

# Appendices

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A	Austrade's Client Service Charter	127
B	TradeStart service providers and locations	128
C	Freedom of Information	130
D	Staffing overview	131
E	Financial and staffing resources	134
F	Advertising and market research	136
G	Purchaser-provider arrangements	138
H	Ecologically sustainable development	140

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# Appendix A

## 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](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.

# Appendix B

## TradeStart service providers and locations

TradeStart Partner	Location
<b>National</b>	
Australian Interactive Media Industry Association	Sydney
NSW Business Chamber Ltd	Sydney – Mining and Resources (NSW, Queensland and Victoria)
<b>New South Wales and ACT</b>	
Australian Institute of Export	Sutherland
ACT Government	Canberra
Canberra Business Council	Canberra
Department of State and Regional Development	Orange (formally Bathurst)
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	Baulkham Hills
Department of State and Regional Development	Nowra
Department of State and Regional Development	Wagga
Department of State and Regional Development	Tamworth
NSW Business Chamber Ltd	Bega
NSW Business Chamber Ltd	Canberra
NSW Business Chamber Ltd	Mascot
NSW Business Chamber Ltd	North Sydney
NSW Business Chamber Ltd	Parramatta
NSW Business Chamber Ltd	Penrith
NSW Business Chamber Ltd	Tweed Heads
<b>Victoria</b>	
Australian Industry Group	Melbourne City
Australian Institute of Export	Ballarat
Australian Institute of Export	Bendigo
Australian Institute of Export	Geelong
Australian Institute of Export	Melbourne – West
Australian Institute of Export	Melbourne – South-East
Australian Institute of Export	Mildura
Grant Thornton Australia	Melbourne City
NIETL/North Link	North Melbourne

<b>TradeStart Partner</b>	<b>Location</b>
<b>Queensland</b>	
Commerce Queensland	Brisbane
Department of Primary Industries and Fisheries	Brisbane
Department of Tourism, Regional Development and Industry	Bundaberg
Department of Tourism, Regional Development and Industry	Cairns
Department of Tourism, Regional Development and Industry	Rockhampton
Department of Tourism, Regional Development and Industry	Southport
Department of Tourism, Regional Development and Industry	Sunshine Coast
Department of Tourism, Regional Development and Industry	Toowoomba
Gold Coast City Council	Gold Coast
<b>Western Australia</b>	
Department of Industry and Resources	Perth
Gascoyne Development Commission	Carnarvon
Great Southern Development Commission	Albany
Kimberley Development Commission	Kununurra
Mid West Development Commission	Geraldton
Small Business Development Corporation	Perth
South West Development Commission	Bunbury
<b>South Australia</b>	
Department of Trade and Economic Development	Adelaide
Department of Trade and Economic Development	Mt Gambier
Department of Trade and Economic Development	Port Augusta
Department of Trade and Economic Development	Port Lincoln
Murraylands Regional Development Board	Murray Bridge
Riverland Development Corporation	Berri
Salisbury Business and Export Centre	Salisbury
South Australia Exporter's Club	Onkaparinga
Yorke Regional Development Board	Balaklava
<b>Northern Territory</b>	
Northern Territory Chamber of Commerce and Industry	Alice Springs
Northern Territory Chamber of Commerce and Industry	Darwin
<b>Tasmania</b>	
Tasmanian Chamber of Commerce and Industry	Hobart
Tasmanian Chamber of Commerce and Industry	Launceston

# 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 2008.

### 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 2008, Austrade received five such requests and has 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 2007–08**

Requests outstanding at 1 July 2007	0
Requests received	5
Access granted in full	1
Access refused	0
Access refused in part	4
Transferred	0
Withdrawn or lapsed	0
Currently outstanding	0
Appeals to AAT/Ombudsman	1

## 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](http://www.austrade.gov.au).

# Appendix D

## Staffing overview

**APPENDIX TABLE D1: ONGOING AND NON-ONGOING EMPLOYEES (EXCL. LOCALLY ENGAGED EMPLOYEES OVERSEAS), FULL-TIME AND PART-TIME**

Non-ongoing		Ongoing		Total 30 June 2008	Total 30 June 2007
Full-time	Part-time	Full-time	Part-time		
22	6	442	40	<b>510</b>	512

Notes: 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 2008	Total 30 June 2007
Ongoing <sup>a</sup>	227	255	<b>482</b>	481
Non-ongoing <sup>a</sup>	14	14	<b>28</b>	31
Overseas-engaged employees (OEE) <sup>b</sup>	310	209	<b>519</b>	525
<b>Total</b>	<b>551</b>	<b>478</b>	<b>1,029</b>	1,037

Notes:

<sup>a</sup> includes staff on leave without pay and long-term leave

<sup>b</sup> includes OEE temporary staff.

**APPENDIX TABLE D3: EMPLOYEES BY LOCATION AND GENDER**

Classification	Australia female	Australia male	Overseas female	Overseas male	Total 30 June 2008	Total 30 June 2007
AOPL1	0	0	4	15	<b>19</b>	20
AOPL2	0	0	49	7	<b>56</b>	58
AOPL3	0	0	145	57	<b>202</b>	200
AOPL4	0	1	100	111	<b>212</b>	215
AOPL5	0	0	12	18	<b>30</b>	32
APL1	26	6	0	0	<b>32</b>	39
APL2	75	41	0	0	<b>116</b>	114
APL3	69	70	2	4	<b>145</b>	146
APL4	25	39	7	18	<b>89</b>	85
APL5	12	35	4	9	<b>60</b>	63
APL6/SES1	8	22	6	11	<b>47</b>	43
APL7/SES2	2	1	2	7	<b>12</b>	11
APL8/SES2	2	0	0	4	<b>6</b>	7
APL8/SES 3	1	1	0	0	<b>2</b>	3
CEO	0	1	0	0	<b>1</b>	1
<b>Total</b>	<b>220</b>	<b>217</b>	<b>331</b>	<b>261</b>	<b>1,029</b>	1,037

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

APPENDIX TABLE D4: EMPLOYEES BY REGION/LOCATION AND GENDER

Region/location	Australia-based female	Australia-based male	Australia-based total	OEE female	OEE male	OEE total	Total 30 June 2008	Total 30 June 2007
<b>Region</b>								
Americas	3	10	13	44	43	87	<b>100</b>	105
Europe, Mid East, Africa	5	11	16	76	53	129	<b>145</b>	148
North East Asia	8	16	24	96	49	145	<b>169</b>	182
South East Asia, South Asia and Pacific	5	16	21	94	63	157	<b>178</b>	168
<b>Subtotal</b>	<b>21</b>	<b>53</b>	<b>74</b>	<b>310</b>	<b>208</b>	<b>518</b>	<b>592</b>	603
<b>Location</b>								
Canberra	73	75	148	0	0	0	<b>148</b>	153
New South Wales	100	73	173	0	1	1	<b>174</b>	169
Northern Territory	2	1	3	0	0	0	<b>3</b>	3
Queensland	10	15	25	0	0	0	<b>25</b>	22
South Australia	7	8	15	0	0	0	<b>15</b>	17
Tasmania	1	1	2	0	0	0	<b>2</b>	2
Victoria	21	35	56	0	0	0	<b>56</b>	54
Western Australia	6	8	14	0	0	0	<b>14</b>	14
Subtotal	220	216	436	0	1	1	<b>437</b>	434
<b>Total</b>	<b>241</b>	<b>269</b>	<b>510</b>	<b>310</b>	<b>209</b>	<b>519</b>	<b>1,029</b>	1,037

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 2008 there were 48 attached agency staff within Austrade.

APPENDIX TABLE D5: EMPLOYEES BY REGION/DIVISION

Region/division	Australia-based	OEE	Total 30 June 2008	Total 30 June 2007
Americas	13	87	<b>100</b>	105
Europe, Middle East, Africa	16	129	<b>145</b>	147
Executive	5	0	<b>5</b>	7
Exporter Services	160	1	<b>161</b>	163
Finance, Information and Planning	97	0	<b>97</b>	93
Government and Corporate Services	143	0	<b>143</b>	139
Human Resources	28	0	<b>28</b>	29
North East Asia	23	145	<b>168</b>	182
South East Asia, South Asia and Pacific	24	157	<b>181</b>	171
CEO	1	0	<b>1</b>	1
<b>Total</b>	<b>510</b>	<b>519</b>	<b>1,029</b>	1,037

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 LOCATION

Classification	Australia	Overseas	Total	
			30 June 2008	30 June 2007
APL6/SES1	30	17	47	43
APL7/SES2	3	9	12	11
APL8/SES2	2	4	6	7
APL8/SES3	2	0	2	3
CEO	1	0	1	1
<b>Total</b>	<b>38</b>	<b>30</b>	<b>68</b>	<b>65</b>

Notes: includes staff on leave without pay and long-term leave; includes staff on higher duties in SES positions.

APPENDIX TABLE D7: SENIOR EXECUTIVE SERVICE BY GENDER

Classification	Female	Male	Total	
			30 June 2008	30 June 2007
APL6/SES1	14	33	47	43
APL7/SES2	4	8	12	11
APL8/SES2	2	4	6	7
APL8/SES3	1	1	2	3
CEO	0	1	1	1
<b>Total</b>	<b>21</b>	<b>47</b>	<b>68</b>	<b>65</b>

Notes: includes staff on leave without pay and long-term leave; includes staff on higher duties in SES positions.

APPENDIX TABLE D8: 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.	
APS3-4 (APL1)	38,489-55,037	32	n.a	0	n.a	0	n.a	0	32
APS5-6 (APL2)	57,238-70,140	116	n.a	0	n.a	0	n.a	0	116
EL1 (APL3)	74,699-84,025	144	-	1	n.a	0	n.a	0	145
EL2 (APL4)	87,386-101,837	86	-	3	n.a	0	-	2 <sup>b</sup>	91
EL3(APL5)	105,910-118,278	60	n.a	0	n.a	0	n.a	0	60
SES	112,000-125,000	8 <sup>a</sup>	114,321-220,303	59					67
<b>Total</b>		<b>446</b>		<b>63</b>				<b>2<sup>b</sup></b>	<b>511</b>

Notes: excludes CEO; salary range not shown where there is a possibility that payments to individuals may be identified (i.e. five or fewer employees). <sup>a</sup> includes staff on higher duties. <sup>b</sup> also included in the AWA figure.

# Appendix E

## Financial and staffing resources

APPENDIX TABLE E1: FINANCIAL AND STAFFING RESOURCES SUMMARY (\$m)

	Actual 2006–07 (Financial Statements)	Budget and Additional Estimates 2007–08 (PAES)	Actual 2007–08 (Financial Statements)
<b>Appropriations:</b>			
Departmental	171,951	172,569	<b>170,090</b>
Administered	153,357	156,880	<b>159,200</b>
Total revenue from Government	325,308	329,449	<b>329,290</b>
<b>Other revenue:</b>			
Departmental	31,769	31,107	<b>34,467</b>
Administered	94	–	<b>1,039</b>
Total resourcing of outputs	357,171	360,556	<b>364,796</b>
Add equity injection	8,281	4,873	<b>4,873</b>
<b>Total resourcing</b>	<b>365,452</b>	<b>365,429</b>	<b>369,669</b>
Average staffing levels	1,016	1,035	<b>1,032</b>

APPENDIX TABLE E2: RESOURCES FOR OUTCOMES (\$m)

**Outcome 1: Australians succeeding in international business with widespread community support**

2007–08 Output Groups	Budget 2007–08 <sup>a</sup>	Actual 2007–08	Variation	2008–09 Output Groups <sup>b</sup>	Budget 2008–09 <sup>c</sup>
1.1 – Awareness raising	18,795	12,383	(6,412)	1.1 – Export and international business services	156,560
1.2 – Government advice and coordination	11,157	6,192	(4,965)	1.2 – Trade development schemes	150,400
1.3 – Export and investment services and opportunities	161,487	175,428	13,941	1.3 – Foreign direct investment services	11,000
1.4 – Export Market Development Grants	156,880	160,883	4,003	1.4 – Government advice and coordination	10,862
				1.5 – Awareness raising	18,286
<b>Total price of Outcome 1</b>	<b>348,319</b>	<b>354,886</b>	<b>6,567</b>		<b>347,108</b>
Revenue from Government	319,743	319,723	(20)		321,129
Revenue from other sources	28,576	32,932	4,356		25,979
<b>Total resourcing for Outcome 1</b>	<b>348,319</b>	<b>352,655</b>	<b>4,336</b>		<b>347,108</b>
Average staffing levels for Outcome 1	985	983			970

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

2007–08 Output Groups	Budget 2007–08 <sup>a</sup>	Actual 2007–08	Variation	2008–09 Output Groups <sup>b</sup>	Budget 2008–09 <sup>c</sup>
Output 2.1 – Consular, passport and immigration services	12,237	12,383	146	Output 2.1 – Consular, passport and immigration services	12,018
<b>Total price of Outcome 2</b>	<b>12,237</b>	<b>12,383</b>	<b>146</b>		<b>12,018</b>
Revenue from Government	9,706	9,567	(139)		9,668
Revenue from other sources	2,531	2,574	43		2,350
<b>Total resourcing for Outcome 2</b>	<b>12,237</b>	<b>12,141</b>	<b>(96)</b>		<b>12,018</b>
Average staffing levels for Outcome 2	50	49			48

Notes:

<sup>a</sup> Full-year Budget, including Additional Estimates.

<sup>b</sup> Austrade's output groups within outcome 1 have been restructured for 2008–09 to better align Austrade's priorities. Output group 1.3 is an additional output group to reflect Austrade's foreign direct investment services.

<sup>c</sup> Portfolio Budget Statements.

# Appendix F

## Advertising and market research

Commonwealth agencies are required to report payments for advertising and market research over a certain threshold, which in 2007–08 was \$10,500 (including GST). Appendix Table F1 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 F1: TOTAL ADVERTISING AND MARKET RESEARCH EXPENDITURE, 2007–08**

Description	Value
Advertising agencies	\$19,769
Market research organisations	\$184,321
Polling organisations	\$9,196
Direct mail organisations	\$16,593
Media advertising organisations	\$1,013,836
<b>Total (inc. GST)</b>	<b>\$1,243,715</b>

**APPENDIX TABLE F2: PAYMENTS OVER \$10,500 TO MARKET RESEARCH ORGANISATIONS**

Agency/organisation	Description	Value
Applied Marketing Analysis, as nominee for Orbis Associates	Journey to export and international business research	\$28,000
Wallis Consulting Group	Client Service Improvement Survey (CSIS)	\$156,321
<b>Total (inc. GST)</b>		<b>\$184,321</b>

APPENDIX TABLE F3: PAYMENTS OVER \$10,500 TO MEDIA ADVERTISING ORGANISATIONS

Agency/organisation	Description	Value
HMA Blaze Pty Ltd – promotional advertising	Austrade promotional advertisements in the Australian Anthill publication	\$11,000
HMA Blaze Pty Ltd – recruitment advertising	Recruitment advertisement for a Senior Trade Commissioner position in Santiago	\$10,588
	Recruitment advertisement for a Trade Commissioner position in Santiago	\$10,952
	Recruitment advertisement for a Senior Trade Commissioner position in Beijing	\$10,588
Nationwide News Pty Ltd	Australian Export Awards 2007 winners advertisement	\$11,000
Sky News Business Channel	Your Business Success episode 146 on air promotion	\$33,000
Various consultants – overseas promotional advertising	Austrade Shanghai promotional advertisements in the Australia China Connection 2008–09 publication	\$31,350
	Education Festival, promotional advertisements in Hong Kong, MTR/Citybus/TVB	\$55,620
	Education Festival, promotional advertisements in Hong Kong, online and in newspapers	\$50,091
	Education Show and Working Holiday Makers Expo, promotional advertisements in Taiwan	\$52,837
	Study in Australia promotional advertisements in Israel	\$15,740
	Study in Australia promotional advertisements in Malaysia, press	\$30,972
	Study in Australia promotional advertisements in Malaysia, radio	\$19,941
	Study in Australia promotional advertisements in Malaysia, press	\$17,905
	Study in Australia promotional advertisements in Osaka	\$39,472
	Study in Australia promotional advertisements in Singapore	\$14,466
	Study in Australia promotional advertisements in Tokyo	\$35,253
<b>Total (inc. GST)</b>		<b>\$450,775</b>

No payments over \$10,500 (inc. GST) were made to advertising agencies, polling organisations or direct mail organisations in 2007–08.

# Appendix G

## Purchaser–provider arrangements

During the year in review, Austrade maintained memoranda of understanding (MOU), service level agreements (SLAs) and purchaser–provider agreements (PPAs) with the following agencies.

### Attorney-General’s Department

#### **Australian Federal Police (AFP)**

Austrade provided offices and administrative support services to the AFP in Dubai.

### Department of Agriculture, Fisheries and Forestry (DAFF)

Austrade provided offices and administrative support services to DAFF in Dubai.

#### **Australian Wine and Brandy Corporation (AWBC)**

Under an MOU Austrade continued to support the AWBC to develop strategies and undertake marketing and promotion activities in a number of markets to increase exports of Australian wine. Austrade provided offices and administrative support services to AWBC in New York, Toronto and Vancouver.

### Department of Education, Employment and Workplace Relations (DEEWR)

Austrade has agreements with DEEWR to deliver generic education marketing and promotion services in Europe.

Austrade provided offices and administrative support services to DEEWR in Dubai, Mexico City and Sao Paulo.

DEEWR has an ongoing SLA with Austrade for the provision of information and communication technology (ICT) services in a number of overseas posts.

### Department of the Environment, Water, Heritage and the Arts (DEWHA)

#### **Ausfilm**

Austrade provided offices and administrative support services to Ausfilm in Los Angeles.

### Department of Foreign Affairs and Trade (DFAT)

Austrade purchased administrative services from DFAT at numerous DFAT-managed overseas posts under a Common Administrative Services (CAS) Agreement.

DFAT purchased administrative services from Austrade in Lima to support Australian engagement with Peru as APEC host for 2008.

Austrade also purchased a limited range of ICT services from DFAT within Australia and at overseas posts under an MOU.

#### **Consular services**

DFAT is responsible for the provision of consular and passport services to Australians both in Australia and overseas. In certain overseas locations, Austrade operates 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 Immigration and Citizenship (DIAC)

Austrade provided offices and administrative support services to DIAC in Dubai and Auckland.

## Department of Infrastructure, Transport, Regional Development and Local Government

### **Airservices Australia (ASA)**

Austrade provided offices and administrative support services to ASA in New Delhi (agreement expired on 31 January 2008) and Dubai (agreement expired on 29 February 2008).

## Department of Innovation, Industry, Science and Research (DIISR)

### **AusIndustry**

Under an MOU, Austrade and AusIndustry work together on a number of collaborative activities, sharing information and streamlining communications to enhance awareness among Australian businesses of the various government assistance programs.

### **Invest Australia (IA)**

In line with election commitments, Invest Australia (IA) ceased to exist in December 2007. From 1 July 2008, the inward investment function of IA will be transferred to Austrade, aligning inward and outward investment functions in the one organisation.

During the reporting period, Austrade had an MOU with the former IA to support its inwards investment role and the provision of IT services, as well as an MOU to assist IA establish a presence in the Indian market in Mumbai and New Delhi. Austrade also had an SLA between Austrade and IA for the delivery of services to maintain an IA presence in Seoul.

### **Committee of Marketing Information and Communications Technology in Australia (CoMICTA)**

Under an MOU between the former Invest Australia, the former Department of Communications, Information Technology and the Arts (DoCITA), now the Department of Broadband, Communications and the Digital Economy (DBCDE), and Austrade, Austrade also provided the secretariat for CoMICTA. Austrade met the indirect employment costs, on-costs and management time for the position. The MOU has now ceased to exist.

## Department of Resources, Energy and Tourism (RET)

### **Tourism Australia**

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

Austrade provided offices and administrative support services to Tourism Australia in Dubai.

## South Australian Department of Trade and Economic Development (DTED)

Austrade and the South Australian Government extended an existing SLA to provide in-market trade and related services for India. The SLA extension expired in June 2008.

Austrade provided offices and administrative support services to DTED in Hong Kong.

## NSW Department of State and Regional Development (DSRD)

The MOU between Austrade and DSRD aims to develop a closer relationship, particularly in key international markets and emerging international markets. This MOU sets out the responsibilities and activities of the respective agencies and provides a framework for cooperative activities between the agencies.

## WA Department of Industry and Resources (DOIR)

Austrade provided offices and administrative support services to DOIR in Taipei.

# Appendix H

## Ecologically sustainable development

Austrade supports the Australian Government environmental purchasing policy administered by the Department of the Environment, Water, Heritage and the Arts (DEWHA), which includes recommendations for the procurement of goods and services that minimise environmental impact but still represent value for money. This policy is included in Austrade's Procurement Guidelines and is part of Austrade's procurement planning process.

## Environmental Management System (EMS)

Austrade continues to develop its EMS in accordance with many of the action plans suggested by the Greenhouse Challenge Plus program managed by DEWHA, including the recycling of materials and the automatic shutdown of lighting. Implementation of Austrade's EMS has initially focused on its Canberra office with other offices in Australia to follow once the Canberra implementation is complete and certified.

## CitySwitch Green Office initiative

Along with the further development of the EMS, Austrade is also in the process of signing up to the CitySwitch Green Office initiative, a national tenant energy management program run in partnership among the cities of Sydney, North Sydney, Parramatta, Melbourne, Perth and Adelaide as well as state government agencies. The program works with tenants to achieve improved office energy efficiency, reducing CO2 emissions. Austrade will initially focus its efforts on its Sydney office.

Austrade also regularly monitors the affects of its day-to-day activities on the environment and implements, where necessary, specific projects aimed at improving environmental performance.

