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Appendix A

TradeStart service providers and locations, 30 June 2009

Location	TradeStart Partner
New South Wales and ACT	
Baulkham Hills	Department of State and Regional Development
Coffs Harbour	Department of State and Regional Development
Dubbo	Department of State and Regional Development
Gosford	Department of State and Regional Development
Nowra	Department of State and Regional Development
Orange	Department of State and Regional Development
Tamworth	Department of State and Regional Development
Wagga Wagga	Department of State and Regional Development
Bega (Export Hub)	Department of State and Regional Development
Canberra	New South Wales Business Chamber
Mascot	New South Wales Business Chamber
Mining and Resources (New South Wales, Queensland and Victoria)	New South Wales Business Chamber
North Sydney	New South Wales Business Chamber
Parramatta	New South Wales Business Chamber
Penrith	New South Wales Business Chamber
Tweed Heads (Export Hub)	New South Wales Business Chamber
Sutherland	Australian Institute of Export
Sydney (National)	Australian Interactive Media Industry Association
Northern Territory	
Alice Springs	Northern Territory Chamber of Commerce and Industry
Darwin (Export Hub)	Northern Territory Chamber of Commerce and Industry

Location	TradeStart Partner
Queensland	
Bundaberg (Export Hub)	Trade Queensland
Cairns	Trade Queensland
Mackay	Trade Queensland
Rockhampton	Trade Queensland
Sunshine Coast	Trade Queensland
Southport	Trade Queensland
Toowoomba	Trade Queensland
Gold Coast	Gold Coast City Council
Brisbane	Chamber of Commerce and Industry Queensland
South Australia	
Adelaide	Department of Trade and Economic Development
Mount Gambier	Department of Trade and Economic Development
Port Augusta (Export Hub)	Department of Trade and Economic Development
Port Lincoln	Department of Trade and Economic Development
Tasmania	
Hobart	Tasmanian Chamber of Commerce and Industry
Launceston (Export Hub)	Tasmanian Chamber of Commerce and Industry
Victoria	
Ballarat (Export Hub)	Australian Institute of Export
Bendigo	Australian Institute of Export
Melbourne – West	Australian Institute of Export
Geelong	Australian Institute of Export
Melbourne – South-East	Australian Institute of Export
Mildura	Australian Institute of Export
Melbourne	Australian Industry Group
Melbourne	Grant Thornton Australia
North Melbourne	NIETL/North Link
Western Australia	
Albany	Great Southern 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
Mining and Resources	Department of Commerce

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 Satisfaction 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 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, 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

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 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 2009.

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 2009, Austrade received nine such requests and met its obligations under the Act. A detailed breakdown of those reports is given in Appendix Table C1.

Appendix Table C1: Freedom of information requests for 2008–09

Requests outstanding at 1 July 2008	0
Requests received	9
Access granted in full	3
Access refused	0
Access refused in part	4
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.

Request 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 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 Business Effectiveness Group.

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

Appendix D

Staffing overview

Appendix Table D1: Ongoing and non-ongoing employees (excluding locally engaged employees overseas), full-time and part-time

Non-ongoing		Ongoing		Total	Total
Full-time	Part-time	Full-time	Part-time	30 June 2009	30 June 2008
23	12	447	41	523	510

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

Appendix Table D2: Employees by category of employment

Category	Female	Male	Total 30 June 2009	Total 30 June 2008
Ongoing ^a	227	261	488	482
Non-ongoing ^a	22	13	35	28
OEE (Overseas Engaged Employees) ^b	314	210	524	519
Total	563	484	1,047	1,029

Notes:

^a includes OEE temporary staff.

^b Includes staff on leave without pay and long-term leave.

Appendix Table D3: Employees by gender and location

Classification	Australia female	Australia male	Overseas female	Overseas male	Total 30 June 2009	Total 30 June 2008
AOPL1	0	0	3	15	18	19
AOPL2	0	0	44	7	51	56
AOPL3	0	0	147	58	205	202
AOPL4	0	0	104	105	209	212
AOPL5	0	0	16	25	41	30
Cadet	1	0	0	0	1	0
APL1	29	10	0	0	39	32
APL2	65	43	0	0	108	116
APL3	76	72	3	3	154	145
APL4	31	42	7	18	98	89
APL5	14	33	3	12	62	60
APL6/SES 1	10	16	4	12	42	47
APL7/SES 2	0	2	3	5	10	12
APL8/SES 2	2	0	0	4	6	6
APL8/SES 3	1	1	0	0	2	2
CEO	0	1	0	0	1	1
Total	229	220	334	264	1,047	1,029

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

Appendix Table D4 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 2009	Total 30 June 2008
Region								
Americas	2	10	12	47	48	95	107	100
Europe, Middle East, Africa	4	14	18	75	52	127	145	145
North East Asia	9	14	23	102	51	153	176	169
South East Asia, South Asia and Pacific	5	16	21	90	59	149	170	178
Subtotal	20	54	74	314	210	524	598	592
Location								
Canberra	76	84	160	0	0	0	160	148
New South Wales	101	74	175	0	0	0	175	174
Northern Territory	1	0	1	0	0	0	1	3
Queensland	13	13	26	0	0	0	26	25
South Australia	10	5	15	0	0	0	15	15
Tasmania	1	1	2	0	0	0	2	2
Victoria	20	35	55	0	0	0	55	56
Western Australia	7	8	15	0	0	0	15	14
Subtotal	229	220	449	0	0	0	449	437
Total	249	274	523	314	210	524	1,047	1,029

Notes: includes temporary staff, staff on leave without pay and long-term leave. Excludes attached agency staff, trade consultants, contractors and TradeStart employees; at 30 June 2009 there were 56 attached agency staff within Austrade.

Appendix Table D5: Employees by region/division

Region/division	Australia-based	OEE	Total 30 June 2009	Total 30 June 2008
Americas	12	95	107	100
Europe, Middle East, Africa	18	127	145	145
Executive	6	0	6	5
Export and Investment Services	167	0	167	161
Finance, Information & Planning	101	0	101	97
Government & Corporate Services	147	0	147	143
Human Resources	26	0	26	28
North East Asia	23	153	176	168
South East Asia, South Asia and Pacific	22	149	171	181
CEO	1	0	1	1
Total	523	524	1,047	1,029

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

Appendix Table D6: Senior Executive Service by level and location

Category	Australia	Overseas	Total 30 June 2009	Total 30 June 2008
APL6/SES1	26	16	42	47
APL7/SES2	2	8	10	12
APL8/SES2	2	4	6	6
APL8/SES3	2	0	2	2
Total	32	28	60	67

Notes: includes staff on leave without pay and long-term leave; includes staff that are acting SES; excludes CEO.

Appendix Table D7: Senior Executive Service by gender

Category	Female	Male	Total 30 June 2009	Total 30 June 2008
APL6/SES1	14	28	42	47
APL7/SES2	3	7	10	12
APL8/SES2	2	4	6	6
APL8/SES3	1	1	2	2
Total	20	40	60	67

Notes: includes staff that are acting SES; excludes CEO.

Appendix Table D8: Senior Executive Service: gains and losses during 2008–09

	Total
Gains	7
Losses	14

Appendix Table D9: Employees covered by workplace, collective and common law agreements

Classification	Collective Agreement		AWA		Common Law Agreement		Section 24(1) Determination		Total
	Salary range	No.	Salary range	No.	Salary range	No.	Salary range	No.	
Cadet	*	1	n.a.	0	n.a.	0	n.a.	0	1
APS 3–4 (APL1)	40,028–57,239	39	n.a.	0	n.a.	0	n.a.	0	39
APS 5–6 (APL2)	59,528–72,945	105	n.a.	0	n.a.	0	*	3	108
EL1 (APL3)	77,686–87,836	142	*	1	n.a.	0	77,686–88,270	11	154
EL2 (APL4–APL5)	90,881–123,010	148	*	2	n.a.	0	90,881–123,010	10	160
SES	*	2	118,894–222,578	53	*	4	*	1	60
Total		437		56		4		25	522

Notes: * where there is a possibility that payments to individuals may be identified (ie: five or fewer employees at a classification level) the salary range is not shown; excludes CEO.

Appendix E

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 mentioned under the above paragraph 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, including details of all notices given to the employer under section 29, 46 or 47 during the year
- 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 and maintains the safety of its workplaces. Additionally, employees worldwide have access to occupational health and safety policies, advice and services through their regional Human Resources Manager and on the Austrade Intranet site.

During the year Austrade's Workplace Support Adviser worked with employees nationally and internationally to strengthen awareness of health and safety matters. Specific health and safety programs initiatives in 2008–09 included:

- implementation of new health and safety management arrangements in Australia
- regular meetings of the national occupational health and safety committee
- regular meetings of local occupational health and safety committees were held at locations with more than 40 employees in Sydney, Canberra and Melbourne
- identification of the needs of new and existing staff under an early intervention scheme
- induction and pre-posting courses on employer and employee obligations
- advice on topics such as workstation setup and prevention of occupational overuse syndrome
- annual voluntary health checks and influenza vaccinations for all Australia-based staff
- voluntary H1N1 influenza vaccinations for all Australian-based staff and their dependants located overseas as well as overseas engaged staff in some locations, following the global outbreak of H1N1 influenza
- presentations to both Australian-based and overseas engaged employees on accessing and using the Employee Assistance Program.

In 2008–09, no direction or notice under sections 29, 46 or 47 of the OHS Act was given to Austrade. There was no notice under section 68 of the Act, which requires reporting a death or serious injury.

Appendix F

Financial and staffing resources

Appendix Table F1: Agency Resource Statement 2008–09 (\$000)

	Actual available appropriations for 2008–09	Payments made 2008–09 \$000	Balance remaining
	(a)	(b)	(a–b)
Ordinary annual services			
Departmental appropriation			
Prior year departmental appropriation	21,270	21,270	0
Departmental appropriation ¹	190,591	163,649	26,942
S.31 Relevant agency receipts	27,193	27,193	0
Total	239,054	212,112	26,942
Administered expenses			
Outcome 1 ²	150,400	150,400	
Advances to the Finance Minister	50,000	40,751	
Total	200,400	191,151	
Total ordinary annual services	439,454	403,263	
Departmental non-operating			
Equity injections	12,635	3,308	9,327
S.32 assets received due to restructure	935	935	0
Previous years' outputs			
Total	13,570	3,821	9,327
Total net resourcing for Austrade	453,024	407,084	

Notes:

¹ Appropriation Bill (No.1) 2008–09 and Appropriation Bill (No.3) 2008–09

² Appropriation Bill (No.2) 2008–09 and Appropriation Bill (No.4) 2008–09

Appendix Table F2: Resources for outcomes (\$000)

Outcome 1 – Australians succeeding in international business with widespread community support			
2008–09 Output Groups	Budget 2008–09	Actual 2008–09	Variation
Price of outputs			
1.1 – Export and international business services	154,347	167,174	12,827
1.2 – Trade Development Schemes	200,400	200,183	(217)
1.3 – Foreign direct investment services	11,000	18,621	7,621
1.4 – Government advice and coordination	10,862	5,930	(4,932)
1.5 – Awareness raising	18,286	14,069	(4,217)
Total price of Outcome 1	394,895	405,977	11,082
Revenue from Government	368,916	379,601	10,685
Revenue from other sources	25,979	25,113	(866)
Total Resourcing for Outcome 1	394,895	404,714	9,819
Average staffing levels	970	951	(19)
Outcome 2 – Australians informed about and provided access to consular, passport and immigration services in specific locations overseas			
2008–09 Output Groups	Budget 2008–09	Actual 2008–09	Variation
Price of outputs			
Output 2.1 – Consular, passport and immigration services	11,902	13,151	1,249
Total price of Outcome 2	11,902	13,151	1,249
Revenue from Government	9,552	10,170	618
Revenue from other sources	2,350	2,791	441
Total resourcing for Outcome 2	11,902	12,961	1,059
Average staffing levels	48	50	2

Appendix G

Ecologically sustainable development and environmental performance

Austrade is committed to implementing sound environmental practices in its operations, addressing adverse environmental impacts where feasible and identifying areas for continuous improvement.

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 2008–09

Through the establishment of a clean energy and environment global industry network to support the Government's clean energy trade and investment strategy announced in May 2009, Austrade has contributed to ecologically sustainable development through Outcome 1 'Australians succeeding in international business with widespread community support'.

Austrade's focus on the clean energy and environment sector promotes Australia's clean energy trade and investment potential and assists clean energy companies to globalise operations in a range of sub-sectors including renewable energy, carbon capture and storage, energy efficiency, water technologies, sustainable urban design and waste management.

Effects of Austrade's activities on the environment in 2008–09

Austrade continues to develop its Environmental Management System, which is fully compliant with the requirements of the International Standard Organisation (ISO 14001:2004) and is supported by Austrade's Environmental Policy.

In 2008–09, Austrade has continued to implement a number of action plans suggested by the Greenhouse Challenge Plus program managed by the Department of the Environment, Water, Heritage and the Arts (DEWHA), including the recycling of materials, the automatic shutdown of lighting and water saving technologies.

Measures Austrade is taking to minimise its impacts on the environment

Reduced energy consumption

Austrade reports its energy consumption annually to DEWHA as required by the Energy Efficiency in Government Operations Policy. Austrade's energy consumption and its associated greenhouse gas emissions over four years are shown in the table below.

Appendix Table G1: Austrade's energy consumption and greenhouse gas emissions for 2004–08

Energy consumption				
Computer centres	2004–05	2005–06	2006–07	2007–08
Electricity kWh			1,073,690	1,299,173
Greenpower kWh			(75,185)	
Total GJ			3,865	4,677
Area (m ²)			240	195
MJ/m ²			16,085	23,985
Office – tenant light and power				
Electricity kWh	1,527,710	1,619,004	754,704	872,900
Greenpower kWh		(56,740)		(126,118)
Total GJ	5,500	5,828	2,717	3,142
Area (m ²)	8,121	8,274	6,815	8,019
Occupancy (people)	524	516	416	498
MJ/m ²	677	704	399	392
MJ/person	10,506	11,295	6,531	6,310
m ² /person	16	16	16	16
Stationery energy totals (GJ)	5,500	5,828	6,582	7,819
Transport energy totals (GJ)	1,239	1,018	1,552	1,303
Austrade total energy (GJ)	6,739	6,846	8,134	9,123
Greenhouse gas emissions				
Gross greenhouse gas emissions (tonnes)	1,702.86	1,727.92	1,993.14	2,413.7
Greenhouse gas offsets (tonnes)		(57.92)	(77.25)	(134.62)
Net greenhouse gas emissions (tonnes)	1,702.86	1,669.99	1,915.89	2,279.08

Source: Austrade OSCAR report, 2009

Other actions Austrade took to minimise its impact on the environment included:

- use of 10 per cent green power in its computer centres in its Canberra office
- default duplex, black and white printing and copying on all printers and photocopiers in Austrade offices
- extensive and increased usage of videoconferencing facilities throughout Austrade's global operations to reduce air travel environmental impacts
- provision of a comprehensive battery, mobile phone and PDA recycling service for staff in the Canberra office from May 2009
- recycling of all fluorescent tubes in the Canberra office
- continued recycling of paper, cardboard and co-mingled waste in the Canberra office
- provision of secure bike storage facilities in the Canberra office to encourage staff to cycle to and from the work place
- participation in Earth Hour on 28 March 2009 switching off lighting and photocopiers in many offices in Australia and overseas
- in the Americas region, the Chicago office participated in the Chicago Green Office Challenge in 2009 and a green team was formed to improve environmental performance and measure outcomes.

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

In March 2009, Austrade initiated a review of its environmental sustainability practices to identify areas where further improvements could be made in order to build a practical sustainability framework. A final report from Austrade's internal auditors, KPMG, is expected in August 2009.

Appendix H

Advertising and market research

Commonwealth agencies are required to report payments for advertising and market research over a certain threshold, which in 2008–09 was \$10,900 (including GST). Appendix Table H1 provides the total advertising and market research spend for the year. Individual payments in each category that were over the threshold are detailed in the tables below.

Appendix Table H1: Total advertising and market research expenditure, 2008–09

Description	Value
Advertising agencies	\$11,298
Market research organisations	\$414,967
Polling organisations	\$30,723
Direct mail organisations	\$53,721
Media advertising organisations	\$1,421,925
Total (inc. GST)	\$1,932,634

Appendix Table H2: Payments over \$10,900 to market research organisations

Agencies/organisations	Description	Value
Applied Marketing Analysis, as nominee for Orbis Associates	Journey to export and international business research	\$51,800
Wallis Consulting Group	Client service improvement survey (CSIS)	\$148,929
GFK Custom Research	International research about Australia's nation brand and key competitors	\$181,707
East West Communications	Analysis of online media coverage about Australia	\$27,030
Total (inc. GST)		\$409,466

Appendix Table H3: Payments over \$10,900 to polling organisations

Agencies/organisations	Description	Value
Newspoll Market Research	Community attitudes to trade survey	\$17,028
Total (inc. GST)		\$17,028

Appendix Table H4: Payments over \$10,900 to media advertising organisations

Agencies/organisations	Description	Value
HMA Blaze Pty Ltd – promotional advertising	Australian Export Awards 2008 winners promotional advertisement	\$11,597
	Austrade promotional advertisement	\$11,550
	Three Austrade promotional advertisements	\$17,822
HMA Blaze Pty Ltd – recruitment advertising	Recruitment advertisement	\$11,785
	Recruitment advertisements	\$14,705
Adcorp Australia Ltd – promotional advertising	Australian Export Awards promotional advertising	\$15,634
	Australian Export Awards promotional advertising	\$21,319
	Export Market Development Grant Scheme promotional advertisements	\$221,697
ETN Communications Pty Ltd – promotional advertising	Austrade promotional advertising	\$27,500
Other advertisement agencies	Recruitment advertisement	\$13,860
	Recruitment advertisements	\$20,607
	Austrade promotional advertisements	\$52,800
Various consultants – overseas promotional advertising	Austrade Indonesia promotional advertisement	\$20,167
	Austrade Chile promotional advertisement	\$20,145
	Education Festival, promotional advertisements in Hong Kong	\$25,694
	Study in Australia promotional advertisements in Israel	\$15,435
	Study in Australia promotional advertisements in Osaka, Japan	\$24,499
	Study in Australia promotional advertisements in Singapore	\$11,536
	Study in Australia promotional advertisements in Malaysia	\$60,558
	Study in Australia promotional advertisements in Hong Kong	\$11,774
	Study in Australia promotional advertisements in Hong Kong	\$40,784
	Study in Australia promotional advertisements in Nagoya, Japan	\$20,478
Total (inc. GST)		\$691,946

No payments over \$10,900 (inc. GST) were made to advertising agencies or direct mail organisations in 2008–09.