

Foreign Affairs, Defence and Trade Legislation Committee
QUESTIONS ON NOTICE—ESTIMATES FEBRUARY 2019
Austrade and Tourism Australia

Q No.	Program: Division or Agency	Senator	Broad topic	Question	Proof Hansard page & hearing date or Written Q
1	Tourism Australia	Kitching	Executive Management	<p>1. In relation to executive management for the Department and its agencies, can the following be provided for FY 2018-19 and 2019-20 to date:</p> <ul style="list-style-type: none"> a. The total number of executive management positions b. The aggregate total remuneration payable for all executive management positions. c. The change in the number of executive manager positions. d. The change in aggregate total remuneration payable for all executive management positions. 	Written
2	Tourism Australia	Kitching	Ministerial Functions	<p>1. In relation to any functions or official receptions hosted by Ministers or Assistant Ministers in the portfolio since 1 July 2018, can the following be provided:</p> <ul style="list-style-type: none"> a. List of functions. b. List of all attendees. c. Function venue. d. Itemised list of costs (GST inclusive). e. Details of any food served. f. Details of any wines or champagnes served including brand and vintage. g. Any available photographs of the function. h. Details of any entertainment provided. 	Written
3	Tourism Australia	Kitching	Departmental Functions	<p>1. In relation to expenditure on any functions or official receptions etc hosted by the Department or agencies within the portfolio since 1 July 2018, can the following be provided:</p> <ul style="list-style-type: none"> a. List of functions. b. List of all attendees. c. Function venue. d. Itemised list of costs (GST inclusive). e. Details of any food served. f. Details of any wines or champagnes served including brand and vintage. g. Any available photographs of the function. h. Details of any entertainment provided. 	Written

4	Tourism Australia	Kitching	Executive office upgrades	1. Have any furniture, fixtures or fittings of the Secretary's office, or the offices of any Deputy Secretaries been upgraded since 1 July 2018. If so, can an itemised list of costs please be provided (GST inclusive).	Written
5	Tourism Australia	Kitching	Facilities Upgrades	<ol style="list-style-type: none"> 1. Were there any upgrades to facility premises at any of the Departments or agencies since 1 July 2018. This includes but is not limited to: staff room refurbishments, kitchen refurbishments, bathroom refurbishments, the purchase of any new fridges, coffee machines, or other kitchen equipment. 2. If so, can a detailed description of the relevant facilities upgrades be provided together with an itemised list of costs (GST inclusive). 3. If so, can any photographs of the upgraded facilities be provided. 	Written
6	Tourism Australia	Kitching	Staff travel	1. What is the total cost of staff travel for departmental/agency employees for FY 2018-19 and FY 2019-20 to date.	Written
7	Tourism Australia	Kitching	Legal costs	1. What are the total legal costs for the Department/agency for FY 2018-19 and FY 2019-20 to date.	Written
8	Tourism Australia	Kitching	Secretarial travel	<ol style="list-style-type: none"> 1. Can an itemised list of the costs of all domestic and international travel undertaken by the Secretary of the Department since 1 July 2018 be provided including: <ol style="list-style-type: none"> a. Flights for the Secretary as well as any accompanying departmental officials, and identify the airline and class of travel. b. Ground transport for the Secretary as well as any accompanying departmental officials. c. Accommodation for the Secretary as well as any accompanying departmental officials, and identify the hotels the party stayed at and the room category in which the party stayed. d. Meals and other incidentals for the Secretary as well as any accompanying departmental officials. Any available menus, receipts for meals at restaurants and the like should also be provided. e. Any available photographs documenting the Secretary's travel should also be provided. 	Written

9	Tourism Australia	Kitching	FOI	<ol style="list-style-type: none"> 1. Please list the number of Freedom of Information Act requests ('FOI requests') received by the Department for the following years: <ol style="list-style-type: none"> a. 2013-14; b. 2014-15; c. 2015-16; d. 2016-17; e. 2018-19; and f. 2019-20 to date. 2. For each year above, please provide: <ol style="list-style-type: none"> a. The number of FOI requests the Department granted in full; b. The number of FOI requests the Department granted in part; c. The number of FOI requests the Department refused in full; and d. The number of FOI requests the Department refused for practical reasons under the Freedom of Information Act. 3. For each year above, please also provide: <ol style="list-style-type: none"> a. The number of times the Department failed to make any decision on a FOI request within the 30 day statutory period; and b. The number of times a request to the Department resulted in a practical refusal (i.e. no decision was made on the request). 4. For each year above, please also provide: <ol style="list-style-type: none"> a. The number of times the Department's FOI decisions have been appealed to the OAIC; and b. The number of times has the OAIC overturned – in whole or in part – the Department's decision to refuse access to material. 5. Please provide the staffing (both ASL and headcount) of staff at the Department who work exclusively on FOI requests, broken down by APS level (e.g. three EL1s, four APS6s, one SES) for each of the following years: <ol style="list-style-type: none"> a. 2013-14; b. 2014-15; c. 2015-16; d. 2016-17; e. 2018-19; and f. 2019-20 to date. 6. For each of the years above, please also list the number of officers who are designated decision makers under the Freedom of Information Act 1982 within the Department. 7. In the past 12 months, has the Department seconded additional resources to processing Freedom of Information requests? If so, please detail those resources by APS level. 8. Please provide the number of officers who are currently designated decision makers under the Freedom of Information Act 1982 within the Minister's office. 9. Please provide the number of FOI requests currently under consideration by the Department. Please also provide the number of these requests that are currently overdue in response. 	Written
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10	Tourism Australia	Kitching	Briefings	<ol style="list-style-type: none"> 1. Has the Department/agency or the Minister's office provided briefings to independents/minor parties in the Senate or House of Representatives. If so, can the following be provided: <ol style="list-style-type: none"> a. The subject matter of the briefing. b. The location and date of the briefing. c. Who proposed the briefing. d. Attendees of the briefing by level/position 	Written
11	Tourism Australia	Kitching	Acting minister arrangements	<ol style="list-style-type: none"> 1. Can the Department provide all leave periods of the portfolio Minister from 24 August 2018 to date. 2. Can the Department further provide acting Minister arrangements for each leave period. 	Written
12	Tourism Australia	Kitching	Departmental staff allowances	<ol style="list-style-type: none"> 1. Can a list of Departmental/agency allowances and reimbursements available to employees be provided. 	Written
13	Tourism Australia	Kitching	Market research	<ol style="list-style-type: none"> 1. Does the Department/agency undertake any polling or market research in relation to government policies or proposed policies. 2. If so, can the Department provide an itemised list of: <ol style="list-style-type: none"> a. Subject matter b. Company c. Costs d. Contract date period 3. Can the Department/agency advise what, if any, research was shared with the Minister or their office and the date and format in which this occurred. 	Written
14	Tourism Australia	Kitching	Advertising and information campaigns	<ol style="list-style-type: none"> 1. What was the Department/agency's total expenditure on advertising and information campaigns for FY 2018-19 and for the current financial year to date. 2. What advertising and information campaigns did the Department/agency run in each relevant period. For each campaign, please provide: <ol style="list-style-type: none"> a. When approval was first sought. b. The date of approval, including whether the advertising went through the Independent Campaign Committee process. c. the timeline for each campaign, including any variation to the original proposed timeline. 3. Can an itemised list of all Austender Contract Notice numbers for all advertising and information campaign contracts in each period be provided. 	Written
15	Tourism Australia	Kitching	Promotional merchandise	<ol style="list-style-type: none"> 1. What was the Department/agency's total expenditure on promotional merchandise for FY 2018-19. 2. Can an itemised list of all Austender Contract Notice numbers for all promotional merchandise contracts in that period please be provided. 3. Can photographs or samples of relevant promotional merchandise please be provided. 	Written

16	Tourism Australia	Kitching	Ministerial overseas travel	<ol style="list-style-type: none"> 1. Can an itemised list of the costs met by the department or agency for all international travel undertaken by Ministers or Assistant Ministers in the portfolio since 1 July 2018 please be provided including: <ol style="list-style-type: none"> a. Flights for the Minister and any accompanying members of the Minister’s personal staff or family members, as well as any accompanying departmental officials, together with the airline and class of travel. b. Ground transport for the Minister and any accompanying members of the Minister’s personal staff or family members, as well as any accompanying departmental officials. c. Accommodation for the Minister and any accompanying members of the Minister’s personal staff or family members, as well as any accompanying departmental officials, and identify the hotels the party stayed at and the room category in which the party stayed. d. Meals and other incidentals for the Minister and any accompanying members of the Minister’s personal staff or family members, as well as any accompanying departmental officials. Any available menus, receipts for meals at restaurants and the like should also be provided. e. Any available photographs documenting the Minister’s travel should also be provided. 	Written
17	Tourism Australia	Kitching	Social media influencers	<ol style="list-style-type: none"> 1. What was the Department/agency’s total expenditure on social media influencers for FY 2018-19 and 2019-20 to date. 2. What advertising or information campaigns did the Department/agency use social media influencers to promote. 3. Can a copy of all relevant social media influencer posts please be provided. 4. Can an itemised list of all Austender Contract Notice numbers for all relevant social media influencer contracts please be provided. 	Written

18	Tourism Australia	Kitching	Commissioned Reports and Reviews	<ol style="list-style-type: none"> 1. Since 24 August 2018, how many Reports or Reviews have been commissioned. Please provide details of each report including: <ol style="list-style-type: none"> a. Date commissioned. b. Date report handed to Government. c. Date of public release. d. Terms of Reference. e. Committee members and/or Reviewers. 2. How much did each report cost/or is estimated to cost. 3. The background and credentials of the Review personnel. 4. The remuneration arrangements applicable to the Review personnel, including fees, disbursements and travel 5. The cost of any travel attached to the conduct of the Review. 6. How many departmental staff were involved in each report and at what level. 7. What is the current status of each report. When is the Government intending to respond to each report if it has not already done so. 	Written
19	Tourism Australia	Kitching	Board Appointments	<ol style="list-style-type: none"> 1. Provide an update of portfolio boards, including board title, terms of appointment, tenure of appointment and members. 2. What is the gender ratio on each board and across the portfolio 3. Please detail any board appointments made from 1 July 2018 to date. 4. What has been the total value of all Board Director fees and disbursements paid. 5. What is the value of all domestic travel by Board Directors. 6. What is the value of all international travel by Board Directors. 	Written
20	Tourism Australia	Kitching	Appointments – briefs prepared	<ol style="list-style-type: none"> 1. How many times has the Department prepared a brief for statutory authorities, executive agencies, advisory boards, government business enterprises or any other Commonwealth body which includes a reference to a former Liberal or National member of parliament at a state, territory or federal level. 2. For each brief prepared, can the Department advise: <ol style="list-style-type: none"> a. The former member. b. The board or entity. c. Whether the request originated from the Minister’s office. d. Whether the appointment was made. 	Written
21	Tourism Australia	Kitching	Stationery	<ol style="list-style-type: none"> 1. How much has been spent on ministerial stationery requirements in FY 2019-19 and FY 2019-20 to date. 	Written

22	Tourism Australia	Kitching	Media monitoring	<ol style="list-style-type: none"> 1. What is the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the each Minister's office for FY 2018-19 and FY 2019-20 to date. <ol style="list-style-type: none"> a. Which agency or agencies provided these services. b. Can an itemised list of Austender Contract notice numbers for any media monitoring contracts in each period please be provided c. What is the estimated budget to provide these services for the year FY 2019-20. 2. What was the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the department/agency for FY 2018-19 and FY 2019-20 to date. <ol style="list-style-type: none"> d. Which agency or agencies provided these services. e. Can an itemised list of Austender Contract Notice numbers for any media monitoring contracts in each period please be provided f. What is the estimated budget to provide these services for the year FY 2019-20. 	Written
23	Tourism Australia	Kitching	Communications staff	<ol style="list-style-type: none"> 1. For all departments and agencies, please provide – in relation to all public relations, communications and media staff – the following: 2. By Department or agency: <ol style="list-style-type: none"> a. How many ongoing staff, the classification, the type of work they undertake and their location. b. How many non-ongoing staff, their classification, type of work they undertake and their location. c. How many contractors, their classification, type of work they undertake and their location. d. How many are graphic designers. e. How many are media managers. f. How many organise events. 3. Do any departments/agencies have independent media studios. <ol style="list-style-type: none"> g. If yes, why. h. When was it established. i. What is the set up cost. j. What is the ongoing cost. k. How many staff work there and what are their classifications. 	Written
24	Tourism Australia	Kitching	Departmental staff in Minister's office	<ol style="list-style-type: none"> 1. Can the Department provide an update on the total number of departmental staff seconded to ministerial offices, including: <ol style="list-style-type: none"> a. Duration of secondment. b. APS level. 2. Can the Department provide an update on the total number of DLOs/CLOs for ministerial offices including APS level. 	Written

25	Tourism Australia	Kitching	CDDA Payments	<ol style="list-style-type: none"> 1. How many claims have been received under the Compensation for Detriment caused by Defective Administration scheme (CDDA) by the Department for FY 2018-19? 2. How many claims were: <ol style="list-style-type: none"> a. Accepted. b. Rejected. c. Under consideration. 3. Of the accepted claims, can the Department provide: <ol style="list-style-type: none"> a. Details of the claim, subject to relevant privacy considerations b. The date payment was made c. The decision maker. 	Written
26	Tourism Australia	Kitching	Congestion busting	<ol style="list-style-type: none"> 1. Can the Department/agency advise how it is “congestion busting” in relation to bureaucratic bottlenecks and regulatory bottlenecks. 2. Have any additional resources been allocated within the Department to achieve “congestion busting” within the department. 	Written
27	Tourism Australia	Kitching	Recruitment	<ol style="list-style-type: none"> 1. What amount has been expended by the department/agency on external recruitment or executive search services in FY 2018-19 and FY 2019-20 to date. 2. Which services were utilised. Can an itemised list be provided. 	Written
28	Tourism Australia	Kitching	Staffing	<ol style="list-style-type: none"> 1. How many full-time equivalent staff are engaged at 21 October 2019. How does this differ from the figures presented in Budget Paper 4 in the 2019-20 Budget. 2. How many of these positions are (a) on-going and (b) non-ongoing. 3. How many redundancies have occurred in FY 2018-19 and FY 2019-20 to date. How many were: <ol style="list-style-type: none"> a. voluntary b. involuntary. 4. How many of those redundancies occurred as a result of departmental restructuring. What is the total cost of those redundancies. 5. What was the total value in dollar terms of all termination payments paid to exiting staff. 6. How much overtime or equivalent has been paid to staff in FY 2018-19 and FY 2019-20 to date. 7. How many section 37 notices under the Public Service Act 1999 have been offered in FY 2018-19 and FY 2019-20 to date. 	Written
29	Tourism Australia	Kitching	Comcare	<ol style="list-style-type: none"> 1. For FY 2018-19 and FY2019-20 to date, can the Department advise whether it has been the subject of any investigations involving Comcare. If yes, please provide details of the circumstances and the status. 2. Can the Department advise the number of sanctions it has received from Comcare in the FY2019-20 to date. 	Written
30	Tourism Australia	Kitching	Fair Work Commission	<ol style="list-style-type: none"> 1. For FY 2018-19 and FY2019-20 to date, how many references have been made to the Fair Work Commission within the Department or agency. 	Written
31	Tourism Australia	Kitching	Fair Work Ombudsman	<ol style="list-style-type: none"> 1. For FY 2018-19 and FY2019-20 to date, how many references have been made to the Fair Work Ombudsman within the Department or agency. 	Written

32	Tourism Australia	Kitching	Office of the Merit Protection Commissioner	1. For FY 2018-19 and FY2019-20 to date, how many references have been made to the Office of the Merit Protection Commissioner within the Department or agency.	Written
33	Tourism Australia	Kitching	Public Interest Disclosures	1. For FY 2018-19 and FY2019-20 to date, how many public interest disclosures have been received.	Written
34	Tourism Australia	Gallagher	External Consultants	<p>All External Consultants</p> <p>1. In relation to the use of all external consultants in the Department or agencies within the portfolio, can the following be provided.</p> <p>a. For each of the last six financial years from 2013-14 to 2018-19, the total amount spent on external consultants, including:</p> <p>i. contracts tagged as a “consultancy”.</p> <p>ii. contracts not defined as a “consultancy”, but tagged as “business intelligence consulting services”, “information technology consultation services”, “management advisory services”, “management support services”, “organisational structure consultation”, “risk management consultation services” or “strategic planning consultation services”</p> <p>b. The total amount of full time equivalent hours (FTE’s) provided by external consultants in 2018-19.</p> <p>c. The total amount of variances granted to external consultant contracts (including those specified in 1(a)(i) above) in 2018-19.</p> <p>d. A breakdown by consultant, specifications and project completion for 2018-19.</p> <p>Information Technology Consultant Spend</p> <p>1. In relation to expenditure on information technology in the Department or agencies within the portfolio, can the following be provided.</p> <p>a. For each of the last six financial years from 2013-14 to 2018-19, the total amount spent on information technology consultation services</p> <p>b. The total amount of full time equivalent hours (FTE’s) provided by information technology consultation services in 2018-19.</p> <p>c. The total amount contracted to information technology consultation services in 2018-19.</p> <p>d. The total amount of variances granted to information technology consultation services contracts in 2018-19.</p> <p>e. A breakdown by consultant, specifications and project completion for 2018-19.</p>	Written

35	Tourism Australia	Gallagher	External Contractors	<p>All External Contractors</p> <ol style="list-style-type: none"> 1. In relation to the use of all external contractors in the Department or agencies within the portfolio, can the following be provided: <ol style="list-style-type: none"> a. The total amount spent on all contracts for Management and Business Professionals and Administrative Services for each of the last six financial years from 2013-14 to 2018-19. b. The total amount spent on all contracts tagged as “Temporary Personnel Services” for each of the last six financial years from 2013-14 to 2018-19. c. The total number of external contractors employed in 2018-19. d. The aggregate total remuneration payable for all external contractors employed in 2018-19. e. The total number of FTE hours provided by external contractors in 2018-19. <p>Information Technology Contractors</p> <ol style="list-style-type: none"> 1. In relation to the use of external information technology contractors in the Department or agencies within the portfolio, can the following be provided: <ol style="list-style-type: none"> a. The total amount spent on external contractors for each of the last six financial years from 2013-14 to 2018-19. b. The total number of external contractors employed in 2018-19. c. The aggregate total remuneration payable for all external contractors employed in 2018-19. d. The total number of FTE hours provided by external contractors in 2018-19. 	Written
36	Tourism Australia	Gallagher	Grants	<ol style="list-style-type: none"> 1. Please provide, for all administered and discretionary grant programs administered by each department and agency within the portfolio: <ol style="list-style-type: none"> a. Name of the administered or discretionary grant program. b. The recipient of the grant. c. The ABN or ACN of the grant recipient. d. The charitable status of the grant recipient. e. Who authorised the grant payment. f. For each year of the budget and forward estimates: <ol style="list-style-type: none"> i. What is the total funding budgeted for the program; ii. How much funding has been contracted and allocated; iii. How much funding has been contracted but not allocated; iv. How much funding has been committed but not contracted; v. How much funding is uncommitted, uncontracted and unallocated. 	Written
37	Tourism Australia	Gallagher	Cost of APS staff	<ol style="list-style-type: none"> 1. The total cost of all staff employed under the Public Service Act for each of the last six financial years from 2013/14 to 2018/19. 	Written

38	Tourism Australia	Rice	Impact of legalisation attacks on LGBTIQ+ on tourism	<ul style="list-style-type: none"> • Is Tourism Australia aware of research on the economic impacts of Religious Freedom Restoration Acts on specific US jurisdictions, for example research undertaken by the Centre for American Progress, or the Metro Atlanta Chamber and the Atlanta Convention and Visitors Bureau? • Has Tourism Australia been consulted, or undertaken any risk analysis or other form of research, in relation to potential impact of the Religious Discrimination package of bills and their impact on tourism? <ul style="list-style-type: none"> ○ If no, does Tourism Australia plan to undertake any analysis on this issue? ○ Does Tourism Australia have any plans to mitigate potential impacts of this legislation? 	Written
39	Tourism Australia	Farrell	Business Events Bid Fund	<ol style="list-style-type: none"> 1. Please provide a breakdown of the funding allocated for each year of the Business Events Bid Fund Program? 2. Was the full amount allocated in 2018? 3. Was the full amount which had been allocated to that first year – 2018 - of the program been committed? If not, how much has been committed and how much was left unallocated 4. How many bids did the program receive during 2018? 5. How many were successful? 6. Were any bids rejected? If so, what support was offered to applicants 7. Is any of the \$12m committed to the Business Events Bid Fund Program for administration to run the program? Or is it all for grants? 	Written
40	Tourism Australia	Farrell	Market Research	<ol style="list-style-type: none"> 1. Can Tourism Australia please advise how much was spent on market research in 2019/20? 2. How much was spent on market research in 2018/19? 3. How much was spent on market research in 2017/18? 4. In response to a question on notice from Senator Kitching, the department detailed that in 2018/19 just over \$2.8m was spent on market research, which then dropped to only \$692,751 in 2019/20. What is the reason for this reduction? 5. Has the market research budget been cut? 6. Has there been a directive from the Minister or the Managing Director to reduce this budget? 7. How many individual market research projects were run in 2018/19? 8. How many individual market research projects were undertaken in 2017/18? 9. How many individual market research projects have been undertaken to date this financial year and how many are scheduled for the remainder of this financial year? 10. How does Tourism Australia utilise market research to develop campaigns? 	Written

41	Tourism Australia	Farrell	Indian Economic Strategy	<ol style="list-style-type: none"> 1. What involvement does Tourism Australia have in delivering the India Economic Strategy? <ol style="list-style-type: none"> a. What additional funding has been provided to Tourism Australia to undertake this work? 2. Recommendation 37 of the strategy discussed the importance of unlimited aviation access between six airports in Australia and India, what action has been taken by Tourism Australia or the Government to ensure this access? 3. Recommendation 38 encouraged targeting Indian tourists with the UnDiscover Australia Campaign, has this been completed? 4. Has the airline marketplace initiative commenced? If not, when is it expected to start? <ol style="list-style-type: none"> a. Has there been any delay to starting this initiative? If yes, please detail 5. Recommendation 41 calls for the development of ‘India ready’ workforce training – has this been completed? If not, when will it begin? 6. Are there any other recommendations from the strategy Tourism Australia are implementing? If so, please detail including timeframes and what progress has been made to date 	Written
42	Tourism Australia	Farrell	Approved Destination Status with China	<ol style="list-style-type: none"> 1. At the election the Government committed to \$3m in a new campaign to lure more high spending, independent and repeat travellers from China as a part of the Approved Destination Status – has this campaign been initiated? <ol style="list-style-type: none"> a. No; <ol style="list-style-type: none"> i. When will it be? ii. Is it an expansion of the UnDiscover Australia campaign or a new campaign? b. Yes; <ol style="list-style-type: none"> i. Is it an expansion of the UnDiscover Australia campaign? ii. When did it start? iii. How long is it running for? iv. Have you seen any early results? 2. What is the return on investment for the UnDiscover Australia campaign for the China market? 3. Is this new money for Tourism Australia or was it from existing resources? <ol style="list-style-type: none"> a. If it was existing resources, where did the allocation come from? Have any programs been reduced or cut as a result of this campaign? 	Written
43	Tourism Australia	Farrell	Indigenous Tourism Fund	<ol style="list-style-type: none"> 1. What involvement does Tourism Australia have with regards to the Indigenous Tourism Fund announced during the election? 2. If Tourism Australia has a role, how many FTEs will be allocated to this work? Are these new positions or reallocated FTEs? 	Written

44	Tourism Australia	Farrell	Regional Tourism Infrastructure Investment Attraction Strategy 2016 – 2021	<ol style="list-style-type: none"> 1. Can you provide an update on the implementation of the Regional Tourism Infrastructure Investment Attraction Strategy? <ol style="list-style-type: none"> a. Is there specific work currently being undertaken as a part of this project? <ol style="list-style-type: none"> i. Yes; what is the timeline for these projects? b. What work has been done under this strategy in the last 12 months? c. What work is planned for the next 12 months? 2. Please detail what work has been undertaken in each of the following locations (please provide as much detail as possible, under sub headings) <ul style="list-style-type: none"> • Whitsundays • Canberra • Snowy Mountains • East Coast of Tasmania • Great Ocean Road • Kangaroo Island • Margaret River Region • Katherine 3. As with above, please detail what work is planned for the following locations (please provide as much detail as possible, under sub headings) <ul style="list-style-type: none"> • Whitsundays • Canberra • Snowy Mountains • East Coast of Tasmania • Great Ocean Road • Kangaroo Island • Margaret River Region • Katherine 	Written
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45	Tourism Australia	Farrell	Market agility	<ol style="list-style-type: none"> 1. Does Tourism Australia engage other parties to undertake forecasting work or are you only informed by Tourism Research Australia reports? <ol style="list-style-type: none"> a. If you engage other parties; <ol style="list-style-type: none"> i. Who? ii. How often? iii. How long for? iv. What is the cost of this? v. How were these firms selected? 2. What impact would a softening China market have for Australia? <ol style="list-style-type: none"> a. Are there any states or territories that would be particularly impacted by a change in this market? b. What work does Tourism Australia do to respond to changing circumstances? c. What work does Tourism Australia do with industry in Australia to prepare for them for changing markets? 	Written
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46	Tourism Australia	Farrell	Advocacy	<ol style="list-style-type: none"> 1. Can you confirm that Ms Harrison or Tourism Australia made a representation the International Air Services Commission advocating for Virgin to be awarded one of the new slots opening up at Haneda Airport? 2. Who made the decision to write to the Air Services Commission? <ol style="list-style-type: none"> a. Was this directed by the Minister? If yes, was this written or verbal? 3. Has Tourism Australia previously corresponded with the International Air Services Commission? <ol style="list-style-type: none"> a. If so, when? 4. Have previous Managing Director's intervened in similar circumstances in the past? <ol style="list-style-type: none"> a. Yes; <ol style="list-style-type: none"> i. Which ones? ii. What were the outcomes? 5. Have you had a response? <ol style="list-style-type: none"> a. Yes; what was the response? b. No; do you expect to receive one? 6. Has Ms Harrison or other members of Tourism Australia spoken to Virgin Australia about these slots? <ol style="list-style-type: none"> a. Yes; <ol style="list-style-type: none"> i. Was this before or after the letter? ii. Did they approach Tourism Australia about these issues or did Tourism Australia reach out to Virgin Australia? iii. What was the content of these discussions? iv. Were they in person or in writing? 7. Has Ms Harrison or other members of Tourism Australia spoken to Qantas about these slots? <ol style="list-style-type: none"> a. Yes; <ol style="list-style-type: none"> i. Was this before or after the letter? ii. Did they approach Tourism Australia about these issues or did Tourism Australia reach out to Qantas? iii. What was the content of these discussions? iv. Were they in person or in writing? 	Written
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47	Tourism Australia	Farrell	Marketing	<ol style="list-style-type: none"> 1. Please provide the following information on all international campaigns currently underway by Tourism Australia <ol style="list-style-type: none"> a. When did the campaign begin? b. When is it schedule to complete? c. What was the cost of the campaign? d. What was the target audience? e. What are the KPI's for the campaign? f. Is the campaign on target to reach their KPI's? g. Was the campaign designed in house? If not, by who and what was the cost? 2. What countries are being targeted by the UnDiscover Australia campaign? <ol style="list-style-type: none"> a. How were these countries selected for the program? b. Were we seeing a reduction in tourists from these regions prior to the campaign? (please detail by country) 3. Can you detail what activities will be taken as a part of the marketing campaign encouraging Indian cricket fans to come to Australia? <ol style="list-style-type: none"> a. How much funding has been committed to this program? b. When does it begin? c. When does it end? d. What is the expected return on investment? 	Written
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48	Tourism Australia	Farrell	Social media	<ol style="list-style-type: none"> 1. Given the changes to Facebook and Instagram’s algorithms which no longer show ‘likes’ and other types of reactions, is Tourism Australia planning any changes to the way it engages through social media? <ol style="list-style-type: none"> a. What about social media influencers? Will this change? 2. Does Tourism Australia use paid social media influencers? <ol style="list-style-type: none"> a. Yes; <ol style="list-style-type: none"> i. How are they selected? 3. How are paid social media influencers selected? Is a private company engaged? <ol style="list-style-type: none"> a. If it’s a private company; <ol style="list-style-type: none"> i. Is this a contract? <ol style="list-style-type: none"> 1. What is the value of the contract? 2. How long is the contract for? 3. Did this go to open tender? 4. Are there any KPI’s built into the contract? What are they? b. If it isn’t a private company; <ol style="list-style-type: none"> i. How are social media influencers identified? ii. How are the influencers selected? iii. Is there a list of criteria? If so, what is it? iv. Do you establish KPI’s with the individuals? If not, how do monitor success? v. Who has final sign off? 4. How much did Tourism Australia spend on influencers or other online advocates in the last financial year? <ol style="list-style-type: none"> a. How many individuals is this? b. On average how much are they paid per post? c. How much in the year before? d. On notice, can you provide a breakdown of the cost per campaign? And how many individuals this was? e. What is the return on investment for social media influencers? 	Written
49	Tourism Australia	Farrell	Aviation Attraction	<ol style="list-style-type: none"> 1. Please detail what work has been done in 2018/19 with regards to aviation growth? 2. What gaps have you identified in terms of aviation growth? 3. Have any priorities been identified in terms of aviation growth for Australia? 	Written

50	Tourism Australia	Farrell	Working Holiday Visa	<ol style="list-style-type: none"> 1. The target in relation to the working holiday maker market was to grow it from \$3.2b to between \$4.3b and \$5.2b by 2020 – what is the current figure? 2. Department of Home Affairs statistics from December 2018 detail that there were 1,894 fewer applications lodged for the working holiday visa – how has this impacted your ability to reach these targets? <ol style="list-style-type: none"> a. Have Tourism Australia or anyone from Tourism Australia made any written or verbal representations to the Minister for Tourism in relation to this issue and its impact on the tourism market? b. Have Tourism Australia or anyone from Tourism Australia made any written or verbal representations to the Department of Home Affairs in relation to this issue and its impact on the tourism market? c. Have Tourism Australia or anyone from Tourism Australia made any written or verbal representations to the Minister for Home Affairs in relation to this issue and its impact on the tourism market? 3. What impact has the reduction in working holiday visas over the past several years had on the tourism market? 	Written
51	Tourism Australia	Farrell	Youth Campaign	<ol style="list-style-type: none"> 1. When did the current youth marketing campaign begin? 2. What KPI's or targets were a part of this campaign? 3. One of the advertised goals of the campaign was to make Australia the most desired destination to visit among the global youth – please detail how this was going to be quantified? <ol style="list-style-type: none"> a. If there is a ranking system for desirability amongst youth, what is our current ranking and what is being done to ensure we are ranked number 1 by 2020? 4. The target for the youth campaign was to grow it from \$17.5b to between \$23.3b and \$28.3b by 2020 - What is the current figure in terms of the global youth market for Australia? 5. Has the full funding which was allocated for the youth campaign been expended? <ol style="list-style-type: none"> a. No; <ol style="list-style-type: none"> i. How much is remaining? ii. Why hasn't it been expended? iii. What is the plan for this – will it be returned or redirected? 6. What has been the return on investment for this campaign? 7. What was the expected return on investment for this campaign? 	Written

52	Tourism Australia	Farrell	Administration	<ol style="list-style-type: none"> 1. Can Tourism Australia please provide the following information in relation to staffing numbers <ol style="list-style-type: none"> a. How many FTE b. A headcount c. A breakdown of APS salary bands and the number employed under each band 2. Please provide the same information for the 2018/19 and 2017/18 financial years 3. Please provide the locations of all 88 staff based overseas 4. Please provide the salary bands of those staff based overseas 5. Please provide information on any redundancies provided in 2018/19 including the number and amount paid out per redundant employee and whether they were voluntary or involuntary 6. Please provide information on any redundancies provided in 2017/18 including the number and amount paid out per redundant employee and whether they were voluntary or involuntary 7. Please provide information on any redundancies provided in 2016/17 including the number and amount paid out per redundant employee and whether they were voluntary or involuntary 	Written
53	Tourism Australia	Farrell	Finance	<ol style="list-style-type: none"> 1. Is Tourism Australia running at a deficit in 19/20 and will it require additional funding from the Department of Finance to cover any shortfall? Was there any shortfall in 2018/19? 	Written
54	Tourism Australia	Farrell	Credit Cards	<ol style="list-style-type: none"> 1. How many department issued credit cards does Tourism Australia have? 2. How many department issued credit cards are allocated to staff within Tourism Australia? 3. As of 31 October 2019, how many staff within Tourism Australia have been provided with department issued credit cards? <ol style="list-style-type: none"> a. Please provide a breakdown of the credit limits available on these cards 4. Of those credit cards issued to staff, have there been any instances of credit card fraud detected in the past financial year? If yes, how many? 5. Of those credit cards issued to staff, were there any instances of credit card fraud detected in the 2018/19 financial year? If yes, how many? 6. Of those credit cards issued to staff, were there any instances of credit card fraud detected in the 2017/18 financial year? If yes, how many? 	Written

55	Tourism Australia	Farrell	Travel	<ol style="list-style-type: none"> 1. Please detail any international travel completed by Tourism Australia staff in the last financial year <ol style="list-style-type: none"> a. How many individual staff travelled? b. What was the cost of this travel? c. Please provide as much detail as possible about the trips including outcomes 2. Please detail any international travel completed by Tourism Australia staff in the 2018/19 financial year <ol style="list-style-type: none"> a. How many individual staff travelled? b. What was the cost of this travel? c. Please provide as much detail as possible about the trips including outcomes 3. Please detail any international travel completed by Tourism Australia staff in the 2017/18 financial year <ol style="list-style-type: none"> a. How many individual staff travelled? b. What was the cost of this travel? c. Please provide as much detail as possible about the trips including outcomes 	Written
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56	Tourism Australia	Farrell	PhilAUSophy Campaign	<ol style="list-style-type: none"> 1. Please provide the following information on the PhilAUSophy campaign – <ol style="list-style-type: none"> a. A timeline of the rollout of materials in each of the 15 markets b. Total cost of campaign c. Please detail the KPI's or targets which have been built into each element of the campaign? 2. What market research was conducted on this campaign? <ol style="list-style-type: none"> a. How was this conducted? Was an external agency engaged? b. How much did it cost? c. When was this undertaken? d. Where was it conducted? 3. Who designed the campaign? <ol style="list-style-type: none"> a. Where is the company located? If within Australia, what state/territory? b. What was the total cost to design the campaign? c. When did the design portion of the campaign begin and end? 4. Have any social media influencers been engaged to date for the PhilAUSophy campaign? <ol style="list-style-type: none"> a. If yes <ol style="list-style-type: none"> i. How many? ii. Cost? iii. How long for? iv. How many posts are they required to do? v. How were they engaged? 5. Will social media influencers be engaged for the PhilAUSophy campaign? <ol style="list-style-type: none"> a. If yes <ol style="list-style-type: none"> i. How many? ii. Cost? iii. How long for? iv. How many posts are they required to do? v. How were they engaged? 6. <i>Please note, if they are scheduled over multiple campaigns/elements, please provide a breakdown of each of the above questions over each campaign</i> 	Written
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57	Tourism Australia	Farrell	Annual Report	<ol style="list-style-type: none"> 1. Who made the decision to shift marketing away from Australia.com and Australia.cn to focus on other platforms? 2. What was the reason for this change? 3. As a part of this shift, was funding diverted from Australia.com or Australia.cn? <ol style="list-style-type: none"> a. If yes, how much? 4. Was the decrease of visitors on the website anticipated? <ol style="list-style-type: none"> a. If yes, what was the expected decrease by percentage? 5. Please provide the following information on the internal audits conducted by Tourism Australia <ol style="list-style-type: none"> a. Why was the audit conducted? b. Was there an incident which resulted in the audit being conducted? c. When did it begin? d. When did it end? e. What were the recommendations from the report? <p><i>For your reference - the annual report lists the following topics this year</i></p> <ul style="list-style-type: none"> • Code of conduct • Bid fund program • Work health and safety • Transactions • China operations • Digital strategy • Gifts and benefits 6. What are the contract values and lengths for the following agencies engaged by Tourism Australia <ol style="list-style-type: none"> a. M&C Saatchi b. Digitas c. ASAP+ 7. Please confirm the number of accommodation rooms in Australia in 2018/19? 8. Please confirm the number of accommodation rooms in Australia in 2019/20 to date? 9. Please confirm 2017/18's NPS score for Tourism Australia staff? 10. Please confirm 2018/19's NPS score for Tourism Australia staff? 11. Please provide a breakdown of each of the rankings which made up the results of Tourism Australia's 2018/19 NPS 12. What were the structural and personnel changes which Tourism Australia attributed the decline in the result to? 	Written
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58	Tourism Australia	Farrell	Annual Report	<ol style="list-style-type: none"> 1. Please provide a breakdown of the expenditure in 2018/19 at each Tourism Australia office in Australia for both IT equipment and plants 2. Please provide a breakdown of the expenditure in 2017/18 at each Tourism Australia office in Australia for both IT equipment and plants 3. Please provide a breakdown of the expenditure in 2016/17 at each Tourism Australia office in Australia for both IT equipment and plants 4. Please detail why there was a 478,000 increase in redundancies and separations between 2018 and 2019 5. Of the five senior managers who departed in 2018/19, were any involuntary separations? Did any of the five receive redundancy / separation packages? If yes, what was the value of each of these packages? 6. Were any security risks identified in the assessment of Tourism Australia's cyber security strategy? 	Written
59	Tourism Australia	Farrell	Aviation forward bookings	<p>Senator Birmingham: For the year ending June 2019, US visitor visa grants were up 10 per cent compared to the previous year. Obviously, visas are issued in advance of travel.</p> <p>Senator FARRELL: Sure. I suppose that's consistent with a nine per cent increase, isn't it?</p> <p>Ms Harrison: We also have a tool that looks at forward bookings, aviation bookings. They are looking at double-digit increases. I'm not going to give you a number now because I'm not sure what it is, but I can take it on notice if you're interested in that too.</p> <p>Senator FARRELL: I would be interested in that. Where do you get those figures from?</p> <p>Ms Harrison: It's a system called ForwardKeys. It does a screen scrape of the GDSs. It's not 100 per cent of the bookings, but it gives you a really good indication. I think we get 66 per cent of the flights that are booked between the US and Australia, so it gives us a really good indication of forward bookings.</p>	Hansard, pg. 103