

# Part 5

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# appendix a

## TradeStart service providers and office locations as at 30 June 2007

### National

Australian Electrical and Electronic Manufacturers' Association	Brisbane (Spring Hill)
Australian Interactive Media Industry Association	Sydney

### Australian Capital Territory

NSW Business Chamber Ltd	Canberra
Canberra Business Council Ltd	Canberra
ACT Chief Minister's Department	Canberra

### New South Wales

NSW Business Chamber Ltd	Bega
	Mascot
	North Sydney
	Parramatta
	Penrith
	Tweed Heads
Australian Institute of Export	Sutherland
Blacktown City Council	Blacktown
Department of State and Regional Development	Bathurst
	Baulkham Hills
	Coffs Harbour
	Dubbo
	Gosford
	Nowra
	Tamworth
	Wagga Wagga

### Northern Territory

Chamber of Commerce Northern Territory	Alice Springs
	Darwin

## Queensland

Commerce Queensland

Department of Premier and Trade

Department of State Development

Brisbane

Brisbane

Aspley

Brisbane

Bundaberg

Caboolture

Cairns

Ipswich

Rockhampton

Southport

Springwood

Sunshine Coast

Toowoomba

Information Industries Bureau

Milton

Logan Office of Economic Development

Springwood

Redlands Shire Council

Cleveland

Gold Coast City Council

Bundall (Gold Coast)

## South Australia

Department of Trade and Economic Development

Adelaide

Mt Gambier

Port Augusta

Port Lincoln

Murraylands Regional Development Board

Murray Bridge

South Australia Exporter's Club

Onkaparinga

Riverland Development Corporation

Berri

Salisbury Business and Export Centre

Salisbury

Yorke Regional Development Board

Balaclava

## Tasmania

Tasmanian Chamber of Commerce and Industry

Launceston

Hobart

## Victoria

The Australian Industry Group  
Australian Institute of Export

Melbourne  
Ballarat  
Bendigo  
Geelong  
Mildura  
South East Melbourne  
West Melbourne

William Buck Consulting  
NIETL/North Link

Melbourne  
North Melbourne

## Western Australia

Department of Industry and Resources  
Gascoyne Development Commission  
Great Southern Development Commission  
Kimberley Development Commission  
Mid West Development Commission  
Small Business Development Corporation  
South West Development Commission

Perth  
Carnarvon  
Albany  
Kununurra  
Geraldton  
Perth  
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 service values

1. Understand your business and work with you in partnership
2. Provide advice and information based on experience and networks we have established across Australia and around the world
3. Be commercially focused and deliver services that are tailored to your needs
4. Be professional and highly motivated to help your business
5. 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. We 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 cannot 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 before 9.00 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—legal and operational requirements

## 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 three such requests and has met its obligations under the Act. A detailed breakdown of those reports is given in Table 14.

**Table 14: Freedom of information requests for the period 1 July 2006 to 30 June 2007**

Requests outstanding at 1 July 2006	1
Requests received	3
Access granted in full	1
Access refused	0
Access refused in part	0
Transferred	0
Withdrawn or lapsed	3
Currently outstanding	0
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 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 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, agribusiness, education, medical devices, food and automotive industries, and on the 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.

## List of publications

### Introduction to export and general information

Helping Australians do business around the world—corporate brochure (January 2007)

*New Exporter Development Program* (February 2007)

*State support brochures*—ACT/NSW, TAS, QLD, WA, SA, NT (February 2007)

*Trade Matters* (joint Austrade/DFAT series) (February 2007)

### Specialised publications

*Australia—A leader in sports business* (July 2006)

*Beyond Our Shores: Essays on Australia and the Global Economy*, by Tim Harcourt, Austrade Chief Economist (updated June 2007)

*Corporate Partnerships*—Achieving international growth and success for your clients (updated June 2007)

*Doing business in the United States* (updated January 2007)

*E-commerce in the US—A practical guide for Australian exporters* (July 2006)

*Export Snapshot*—'postcard' analysis of key export markets, by Tim Harcourt (updated February 2007)

*Free Trade Agreements: A Guide to Australia's Policy* (joint Austrade/DFAT) (May 2007)

*Guide to business and export Finance* (October 2006)

*Guide to developing and export strategy* (October 2006)

*Guide to pricing for export* (October 2006)

*International Trade Exhibition Guide* (February 2007)

*Japan Market Report: Volume 1, Issue 1* (November 2006)

*The Australian Music Office—Your gateway to the US* (July 2006)

*The Singapore Australia Free Trade Agreement*—customer brochure (July 2006)

*Latin America*—In Brief (August 2006)

*Women in Export*—A collection of case studies of successful business women in export (September 2006)

### Exporting for the future teaching resources

*Next step the world—resources for higher education, Series 2* (2007)

*Innovative Australian Businesses Go Global* (2006)

Video streamed business case study clips (30) — available online (2006, 2007)

Updated business case studies (38) — available online (2006, 2007)



## EMDG Publications

Available in hard copy and online:

EMDG CD-ROM application package  
(2006–07 grant year) (May 2007)

EMDG 2006–07 Application Package (April 2007)

EMDG In Brief (July 2006)

EMDG In Brief (Chinese language version)  
(March 2007)

EMDG scheme changes fact card (2007)

Only available online:

A Guide to Applying for EMDG (April 2007)

EMDG—Approved Joint Venture Requirements (2007)

EMDG—Approved Body Requirements (2007)

EMDG—Approved Trading House Requirements  
(2007)

EMDG Update (quarterly e-newsletter)

## Miscellaneous

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

*TradeMark* (monthly e-newsletter for 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*, the *Age* 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 15-20).

**Table 15: Total advertising and market research expenditure, 2006–07**

Description	Value
Advertising agencies	\$20,491
Market research organisations	\$420,305
Polling organisations	\$60,555
Direct mail organisations	\$60,653
Media advertising organisations	\$1,604,270

Note: these figures include GST.

**Table 16: Advertising agencies**

Note: no payments over \$10,300 (inc. GST) were made to advertising agencies in the 2006–07 reporting year.

**Table 17: Market research organisations**

Agencies/ organisations	Description	Value
Orima Research	Business Club Australia: Melbourne 2006 domestic survey	\$40,000
Applied Marketing Analysis, as nominee for Orbis Associates <sup>1</sup>	Journey to export and international business research	\$190,000
Wallis Consulting Group <sup>ii</sup>	Client Service Improvement Survey (CSIS)	\$166,155
PC Consulting (Sydney)	Infrastructure research project	\$21,120
<b>Total (Inc GST)</b>		<b>\$417,275</b>

- i. The consultancy contract with Orbis Associates (total contract price of \$345,000) is in both the 'consultancy' and 'advertising and market research' categories. In FY06/07, as detailed in Table 17, the cost of market research activities with this supplier was \$190,000 (Inc. GST).
- ii. The consultancy contracts with Wallis Consulting Group Pty Ltd (total contract price of \$339,317) are in both the 'consultancy' and 'advertising and market research' categories. In FY06/07, as detailed in Table 17, the cost of market research activities with this supplier was \$166,155 (Inc. GST).

**Table 18: Polling organisations**

<b>Agencies/ organisations</b>	<b>Description</b>	<b>Value</b>
Newspoll Market Research	Community awareness study 2006	\$29,871
Newspoll Market Research	Community awareness study 2007	\$30,685
	<b>Total (Inc GST)</b>	<b>\$60,556</b>

**Table 19: Direct mail organisations**

Note: no payments over \$10,300 (Inc. GST) were made to direct mail organisations in the 2006–07 reporting year.

**Table 20: Media advertising organisations**

<b>Agencies/Organisations</b>	<b>Description</b>	<b>Value</b>
ACP Magazines Ltd	Business Club Australia advertisement in the Bulletin	\$12,854
Davinci Selectwork Australia Pty Ltd	TradeStart tender advertisements	\$39,848
	TradeStart tender advertisements	\$45,138
HMA Blaze Pty Ltd – recruitment advertising	Job pack	\$10,450
HMA Blaze Pty Ltd – promotional advertising	Utsav Australia advertisements	\$55,088
	Export Market Development Grant (EMDG) advertising in May 2007	\$11,569
	Austrade advertisements in Australian Anthill	\$11,000
Loyalty Australasia Pty Ltd	Australian Export Awards 2006 advertisement in the Dynamic Business Supplement, for Austrade	\$20,900
Nationwide News Pty Ltd	Australian Export Awards 2007 launch advertisement in The Australian supplement, for Austrade/EFIC	\$16,753
	Australian Export Awards 2006 gala advertisement in The Australian supplement, for Austrade/EFIC	\$16,265
	Australian Export Awards 2006 advertisement in The Australian finalists supplement, for Austrade/EFIC	\$16,265
Various consultants—overseas recruitment advertising	Recruitment advertisement for position in Kuwait	\$11,375
	Recruitment advertisement for consular officer position in Dubai	\$16,056
Various consultants—overseas promotional advertising	Advertisement for Web-Ed Show 2006	\$22,435
	Advertisement for Web-Ed Show 2006	\$20,595
	Advertisement for A&P Study in Australia Show in October 2006	\$42,832
	Advertising in the Volga Region, promotional education tour	\$12,356
	Advertisement promotion for Study In Australia 2006	\$36,473
	Education Festival August 2006, advertisement in HK and Next Magazines	\$12,715
	Education Festival August 2006 advertisement	\$37,140
	Education Festival August 2006, advertisement in MTR/Citybus/TVB	\$69,274
	Lifestyle Expo 2006, Shengdian advertisement	\$31,756
	Lifestyle Expo 2006, Yancheng Evening News advertisement	\$11,722
	Lifestyle Expo 2006, Shengdian advertisement	\$27,578
	Study in Australia subway advertisement	\$12,297
	Study in Australia advertisement	\$15,398
	Foodlife advertisement	\$13,115
	Client portion advertisement for Tel Aviv trade fair	\$11,494
	<b>Total (Inc GST)</b>	<b>\$660,738</b>

# appendix d

## Staffing overview

**Table 21: Employees by location and gender at 30 June 2007**

Location/Region	Australia-based Female	Australia-based Male	Australia-based Total	Overseas Engaged Employee Female	Overseas Engaged Employee Male	Overseas Engaged Employee Total	Total
<b>Region</b>							
Americas	3	9	12	45	48	93	105
Europe, Middle East and Africa	8	14	22	72	54	126	148
North East Asia	8	16	24	107	51	158	182
South East Asia, South Asia and Pacific	3	19	22	84	62	146	168
Subtotal	22	58	80	308	215	523	603
<b>Location</b>							
Canberra	71	80	151	2	0	2	153
New South Wales	98	71	169	0	0	0	169
Northern Territory	2	1	3	0	0	0	3
Queensland	9	13	22	0	0	0	22
South Australia	9	8	17	0	0	0	17
Tasmania	1	1	2	0	0	0	2
Victoria	21	33	54	0	0	0	54
Western Australia	5	9	14	0	0	0	14
Subtotal	216	216	432	2	0	2	434
<b>Total</b>	<b>238</b>	<b>274</b>	<b>512</b>	<b>310</b>	<b>215</b>	<b>525</b>	<b>1037</b>

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

Excludes attached agency staff, trade consultants and TradeStart employees.

At 30 June 2007 there were 50 Attached Agency staff within Austrade.

**Table 22: Employees by classification, gender and location at 30 June 2007**

Category	Australia Female	Australia Male	Overseas Female	Overseas Male	Total staff 30 June 2007	Total staff 30 June 2006
AOPL1	0	0	7	13	20	17
AOPL2	0	0	52	6	58	71
AOPL3	2	0	138	60	200	205
AOPL4	0	0	100	115	215	213
AOPL5	0	0	11	21	32	39
APL1	34	5	0	0	39	50
APL2	65	49	0	0	114	125
APL3	67	69	5	5	146	134
APL4	21	38	8	18	85	97
APL5	16	32	2	13	63	53
APL6 / SES1	9	16	7	11	43	47
APL7 / SES2	1	3	0	7	11	12
APL8 / SES2	2	1	0	4	7	6
APL8 / SES3	1	2	0	0	3	2
CEO	0	1	0	0	1	1
<b>Total</b>	<b>218</b>	<b>216</b>	<b>330</b>	<b>273</b>	<b>1037</b>	<b>1072</b>

Note: Includes temporary staff, staff on leave without pay and long term leave.  
30 June 2007 excludes attached agency staff, trade consultants and TradeStart employees.  
30 June 2006 includes attached agency staff but not trade consultants and TradeStart employees.

**Table 23: Austrade staff by region/division at 30 June 2007**

Region/Division	Australia-based	OEE	Total
Americas	12	93	105
Analysis and Planning	5	0	5
Europe, Middle East and Africa	22	125	147
Executive	7	0	7
Exporter Services	163	0	163
Finance and Information	85	3	88
Government and Corporate Services	138	1	139
Human Resources	29	0	29
North East Asia	24	158	182
South East Asia, South Asia and Pacific	26	145	171
CEO	1	0	1
<b>Total</b>	<b>512</b>	<b>525</b>	<b>1037</b>

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

**Table 24: Ongoing and non-ongoing employees (excluding locally engaged employees overseas), full-time and part-time**

Non-ongoing employees		Ongoing employees		Total	
Full-time	Part-time	Full-time	Part-time	30 June 2007	30 June 2006
21	10	443	38	512	527

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

**Table 25: Employees by category of employment**

Category	Female	Male	Total 30 June 2007	Total 30 June 2006
Non-ongoing **	14	17	31	33
Ongoing **	224	257	481	494
OEE (Overseas Engaged Employees) *	310	215	525	545
<b>Total</b>	<b>548</b>	<b>489</b>	<b>1037</b>	<b>1072</b>

\* Includes OEE temporary staff.

\*\*Includes staff on leave without pay and long term leave.

30 June 2007 excludes attached agency staff, trade consultants and TradeStart employees.

30 June 2006 includes attached agency staff but not trade consultants and TradeStart employees.

**Table 26: Senior Executive Service by level and location**

Category	Australia	Overseas	Total 30 June 2007	Total 30 June 2006
APL6 / SES1	25	18	43	47
APL7 / SES2	4	7	11	12
APL8 / SES2	3	4	7	6
APL8 / SES3	3	0	3	2
CEO	1	0	1	1
<b>Total</b>	<b>36</b>	<b>29</b>	<b>65</b>	<b>68</b>

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

**Table 27: Senior Executive Service by gender**

Category	Female	Male	Total 30 June 2007	Total 30 June 2006
APL6 / SES1	16	27	43	47
APL7 / SES2	1	10	11	12
APL8 / SES2	2	5	7	6
APL8 / SES3	1	2	3	2
CEO	0	1	1	1
<b>Total</b>	<b>20</b>	<b>45</b>	<b>65</b>	<b>68</b>

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

**Table 28: Senior Executive Service: gains and losses during 2006-07**

	<b>Total</b>
Gains	1
Losses	6

**Table 29: Employees covered by the Employee Collective Agreement and Australian Workplace Agreements at 30 June 2007**

<b>Classification</b>	<b>Collective Agreement</b>		<b>AWA</b>		<b>Total</b>
	<b>Salary Range (\$)</b>	<b>No.</b>	<b>Salary Range (\$)</b>	<b>No.</b>	
APS 3-4 APL1	37,008–52,920	39	n.a.	0	39
APS 5-6 APL2	55,037–67,442	113	*	1	114
Exec. Level 1 APL3	71,826–80,793	145	*	1	146
Exec. Level 2 APL4	84,025–97,920	84	*	1	85
Exec. Level 2 APL5	101,837–113,729	63	n.a.	0	63
SES	*	2	108,259–211,830	62	64
<b>Total</b>		<b>446</b>		<b>65</b>	<b>511</b>

Note: Excludes CEO

\* Where there is a possibility that payments to individuals may be identified (ie: 5 or fewer employees at a classification level on Employee Collective Agreements or AWA's) the salary range is not shown.

# appendix e

## Financial and staffing resources summary

**Table 30: Financial and staffing resources summary**

	2005/06 actual	Budget and additional estimates 2006–07	Actual 2006/07
Revenue:		PAES	Financial statements
Appropriations			
Departmental	167,026	173,442	171,951
Administered	145,543	151,520	154,478
<b>Total revenue from government</b>	<b>312,569</b>	<b>324,962</b>	<b>326,429</b>
Other revenue			
Departmental	37,363	33,483	31,769
Administered	650	–	94
<b>Total resourcing of outputs</b>	<b>350,582</b>	<b>358,445</b>	<b>358,292</b>
Add equity injection	8669	8281	8281
<b>Total resourcing</b>	<b>359,251</b>	<b>366,726</b>	<b>366,573</b>
Average Staffing Levels	1089	1115	1016



# appendix f

**Table 31: Resources for outcomes**

<b>Outcome 1—Australians succeeding in international business with widespread community support</b>				
	<b>Budget<sup>1</sup> 2006–07 \$'000</b>	<b>Actual 2006–07 \$'000</b>	<b>Variation \$'000</b>	<b>Budget<sup>2</sup> 2007–08 \$'000</b>
<b>Price of departmental outputs</b>				
1.1—Awareness raising	19,291	19,771	480	18,795
1.2—Government advice and coordination	11,451	11,407	-44	11,157
1.3—Services and opportunities	163,734	164,058	324	161,310
Agency Sub-total	194,476	195,236	760	191,262
1.4—Austrade administered Grants	151,520	154,478	2,958	159,280
<b>Total price of departmental Outputs 1</b>	<b>345,996</b>	<b>349,714</b>	<b>3,718</b>	<b>350,542</b>
Revenue from Government	315,179	316,172	993	319,917
Revenue from Other sources	30,817	29,958	-859	30,625
<b>TOTAL Resourcing</b>	<b>345,996</b>	<b>346,130</b>	<b>134</b>	<b>350,542</b>
Average staffing levels	1,062	974		986
<b>Outcome 2—Australians informed about and provided access to consular, passport and immigration services in specific locations overseas</b>				
	<b>Budget<sup>3</sup> 2006–07 \$'000</b>	<b>Actual 2006–07 \$'000</b>	<b>Variation \$'000</b>	<b>Budget<sup>4</sup> 2007–08 \$'000</b>
Output 2.1—Consular passport and immigration services	12,449	11,437	-1,012	12,237
Revenue from government	9,783	9,699	-84	9,706
Revenue from other sources	2,666	1,905	-761	2,531
<b>TOTAL resourcing for Outcome 2</b>	<b>12,449</b>	<b>11,604</b>	<b>-845</b>	<b>12,237</b>
Average staffing levels	53	42		51 <sup>a</sup>

<sup>a</sup> Estimated total staff level

<sup>1</sup> Full year budget, including additional estimates

<sup>2</sup> Budget prior to additional estimates

<sup>3</sup> Full year budget, including additional estimates

<sup>4</sup> Budget prior to additional estimates

# appendix g

## Purchaser/provider arrangements for year ended 30 June 2007

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

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

Austrade provides offices and administration support services to DAFF in Dubai.

### *Australian Wine and Brandy Corporation*

Under an MOU Austrade continues to support 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.

### AirServices Australia

A purchaser/provider agreement for the provision of services for the AirServices Australia presence in Dubai and in the Gulf market is in place.

### Australian Federal Police (AFP)

Austrade provides offices and administration support services to the AFP in Dubai.

### Department of Education, Science and Training (DEST)

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

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

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

Austrade purchases administrative services from Department of Foreign Affairs and Trade (DFAT) at numerous DFAT-managed overseas posts under a Common Administrative Services (CAS) Agreement.

Austrade also purchases a limited range of ICT services from DFAT within Australia and at overseas posts under a 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 Industry, Tourism and Resources (DITR)

### *Invest Australia*

An ongoing MOU exists with Invest Australia to support their inwards investment role and the provision of IT services.

In order for Invest Australia to establish a presence in the Indian market in Mumbai and New Delhi a separate MOU was commenced in August 2006.

An SLA between Austrade and Invest Australia commenced in April 2007 for the delivery of services to maintain an Invest Australia presence in Seoul.

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

Under a MOU between Invest Australia, the Department of Communications, Information Technology and the Arts and Austrade, Austrade provides the secretariat for CoMICTA. Austrade meets

the indirect employment costs, on-costs and management time for the position.

### ***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.

### ***AusIndustry***

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

### **Department of Immigration and Citizenship**

A small number of Austrade overseas posts manage the delivery of immigration (visa) services on behalf of the Department of Immigration and Citizenship.

### **National Food Industry Strategy Limited**

Austrade and the National Food Industry Strategy Limited had joint interest in assisting Australian companies to increase food exports to the United Kingdom under an MOU.

### **NSW Department of State and Regional Development**

The MOU between Austrade and the NSW Department of State and Regional Development 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.

### **Queensland Department of the Premier and Cabinet**

A purchaser/provider agreement with the Queensland Government to maintain a presence in Riyadh expired on 30 March 2007.

### **South Australian Department of Trade and Economic Development:**

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

### **University of Melbourne**

#### ***Confucius Institute***

A MOU between Austrade and the University of Melbourne commenced on 28 November 2006 to deliver a series of seminars on 'How to do business in China' and 'Exporting to China'.