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# appendix A

## TradeStart service providers and office locations at 30 June 2006

### National

*Australian Electrical and Electronic Manufacturers' Association*

Brisbane

*Australian Interactive Media Industry Association*

Gold Coast

Sydney

### Australian Capital Territory

*Australian Business Limited*

Canberra

*Canberra Business Council*

Canberra

### New South Wales

*Australian Business Limited*

Bega

Mascot

North Sydney

Parramatta

Penrith

Tweed Heads

Wollongong

Sutherland

Bathurst

Coffs Harbour

Gosford

Nowra

Tamworth

Wagga Wagga

*Australian Industry Group*

Dubbo

*Australian Institute of Export (NSW)*

*Department of State and Regional Development*

*Dubbo City Development Council*

### Northern Territory

*Chamber of Commerce Northern Territory*

Alice Springs

Darwin

### Queensland

*Australian Industry Group*

Brisbane

*Central Queensland Area Consultative Committee*

Emerald

*Commerce Queensland*

Brisbane

<i>Department of State Development and Innovation</i>	Bundaberg
	Cairns
	Gold Coast
	Rockhampton
	Toowoomba
<i>Logan Office of Economic Development</i>	Logan
<i>Redland Shire Council</i>	Redland
South Australia	
<i>Department of Trade and Economic Development</i>	Adelaide
<i>Eyre Regional Development Board</i>	Port Lincoln
<i>Limestone Coast Regional Development Board</i>	Mount Gambier
<i>Riverland Development Corporation</i>	Berri
<i>Upper Spencer Gulf Common Purpose Group</i>	Whyalla
Tasmania	
<i>Department of Economic Development</i>	Hobart/Launceston
<i>Tasmanian Chamber of Commerce and Industry</i>	Hobart
Victoria	
<i>Australian Industry Group</i>	Melbourne
<i>Australian Institute of Export (Vic)</i>	Ballarat
	Bendigo
	Mildura
<i>Department of Innovation, Industry and Regional Development</i>	Dandenong
	Geelong
<i>NIETL/North Link</i>	Melbourne North
<i>Victorian Employers' Chamber of Commerce and Industry</i>	Melbourne
Western Australia	
<i>Department of Industry and Resources</i>	Perth
<i>Gascoyne Development Commission</i>	Carnarvon
<i>Great Southern Development Commission</i>	Albany
<i>Kimberley Development Commission</i>	Kununurra
<i>Mid West Development Commission</i>	Geraldton
<i>Small Business Development Corporation</i>	Perth
<i>South West Development Commission</i>	Bunbury

# appendix B

## Austrade's Client Service Charter

This 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 how they can provide feedback. Our clients rate our performance against each service standard (stated below) in our annual Client Service Improvement Study (CSIS):

### *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*

1. We value the information you give us and will maintain confidentiality
2. We will clearly explain our service offerings and how they can add value to your export efforts
3. Austrade will explain any fees and provide you with a written quote before commencing work on your behalf
4. If you contact us we will respond within 2 working days of receipt of your inquiry. If your business inquiry is more complex we will inform you of our progress. Austrade will agree with you on timeframes, the deliverables and follow up
5. We will keep you informed of major developments that affect your project
6. Austrade will endeavour to deliver opportunities that best match your line of business
7. We will provide appropriate referrals if Austrade can not help you

8. Austrade will provide you with clear information on eligibility, application and assessment process for our Export Market Development Grants (EMDG) and will process your application promptly and efficiently in accordance with the EMDG legislation

### *Help us to help you*

1. Brief us clearly about your products or services and business objectives
2. Allow realistic lead times and keep us informed of your timeframes for taking action
3. 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 our Client Service Manager:

Austrade  
GPO Box 5301  
Sydney NSW 2001  
Email: [clientservicemanager@austrade.gov.au](mailto: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.

### *Contact us*

For business inquiries you can contact us on 13 28 78 between 9 am and 5.30 pm Australian Eastern Standard Time (AEST) or through our website [www.austrade.gov.au](http://www.austrade.gov.au).

# appendix C

## 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 2006.

### 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 2006, Austrade received eight such requests and has met its obligations under the Act. A detailed breakdown of those reports is given in Table 15.

**Table 15: Freedom of information requests for the period 1 July 2005 to 30 June 2006**

Requests outstanding at 1 July 2005	0
Requests received	8
Access granted in full	1
Access refused	4
Access refused in part	1
Transferred	0
Withdrawn or lapsed	1
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  
Austrade  
Level 2, 25 National Circuit  
Forrest, ACT 2603  
Australia

Phone: +61 2 6201 7642  
Fax: + 61 2 6201 7671

A request for access under the FOI legislation is acknowledged and a decision is made by Austrade's FOI Officer 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 Business Effectiveness Group. Austrade also publishes a comprehensive range of public information at <[www.austrade.gov.au](http://www.austrade.gov.au)>

### Functions and powers

Austrade exercises, or participates in the exercise of, the following functions and decision-making powers:

- > representing, assisting and promoting the trading and commercial interests of Australia in foreign countries
- > facilitating outward investment in foreign countries
- > administering the Export Market Development Grants Act
- > acting outside Australia as an agent for other agencies of the Commonwealth in assisting Australian citizens travelling and residing overseas and providing visa services to foreign nationals.

## Outside participation

Austrade frequently provides individual companies with briefings on trade and economic developments in relevant countries. In consultation with relevant business groups, it also organises trade missions where sufficient interest and justification exists.

Beyond the interaction of direct services to clients, Austrade is also open to the views of outside organisations and provides opportunities for community representatives to contribute to developing aspects of its delivery of services to the exporter community through:

- > business representation on Austrade's export advisory panels for the ICT, infrastructure, mining, food and automotive industries, and on the implementation of Australia's free trade agreements
- > Austrade's formal arrangements for consultations with interested bodies on trade-related matters, including the Trade Policy Advisory Council, National Trade Consultations, and various business councils
- > programs operated by Austrade's state and territory offices, which assist businesses to deliver their export plans, strengthen links with the exporter community, provide briefings, and organise seminars on trade development issues, as well as maintain regular consultations, including through the TradeStart network
- > business representation on the Austrade Board.

As Austrade ceased to be governed by a Board from 1 July 2006, existing mechanisms for industry consultation will be strengthened to ensure that Austrade continues to receive similar high-level direction and advice as had been provided by the Board's business representatives.

## List of publications

### Introduction to export and general information

*State support brochures—ACT/NSW, TAS, QLD, WA, SA, NT* (September 2005)

*10 Steps to Export* (September 2005)

*Exporting Online* (September 2005)

*Austrade opens the door to a world of opportunities for your business* (March 2005)

*New Exporter Development Program* (January 2005)

*Opening up a World of Opportunity* (December 2004)

*Helping take your business to the world* (December 2003)

## Specialised publications

*Beyond Our Shores: Essays on Australia and the Global Economy*, by Tim Harcourt, Austrade Chief Economist (December 2005)

*Export Snapshot*—'postcard' analysis of key export markets by Tim Harcourt (April 2006)

*The Australia–United States Free Trade Agreement—In Brief* (June 2006)

*The Australia–United States Free Trade Agreement—customer brochure* (June 2006)

*Selling to the United States Government—A Guide for Business* (April 2006)

*The Thailand–Australia Free Trade Agreement—In Brief* (June 2005)

*The Thailand–Australia Free Trade Agreement—customer brochure* (June 2006)

*The Singapore–Australia Free Trade Agreement—In Brief* (June 2005)

*Success Story Brochures—South East Asia, India and the Pacific* (February 2006)

*Women in Export—a collection of case studies* (April 2005)

*Tax Exemption for Approved Overseas Projects* (March 2005)

*Business Club Australia: Melbourne 2006—Australian and international brochures*

*Business Club Australia: Melbourne 2006—Creating international business opportunities for international and Australian businesses through the Melbourne 2006 Commonwealth Games*—brochures for India, Singapore, Malaysia, South Africa, Canada, United Kingdom and New Zealand.

More than 520 industry and market profiles are available online.

### Exporting for the Future teaching resources

*Exporting for the Future resources for Years 9 and 10*

*Exporting for the Future resources for Years 11 and 12*

*Trends in Australia's Trade*

*Understanding the Global Economy*

*Going Global—export strategy game*

*Australia's Global Future*

*Export Plan Competition as a Unit of Study*

*Exporting posters—set of six*

*Exporting poster activities booklet*

*Globalisation posters—set of eight*

*Globalisation poster activities booklet*

*Next step the world—resources for higher education*

Case studies (38) and a set of activities for primary school courses are available on the student centre website.

### EMDG publications

Available in hard copy and online:

*EMDG CD-Rom Application Kit (2005–06 grant year)* (May 2006)

*EMDG 2005–06 Application Package* (May 2006)

*Review of the Export Market Development Grants scheme 2005* (June 2005)

*EMDG In Brief* (March 2006)

*EMDG In Brief (Chinese language version)* (March 2005)

*EMDG Getting Started* (June 2005)

Only available online:

*EMDG—Approved Joint Venture Requirements* (2006)

*EMDG—Approved Body Requirements* (2006)

*EMDG—Approved Trading House Requirements* (2006)

*How the EMDG scheme helps the agribusiness sector export* (2006)

*How the EMDG scheme helps the arts export* (2006)

*How the EMDG scheme helps the biotechnology sector export* (2006)

*How the EMDG scheme helps the education sector export* (2006)

*How the EMDG scheme helps the equine sector export* (2006)

*How the EMDG scheme helps events promoters* (2006)

*How the EMDG scheme helps the information and communications technology sector export* (2006)

*How the EMDG scheme helps the music industry export* (2006)

*How the EMDG scheme helps tourism export* (2006)

### Miscellaneous

*Export Update* (monthly; available in hard copy quarterly and online monthly)

*TradeMark* (monthly e-newsletter of Australian export success)

*Annual report* (previous years)

Austrade and ministerial media releases, available online.

Austrade's Chief Economist has published a number of articles on trade and economics in the *Business Review Weekly*, the *Australian Financial Review*, the *Australian*, and various international publications. The Chief Economist also provides analysis on the DHL Export Barometer—Australia's Export Trends. These articles are available on Austrade's website [www.austrade.gov.au/economistscorner](http://www.austrade.gov.au/economistscorner).

### Advertising and Market Research

Section 20 of the *Political Broadcasting and Political Disclosure Act 1991* inserted section 311A into the *Commonwealth Electoral Act 1918* relating to disclosing details in annual reports of departments and Australian Government authorities of the electoral expenditure incurred during the year (see Table 16.)

**Table 16. Austrade advertising and market research expenditure, 2005–06**

Advertising agencies	\$38,430
Market research organisations	\$292,974
Polling organisations	\$27,155
Direct mail organisations	\$338,450
Media advertising organisations	\$1,766,872

# appendix D

## Staffing overview

Figures in the Staffing overview represent the number of people who were employed by Austrade as at 30 June 2006. Figures in the Financial Statements represent the number of full-time equivalent staff as at 30 June 2006.

### Staffing overview at 30 June 2006

<b>Total employees</b>	1072 <sup>a</sup>
Australia-based	527 <sup>a</sup>
Overseas-engaged-employees (OEE)	545 <sup>b</sup>
<b>Australia-based staff by employment category<sup>a</sup></b>	
Full-time	494
Part-time	33
<b>Senior management</b>	
<i>By level</i>	
Managing Director	1 <sup>c</sup>
Executive Directors	9
Senior Managers	58
<i>By gender</i>	
Male	48
Female	20
<b>Gains and losses during 2005–06</b>	
Gains	5
Losses	9

a Includes temporary staff

b Includes attached agency staff but not trade correspondents

c Statutory appointment

Note: Trade correspondents are recruited through a transparent procurement process under contract and are represented on points of service but are not included as direct employees of Austrade.

**Austrade Australia-based operative employees by nominal classification, gender and location at 30 June 2006**

Classification	Australia		Australia total	Overseas		Overseas total	Total staff
	Female	Male		Female	Male		
APL1	43	7	50	0	0	0	50
APL2	75	50	125	0	0	0	125
APL3	57	68	125	4	5	9	134
APL4	27	41	68	9	20	29	97
APL5	14	27	41	1	11	12	53
APL6	8	21	29	7	11	18	47
APL7	3	1	4	0	8	8	12
APL8	2	2	4	0	4	4	8
MD	0	1	1	0	0	0	1
<b>Total</b>	<b>229</b>	<b>218</b>	<b>447</b>	<b>21</b>	<b>59</b>	<b>80</b>	<b>527</b>

**Austrade operative staff by region/division at 30 June 2006**

Region	Australia-based	OEE	Total	%
Americas	14	109	123	11.5
Analysis and Planning	7	0	7	0.7
Client Services	120	0	120	11.2
Europe, Middle East and Africa	21	127	148	13.8
Executive and Board	4	0	4	0.4
Exporter Development	60	0	60	5.6
Finance and Information	87	1	88	8.2
Government and Corporate Services	140	0	140	13.1
Human Resources	26	0	26	2.4
North East Asia	26	164	190	17.7
South East Asia, South Asia and Pacific	22	144	166	15.5
<b>Total</b>	<b>527</b>	<b>545</b>	<b>1,072<sup>a</sup></b>	<b>100%</b>

a Includes temporary staff and attached agency staff but not trade correspondents

### Austrade Australia-based employees by location and gender at 30 June 2006

Location	Female	Male	Total
Australian Capital Territory	78	70	148
New South Wales	95	76	171
Northern Territory	2	1	3
Queensland	10	15	25
South Australia	8	9	17
Tasmania	1	2	3
Victoria	28	34	62
Western Australia	7	11	18
Overseas	21	59	80
<b>Total</b>	<b>250</b>	<b>277</b>	<b>527</b>

### Austrade overseas-engaged employees by region and gender at 30 June 2006

Region	Female	Male	Total
Americas	61	48	109
Europe, Middle East and Africa	83	44	127
Finance and Information	1	0	1
North East Asia	103	61	164
South East Asia, South Asia and Pacific	86	58	144
<b>Total</b>	<b>334</b>	<b>211</b>	<b>545</b>

# appendix E

## Financial and staffing resources summary

	\$('000) and Actual Staff Years		
	Actual (2004–05)	Budget and Additional Estimates (2005–06)	Actual (2005–06)
Revenue:			
Appropriations			
– Departmental	155,136	165,250 (i)	167,026
– Administered	131,089	144,442	145,215
Total revenue from Government	286,225	309,692	312,241
Revenue from other sources			
– Departmental	32,611	31,228	37,363
– Administered	669	62	650
Total resourcing of outputs before adjustments	319,505	340,982	350,254
Less Adjustments	0	0	0
	319,505	340,982	350,254
Add: Equity injection from Government	6,128	8,669	8,669
<b>Total resourcing</b>	<b>325,633</b>	<b>349,651</b>	<b>358,923</b>
Average staffing level	989	1,094 (ii)	1,089

Note:

- (i) As presented in 2005–06 Budget documentation (May 2005 \$165.412m) and adjusted for Additional Estimates funding (–) \$0.162m
- (ii) Estimated total staffing level as per 2005–06 Portfolio Budget Statements

# appendix F

## Resources for outcomes

### Outcome 1—Australians succeeding in international business with widespread community support

	Budget <sup>1</sup> 2005–06 \$'000	Actual expenses 2005–06 \$'000	Variation <sup>2</sup> \$'000	Budget <sup>3</sup> 2006–07 \$'000
<b>Price of Departmental Outputs</b>				
Output Group 1.1—Awareness raising—Community commitment to trade and investment; understanding of the Australian Government's export assistance program and a positive business image of Australia overseas	18,925	19,750	825	19,291
Output Group 1.2 Government advice and coordination—Advice to the Australian Government and coordination of Australia's export activities	13,245	7,735	–5,510	11,451
Output Group 1.3 Services and opportunities: Export and investment services and opportunities for Australians through a national and global network	153,875	168,126	14,251	165,665
<b>Total price of departmental outputs—Output Group 1</b>	<b>186,045</b>	<b>195,611</b>	<b>9,566</b>	<b>196,407</b>
Output Group 1.4 Austrade Administered: Grants—Administering Export Market Development Grants for small to medium sized businesses and loans (ITES, IAMP)	144,442	145,544	1,102	160,400
<b>Total price of departmental outputs and administered expense—Output Group 1</b>	<b>330,487</b>	<b>341,155</b>	<b>10,668</b>	<b>356,807</b>
Total revenue from Government (Appropriations)	302,395	304,847	2,452	323,534
Revenue from other sources—administered and departmental	28,154	35,941	7,787	33,273
<b>Total resourcing for Outcome 1</b> (Total price of outputs and administered expenses)	<b>330,549</b>	<b>340,788</b>	<b>10,239</b>	<b>356,807</b>
			<b>2005–06</b>	<b>2006–07</b>
<b>Average staffing level</b>			<b>1,048</b>	<b>1,062<sup>a</sup></b>

a Estimated total staff level

1 Full-year budget, including additional estimates

2 Variation equals budget minus actual expenses

3 Budget prior to additional estimates

**Outcome 2—Australians informed about, and provided access to consular, passport and immigration services in specific locations overseas**

	Budget <sup>1</sup> 2005–06 \$'000	Actual expenses 2005–06 \$'000	Variation <sup>2</sup> \$'000	Budget <sup>3</sup> 2006–07 \$'000
<b>Price of departmental outputs</b>				
Output 2.1—Consular, passport and immigration services	10,433	11,085	652	12,449
<b>Total price of departmental outputs—Output Group 2</b>	<b>10,433</b>	<b>11,085</b>	<b>652</b>	<b>12,449</b>
Total revenue from Government (Appropriations)	7,297	7,394	97	9,783
Revenue from other sources	3,136	2,072	(1,064)	2,666
<b>Total resourcing for Outcome 2</b>	<b>10,433</b>	<b>9,466</b>	<b>(967)</b>	<b>12,449</b>
			2005–06	2006–07
<b>Average Staffing Level</b>			<b>41</b>	<b>53<sup>a</sup></b>

a Estimated total staff level

1 Full-year budget, including additional estimates

2 Variation equals budget minus actual expenses

3 Budget prior to additional estimates

# appendix G

## Purchaser/provider arrangements for year ended 30 June 2006

### Purchaser arrangements

In conjunction with a number of Australian Government departments and agencies, Austrade purchases administrative services and services from Department of Foreign Affairs and Trade (DFAT) at numerous DFAT-managed overseas posts under a Common Administrative Services (CAS) Agreement. The present three-year CAS Service Level Agreement will expire on 31 August 2007.

Austrade also purchases a limited range of Information and Communication Technology (ICT) services from DFAT within Australia and at overseas posts under a memorandum of understanding (MOU). The current ICT MOU will expire on 30 June 2007.

### Provider arrangements

During the year in review, Austrade had provider arrangements with the following agencies:

- > Department of Agriculture, Fisheries and Forestry (DAFF)
- > Department of Foreign Affairs and Trade (DFAT)
- > Department of Industry, Tourism and Resources (DITR)
- > Department of Immigration and Multicultural Affairs (DIMA)
- > Department of Education, Science and Training (DEST).

#### Department of Agriculture, Fisheries and Forestry

Austrade was engaged by the **Australian Wine and Brandy Corporation** to develop strategies and undertake marketing and promotion activities in a number of markets to increase exports of Australian wine.

#### Department of Foreign Affairs and Trade

DFAT is responsible for the provision of access to **consular and passport services** in Australia and overseas. In certain locations overseas, Austrade manages consulates and honorary consulates for the Australian Government, providing a range of consular assistance, including passport services, notarial acts, medical evacuations,

prison visits and general advice and assistance to Australians overseas.

#### Department of Industry, Tourism and Resources

Under an MOU Austrade supports **Invest Australia's** inwards investment role through its overseas network and provides IT services.

Austrade and **Tourism Australia** have entered into an MOU that sets out the operating guidelines for both agencies in markets where both have a presence and, in markets where only Austrade is represented, to streamline the delivery of services.

Under another MOU, Austrade supported **AusIndustry** by working together on a number of collaborative activities, sharing information and streamlining communications to enhance awareness among Australian businesses of government assistance programs.

#### Department of Immigration and Multicultural Affairs

A small number of overseas Austrade posts managed the delivery of **immigration (visa) services** on behalf of the Department of Immigration and Multicultural Affairs.

#### Department of Education, Science and Training

Australian Education International (AEI) is part of the Department of Education, Science and Training (DEST). Under an MOU with DEST, Austrade delivered **generic education marketing and promotion services** on behalf of AEI in Europe and Latin America.

DEST has also entered into a service level agreement with Austrade for the provision of ICT services, under which Austrade provides ICT services to AEI in a number of overseas posts.