrade makes a positive contribution to ecologically sustainable development principles and practices both in Australia and internationally.

Effects of Austrade's activities on the environment in 2009–10

Austrade is sensitive to the impact of its activities on the environment, including in relation to overall energy consumption in Austrade operations. Details of energy consumption and future plans are reported below.

Earth Hour

Austrade has participated in Earth Hour in Australia since 2008. In 2010, Austrade extended this participation to its overseas network with a total of 64 onshore and offshore offices across North East Asia, South East Asia, South Asia, the Pacific, the Americas, Europe, the Middle East and Africa involved in Earth Hour.

Energy consumption

Austrade reported energy consumption in its Australian operations as required by the Energy Efficiency in Government Operations Policy. The *Energy use in the Australian Government's operations report 2007–08*, released in December 2009, outlines the levels of energy usage and emissions for the Australian Government, at both a whole-of-government and an individual agency level. Austrade's energy consumption and associated greenhouse gas emissions over four years to 30 June 2009 for its Australian operations are shown below (Appendix Table G1).

Appendix Table G1: Energy consumption and greenhouse gas emissions 1 July 2005 to 30 June 2009 (Australian operations)

Energy consumption					
Computer centres	2005–06	2006–07	2007–08	2008–09	Change (%)
Electricity kWh		1,073,690	1,299,173	1,450,180	11.62
Greenpower kWh		(75,185)		(145,018)	
Total GJ		3,865	4,677	5,221	11.62
Area (m ²)		240	195	38	-80.67
MJ/m ²		16,085	23,985	138,479	477.36
Office tenant light and power					
Electricity kWh	1,619,004	754,704	872,900	1,055,818	20.96
Greenpower kWh	(56,740)		(126,118)		
Total GJ	5,828	2,717	3,142	3,801	20.96
Area (m ²)	8,274	6,815	8,019	8,413	4.91
Occupancy (people)	516	416	498	509	2.21
MJ/m ²	704	399	392	452	15.29
MJ/people	11,295	6,531	6,310	7,467	18.34
m ² /person	16	16	16	17	2.65
Stationary energy totals (GJ)	5,828	6,582	7,819	9,022	15.37
Transport energy totals (GJ)	1,018	1,552	1,303	895	-31.30
Austrade total energy (GJ)	6,846	8,134	9,122	9,917	8.71
Greenhouse gas emissions					
Gross greenhouse gas emissions (tonnes)	1,727.92	1,993.14	2,413.7	2,737.45	13.4
Greenhouse gas offsets (tonnes)	(57.92)	(77.25)	(134.62)	(154.53)	14.8
Net greenhouse gas emissions (tonnes)	1,670	1,915.89	2,279.08	2,582.92	13.3

Source: Austrade Online System for Comprehensive Activity Reporting, 2010

To June 2008, Austrade was among 30 per cent of government agencies which met the Government's performance target for office tenant light and power usage of 7,500 megajoules per person per annum by June 2011. Information to 30 June 2009 was not available at the date of this report.

While Austrade's computer centre energy usage increased and remained in the energy intensive range, implementation of Austrade's ICT energy management plan 2010–15 and other green IT initiatives, explained later, are intended to reduce this level. Austrade's performance with respect to energy consumption from transport and

passenger vehicles remains consistent with the Government's average.

Measures Austrade is taking to minimise its impacts on the environment

Austrade has continued with existing approaches to minimise its environmental impact, including purchasing 10 per cent green power for its computer centres in its Canberra office, setting duplex printing and copying as the default option and establishing recycling systems for a range of office supplies and consumables. The use of video conferencing facilities across our operations

has continued to increase by 10.5 per cent from 36,146 hours in 2008–09 to 39,949 hours in 2009–10.

New initiatives in Australia this year include upgrading of lighting in the Canberra computer centre and other areas of the office to more energy-efficient and lower heat-emitting LED lighting. In addition, during the year a number of IT and other staff attended green IT training.

In March 2010 Austrade developed a five-year ICT energy management plan for 2010–15, in line with government requirements, and commenced implementation of a software, workstation and printer refresh program as part of the plan. The program includes specific green IT initiatives to provide Austrade staff with more energy-efficient equipment, technology and tools. Video and web conferencing enhancements will also be implemented as part of the overall strategy.

In our offshore regions, initiatives were also announced. In both the Americas and SEASAP regions, office managers were given responsibility for environmental management and have commenced development of localised strategies to reduce waste, water and energy consumption. Staff have been encouraged to submit their own 'green' ideas and in the Americas, newsletters and green tips have been promoted by the office manager team.

How the activities and the administration of legislation by Austrade in 2009–10 accorded with the principles of ecologically sustainable development

Austrade operates under the *Australian Trade Commission Act 1985* and administers the Export Market Development Grants scheme pursuant to the *Export Market Development Grants Act 1997*. Neither Act makes specific reference to, nor requires consideration of, ecologically sustainable development or sustainability principles. However, Austrade adheres to government policy and ministerial directives on sustainable global trade.

Mechanisms for reviewing and increasing the effectiveness of measures to minimise Austrade's impacts on the environment

In March 2009, further to the ANAO report *Green office procurement and sustainable office management* for 2008–09, Austrade initiated a review of its environmental sustainability practices in Australia to identify its level of compliance with existing government legislation and identify areas for focus and improvement. Austrade's internal auditors provided advice in late 2009 that Austrade was meeting all existing legislative and government requirements.

Based on recommendations arising from Austrade's review and the Australian Government's energy usage reports, Austrade's intended strategy for 2010–11 and forward years is to:

- audit and improve building energy performance
- implement its ICT energy management plan to deliver enhanced environmental performance in IT equipment and computer data centres and an upgrade of video and web conferencing facilities
- implement an agency-wide approach to enable continuous improvements including systems for accurate measurement, monitoring and reporting of environmental performance.

Appendix H

Advertising and market research

Commonwealth agencies are required to report payments for advertising and market research over a certain threshold, which in 2009–10 was \$11,200 (including GST). Appendix Table H1 shows total advertising and market research expenditure for the year. Individual payments in each category that were over the threshold are detailed in the subsequent tables.

Appendix Table H1: Total advertising and market research expenditure, 2009–10

Description	Value (\$ including GST)
Advertising agencies	7,007.00
Market research organisations	1,791,903.98
Polling organisation	18,980.50
Direct mail organisations	119,036.13
Media advertising organisations	1,747,948.17
Total	3,684,875.78

Appendix Table H2: Payments over \$11,200 to market research organisations

Agencies/organisations	Description	Value (\$ including GST)
AMR Interactive	Brand Australia—Country report	33,000.00
Anholt GFK Roper	Brand Australia—Nation brand index research	66,130.74
East West Communications	Brand Australia—Media analysis	29,733.50
Taylor Nelson Sofres Australia	Brand Australia—Reputation index study	566,137.00
Taylor Nelson Sofres Australia	Brand Australia—Reputation index study	566,137.00
Taylor Nelson Sofres Australia	Brand Australia—Reputation index study	73,700.00
Taylor Nelson Sofres Australia	Brand Australia—Reputation index study	73,700.00
Wallis Consulting Group	Client service improvement survey	29,392.00
Wallis Consulting Group	Client service improvement survey	12,669.80
Wallis Consulting Group	Client service improvement survey	16,351.50
Total		1,466,951.53

Appendix Table H3: Payments over \$11,200 to polling organisations

Agencies/organisations	Description	Value (\$ including GST)
Newspoll Market Research	Community attitudes to trade survey	18,980.50
Total		18,980.50

Appendix Table H4: Payments over \$11,200 to media advertising organisations

Agencies/organisations	Description	Value (\$ including GST)
Australian advertising		
Adcorp	Advertising for TradeStart request for tender	13,904.55
Adcorp	Advertising for TradeStart request for tender	12,228.55
Adcorp	Advertising for Export Market Development Grants Scheme	23,747.63
Adcorp	Advertising for AANZFTA	46,440.11
Adcorp	Advertising for Export Market Development Grants Scheme	30,774.77
Adcorp	Advertising for Export Market Development Grants Scheme	25,862.75
Adcorp	Advertising for Export Market Development Grants Scheme	23,352.49
Nationwide News	Advertising Australian Export Awards	15,756.00
Telstra	Sensis listings	23,455.53
Telstra	Sensis listings	18,523.90
Telstra	Sensis listings	19,377.97
Telstra	Sensis listings	14,958.87
Overseas advertising		
Asahi Advertising	Advertising general recruitment (India)	12,496.62
Mass Communications LTD	Advertising to promote Study in Australia	18,182.05
Mass Communications LTD	Advertising to promote Study in Australia	36,419.99
PT Kartina Wiraguna	Advertising to promote Study in Australia	18,509.08
Silva Publicidad	Advertising to promote Study in Australia	51,928.80
Silva Publicidad	Advertising to promote Study in Australia	46,649.87
Thatz Communications PTE LTD	Austrade promotional advertising	29,449.47
Xiamen Fenmiao Media Co Ltd	Austrade promotional advertising	24,680.10
Total		506,699.09

* Note: No payments over \$11,200 (inc. GST) were made to advertising agencies or direct mail organisations in 2009–10.

Appendix I

Financial and staffing resources

Appendix Table I1: Agency resource statement 2009–10 (\$'000)

	Actual available appropriations for 2009–10 \$'000 (a)	Payments made 2009–10 \$'000 (b)	Balance remaining ¹ \$'000 (a–b)
Ordinary annual services			
Departmental appropriation			
Prior year departmental appropriation	27,671	27,671	–
Departmental appropriation	200,521	147,715	52,806
S.31 Relevant agency receipts	27,724	27,724	–
Total	255,916	203,110	52,806
Administered expenses			
Outcome 1	210,702	208,004	2,698
Total	210,702	208,004	2,698
Total ordinary annual services	466,618	411,114	55,504
Departmental non-operating			
Equity injections (current and prior years)	10,672	2,851	7,821
Previous years' outputs	12,523	11,847	676
Total	23,195	14,698	8,497
Total net resourcing for Austrade	489,813	425,812	64,001

1 The above balance remaining includes amounts yet to be reduced by Finance Minister's determinations totaling \$19.171m from departmental operating and \$0.676m from departmental non-operating. These amounts will not be available to the Australian Trade Commission following the determinations.

Table I2: Resources for outcomes (\$'000)

Expenses and resources for Outcome 1			
Outcome 1—Advance Australia’s trade and investment interests through information, advice and services to businesses, industry and governments	Budget 2009–10¹	Actual 2009–10	Variation
Program 1.1: Trade and investment development			
Departmental expenses ²			
Appropriations—ordinary annual services (Appropriation Bills No. 1 and 3)	186,163	175,237	(10,926)
Revenue from independent sources (Section 31)	23,650	22,391	(1,259)
Program 1.2: Trade and development schemes (EMDG)			
Administered expenses			
Appropriations—ordinary annual services (Appropriation Bill No. 1)	200,400	200,400	–
Expenses not requiring appropriation in the budget year	–	10,774	10,774
Total resourcing for Outcome 1	410,213	408,802	(1,411)
Average staffing levels (actual)	2008–09	2009–10	
	951	976	
Expenses and resources for Outcome 2			
Outcome 2—The protection and welfare of Australians abroad through timely and responsive consular and passport services in specific locations overseas	Budget 2009–10	Actual 2009–10	Variation
Program 2.1: Consular and passport services			
Departmental expenses ²			
Appropriations—ordinary annual services (Appropriation Bills No. 1 and 3)	8,945	10,509	1,564
Revenue from independent sources (Section 31)	2,350	3,852	1,502
Total expenses for Outcome 2	11,295	14,361	3,066
Average staffing levels (actual)	2008–09	2009–10	
	50	52	

Notes:

- 1 Full year budget, including any subsequent adjustments made to the 2009–10 Budget at 2009–10 Additional Estimates.
- 2 Departmental expenses have been attributed to appropriation revenue source based on proportion of revenue from each source.

Appendix J

List of Requirements

This list is prepared in accordance with the *Requirement for Annual Reports* approved by the Joint Committee of Public Accounts and Audit on 23 June 2010.

Description	Page	Requirement
Letter of transmittal	ii	Mandatory
Table of contents	iii	Mandatory
Index	189	Mandatory
Glossary (Abbreviations and acronyms)	187	Mandatory
Contact officer(s)	inside cover	Mandatory
Internet home page address and internet address for report	inside cover	Mandatory
Review by the Chief Executive Officer		
Review by CEO	2–3	Mandatory
Summary of significant issues and developments	i, 2–3	Suggested
Overview of agency's performance and financial results	inside cover, 27, 29, 39, 65, 106, 182–183	Suggested
Outlook for following year	3	Suggested
Significant issues and developments—portfolio	n/a	Portfolio departments—suggested
Agency overview		
Overview description of agency	5	Mandatory
Role and functions	5	Mandatory
Organisational structure	4	Mandatory
Outcome and program structure	8	Mandatory
Where outcome and program structures differ from PB Statements/PAES or other portfolio statements accompanying any other additional appropriation bills (other portfolio statements), details of variation and reasons for change	n/a	Mandatory
Portfolio structure	5	Portfolio departments—mandatory
Report on performance		
Review of performance during the year in relation to programs and contribution to outcomes	9–86	Mandatory
Actual performance in relation to deliverables and KPIs set out in PB Statements/PAES or other portfolio statements	11, 16, 23, 27–29, 39, 64–65, 72, 84	Mandatory
Performance of purchaser/provider arrangements	n/a	If applicable, suggested

Description	Page	Requirement
Where performance targets differ from the PBS/PAES, details of both former and new targets, and reasons for change	n/a	Mandatory
Narrative discussion and analysis of performance	9–86	Mandatory
Trend information	inside cover, 24, 73–75, 106	Suggested
Significant changes in nature of principal functions/services	i, 2, 38, 95–96, 104	Suggested
Factors, events or trends influencing departmental performance	64	Suggested
Contribution of risk management in achieving objectives	81, 91, 93–94	Suggested
Social justice and equity impacts	n/a	Suggested
Performance against service charter customer service standards, complaints data, and the agency's response to complaints	64, 70, 173–174	If applicable, mandatory
Discussion and analysis of the agency's financial performance	105–162, 182–183	Mandatory
Discussion of any significant changes from the prior year or from budget	38, 78	Suggested
Agency resource statement and summary resource tables by outcomes	82–83	Mandatory
Developments since the end of the financial year that have affected or may significantly affect the agency's operations or financial results in future	n/a	If applicable, mandatory
Management accountability		
Corporate governance		
Statement of the main corporate governance practices in place	88–94	Mandatory
Names of the senior executive and their responsibilities	89–90	Suggested
Senior management committees and their roles	91	Suggested
Corporate and operational planning and associated performance reporting and review	89–90	Suggested
Approach adopted to identifying areas of significant financial or operational risk	93–94	Suggested
Agency heads are required to certify that their agency comply with the Commonwealth Fraud Control Guidelines	94	Mandatory
Policy and practices on the establishment and maintenance of appropriate ethical standards	100–101	Suggested
How nature and amount of remuneration for SES officers is determined	97–98	Suggested
External scrutiny		
Significant developments in external scrutiny	94–95	Mandatory
Judicial decisions and decisions of administrative tribunals	81, 94	Mandatory
Reports by the Auditor-General, a Parliamentary Committee or the Commonwealth Ombudsman	94	Mandatory
Management of human resources		
Assessment of effectiveness in managing and developing human resources to achieve agency objectives	95–101	Mandatory
Workforce planning, staff turnover and retention	95	Suggested
Impact and features of enterprise or collective agreements, determinations, common law contracts and AWAs	97	Suggested
Training and development undertaken and its impact	95–97	Suggested
Occupational health and safety performance	100, 176	Suggested

Description	Page	Requirement
Productivity gains	n/a	Suggested
Statistics on staffing	inside cover, 163–168, 182–183	Mandatory
Enterprise or collective agreements, determinations, common law contracts and AWAs	97	Mandatory
Performance pay	98	Mandatory
Assets management		
Assessment of effectiveness of assets management	101, 106	If applicable, mandatory
Purchasing		
Assessment of purchasing against core policies and principles	102–103	Mandatory
Consultants		
The annual report must include a summary statement detailing the number of new consultancy services contracts let during the year; the total actual expenditure on all new consultancy contracts let during the year (inclusive of GST); the number of ongoing consultancy contracts that were active in the reporting year; and the total actual expenditure in the reporting year on the ongoing consultancy contracts (inclusive of GST). The annual report must include a statement noting that information on contracts and consultancies is available through the AusTender website.	103	Mandatory
Australian National Audit Office Access Clause		
Absence of provisions in contracts allowing access by the Auditor-General	103	Mandatory
Exempt contracts		
Contracts exempt from AusTender	103	Mandatory
Commonwealth Disability Strategy		
Report on performance in implementing the Commonwealth Disability Strategy	100	Mandatory
Financial statements		
Financial statements	105–162	Mandatory
Other information		
Occupational health and safety (section 74 of the <i>Occupational Health and Safety Act 1991</i>)	176	Mandatory
Freedom of Information (subsection 8(1) of the <i>Freedom of Information Act 1982</i>)	175	Mandatory
Advertising and Market Research (section 311A of the <i>Commonwealth Electoral Act 1918</i>) and statement on advertising campaigns	180–181	Mandatory
Ecologically sustainable development and environmental performance (section 516A of the <i>Environment Protection and Biodiversity Conservation Act 1999</i>)	177–179	Mandatory
Other		
Grant programs	n/a	Mandatory
Correction of material errors in previous annual report	98	If applicable, mandatory
List of requirements	184–186	Mandatory