### **Submission No 23**

### Inquiry into Australia's Overseas Representation

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# The Australian Agency For International Development (AusAID)

## Submission to the Joint Standing Committee on Foreign Affairs, Defence and Trade

### Inquiry into Australia's Overseas Representation

**4 January 2012** 

### TERMS OF REFERENCE

The Joint Standing Committee on Foreign Affairs, Defence and Trade shall examine and report on Australia's overseas representation, in particular:

- the activities that Australia's diplomatic posts must undertake;
- their geographic location and spread;
- the appropriate level of staffing, including locally engaged staff; and
- the effect of e-diplomacy and information and communications technology on the activities of diplomatic posts.

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**Executive Summary** 

As an autonomous agency in the Foreign Affairs and Trade portfolio and the lead agency

responsible for Australia's overseas aid program, AusAID has a direct role in Australia's

overseas representation. AusAID has the fourth largest overseas representation of any

Australian Government agency with 740 of its 1775 staff at 30 June 2011 posted overseas,

mostly in Australian diplomatic missions. In 2011/12 AusAID will administer an estimated

\$4.087 million in aid.<sup>1</sup> The Government has devolved more responsibility for the

management of aid spending to overseas locations to ensure increased leverage and results

for the increased aid budget.

AusAID and the Department of Foreign Affairs and Trade (DFAT) have worked closely

together in Canberra and overseas for decades. Our activities support and complement one

another to meet the Government's foreign policy and development objectives. A strong,

well-resourced diplomatic network, particularly from DFAT and AusAID, is critical to

meeting the Government's development policy priorities and delivering the aid program.

The aid program is delivered in 84 countries around the world. AusAID has officers posted

in 40 countries. Australia's diplomatic network is essential for AusAID and other Australian

government agencies to effectively deliver the aid program. As well as providing

administrative support and services to AusAID under a formal service level agreement

between the two agencies, DFAT supports the delivery of the aid program through advocacy

and representation, including in countries where AusAID has no staff presence.

DFAT's diplomatic analysis and reporting also helps ensure that the design and delivery of

Australia's country and regional aid programs take into account relevant political, economic

and security considerations so they produce better results.

AusAID's work also complements and extends DFAT's reach, often providing alternative

access to a range of decision makers in key government departments and ministries. DFAT is

able to leverage off AusAID's access to strengthen Australia's security, enhance Australia's

prosperity and help Australians overseas.

The Government has committed to increase the aid program to 0.5 per cent of Australia's

gross national income. To manage the growth and expansion of the program, AusAID has

Budget Statement by the Hon Kevin Rudd MP, Minister for Foreign Affairs, 10 May 2011

increased the number of officers it has posted overseas, under DFAT's overall leadership, and increased the seniority of its representation in several posts.

AusAID anticipates that the growth of the aid program over the next few years will present both opportunities and challenges for the diplomatic network: opportunities, by extending Australia's access, reach and influence; challenges, in terms of the increasing demands that AusAID will place on the diplomatic network. The capacity of Australia's diplomatic network to support the aid program is one of the factors that will need to be taken into account when making choices on where to direct and how to deliver Australia's aid.

### 1. The Australian aid program

The Australian aid program supports Australia's national interests. By reducing poverty and contributing to growth and stability in the Asia-Pacific region and beyond, the aid program supports our foreign and trade policy objectives and our national security.

In 2011-12 AusAID will directly administer an estimated 90 per cent of Australia's aid. The agency works closely with other Australian Government agencies that administer the remaining ten per cent. In 2007 the Government committed to increase Australia's aid program to 0.5 per cent of gross national income (GNI) by 2015-16. The 0.5 per cent target is a bipartisan commitment. Between 2007 and 2011 Australia's overseas aid has increased from 0.28 per cent of GNI to an estimated 0.33 per cent.

Recognising that effectiveness and efficiency need to remain central during this period of growth, in late 2010 the Government commissioned an independent review of aid effectiveness - the first of its kind in fifteen years. The review found that the Australian aid program has been well-managed as it has grown. It also made recommendations for the future of the aid program, which formed the basis for the new Australian aid policy, *An Effective Aid Program for Australia: Making a Real Difference – Delivering Real Results*, issued in July 2011. Key points of relevance from the new policy are:

- The Asia-Pacific region will remain the primary focus for the aid program, but we will also increase assistance to Africa, South Asia and the Middle East.
- The level of funding channelled through effective multilateral organisations will increase.
- AusAID will remain the lead agency responsible for the Government's fight against
  global poverty and should aim to be recognised as one of the world's leading
  development agencies.
- Development objectives cannot be achieved unless AusAID's work is closely linked
  to the rest of the Australian Government's international effort. Development depends
  fundamentally on progress in areas such as trade, investment and economic growth,
  which departments such as DFAT play a major role in.

- As the aid budget grows and becomes a more important part of the Government's international engagement, AusAID's role will focus increasingly on providing strategic advice on development issues.
- Achieving value for money with taxpayers' dollars is core business delivering real, measurable results in reducing poverty and ensuring the aid program is run efficiently.
   Consolidating small activities so that the aid program consists of fewer, larger programs with greater impact, will be an important part of this.
- The aid program will become more transparent, in line with international best practice. On 23 November 2011 Foreign Minister, Kevin Rudd, announced a new Transparency Charter, committing AusAID to delivering clear, accessible and timely reporting on its aid activities.
- For the first time, the aid efforts of all relevant Australian Government agencies will be covered by a new rolling four-year whole-of-aid budget strategy. This will drive value for money and integrate Australian aid activities across the whole Government.

### 1.1. The role and functions of AusAID

AusAID is an autonomous agency in the Foreign Affairs and Trade portfolio. It is the Australian Government lead agency responsible for Australia's overseas aid program. AusAID's functions, as specified by the Government on 8 July 2010<sup>2</sup> are to:

- provide advice on development policy;
- manage, evaluate and improve Australia's overseas aid program;
- plan and coordinate poverty reduction strategies;
- collect, analyse and publish data or other information relating to development;
- lead and coordinate responses to humanitarian and disaster crises; and
- represent Australia in international development forums.

As at 30 June 2011, AusAID had 1775 staff, of which 740 were based overseas in 40 of Australia's 95 diplomatic missions. These officers have a range of specialist skillsets critical to the administration of the aid program, including expertise in areas such as education and health and cross-cutting program management skills such as measuring the results of aid interventions. AusAID staff members, who are both Australian Public Service (APS) and

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<sup>&</sup>lt;sup>2</sup> Executive Order signed by the Governor General on 8 July 2010.

locally engaged staff (LES), work cooperatively with their DFAT colleagues, and with officers from other Australian Government agencies involved in the delivery of the aid program.

As the aid budget increases, AusAID's role in the Australian Government and internationally will change. AusAID staff will be expected to work with greater influence with other donor countries, with the multilateral organisations we fund and with developing country governments. This will involve working in new ways, but also increasing staff numbers to administer the larger program effectively. It is expected that AusAID's total complement of staff may reach 2500 by 2015, with up to 1000 staff based overseas (of which approximately 30 per cent would be APS and 70 per cent LES staff).

### 1.2. The aid program as a whole-of Australian Government effort

AusAID is the lead agency in the delivery of the aid program, but over 40 other Australian Government departments and agencies are also involved in the program. Careful coordination of the work of the different agencies is essential to ensuring that the program has the maximum impact and meets the Government's priorities. AusAID's in-country knowledge, experience and relationships with host governments and the wider community complement those of DFAT and other agencies and enhance the Government's capacity to achieve real results with the aid program.

Australia's diplomatic network is essential for the effective delivery of the aid program. Development needs to be underpinned by security, good governance and economic growth – all issues which engage Australian diplomats. When there are sensitive issues related to Australian aid programs then Heads of Mission play a critical role in helping negotiate outcomes. For Australia to work with other donors and developing countries in a more influential way on international development issues, we will need to deepen our relationships with those countries; this underlines the need for close working relationships between AusAID and DFAT staff in overseas offices.

Unlike most other donors, most of Australia's neighbours are developing countries and most of the Australian aid program is delivered within our region. The aid program has a strong focus on tackling conflict and fragility; half of Australia's bilateral and regional aid is delivered in countries affected by conflict and fragility. The importance of addressing

fragility and conflict in our region is a further imperative driving a close working relationship between the two agencies.

In locations where AusAID has little or no representation, DFAT makes an important contribution to the direct implementation of the aid program.

DFAT plays the lead role in coordinating Australian departments and agencies working overseas and ensuring overall coherence in the relationship with the host government. As part of the official relationship, AusAID's APS officers in most locations are also accredited by the host government, through DFAT, and have diplomatic status.<sup>3</sup>

Approximately 40 per cent of the aid program was delivered through multilateral organisations in 2009-10 and this proportion will grow as the aid program expands. AusAID's small teams at multilateral posts work closely with DFAT staff to advocate Australia's interests in international dialogue on a broad range of (often interrelated) development, humanitarian, environment, and peace and conflict issues. For example, AusAID contributes to Australian policy positions in Security Council and General Assembly deliberations on issues such as the international response to humanitarian crises, the UN's role in country situations of particular importance to AusAID (such as East Timor and Afghanistan), the Middle East peace process, and links between peace building and development.

AusAID aims to be increasingly influential in international development forums over the next few years, but the extent to which our increased influence brings results for Australia will also depend on strong leadership by Heads of Mission and other senior diplomats. AusAID will increase the number and seniority of its staff at selected posts – for example, in 2012 minister-counsellor positions will be established as part of Australia's Mission to the United Nations in New York and the Australian Embassy in Washington to manage Australia's relations with UN development agencies and the World Bank respectively. Even so, this cannot replace the crucial advocacy role of Heads of Mission in building Australia's profile on the international stage.

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<sup>&</sup>lt;sup>3</sup>Sixty five per cent of AusAID APS officers in overseas locations hold diplomatic status as they are in positions that are accredited by the Host government. DFAT manages the accreditation process. Thirty-five per cent of APS officers have official status rather than diplomatic status. They operate under a separate agreement (MOU) with the host government.

### 2. Activities that AusAID staff undertake at overseas posts

AusAID staff members at overseas posts undertake a variety of tasks to deliver Australia's aid program, including:

- design, implementation and management of aid program activities (including overseeing work undertaken on AusAID's behalf);
- program monitoring, performance assessment and reporting;
- advocacy and dialogue with host governments on development policy issues, as well as with regional and international development organisations;
- managing and coordinating stakeholder relations (including with host government and communities, other donor development agencies and Australian Government agencies);
   and
- fraud prevention.

AusAID's larger and medium sized posts undertake more advocacy and dialogue with host governments than smaller posts. Heads of Mission also play an important part in advocacy and dialogue to meet the Government's aid priorities, especially in countries where AusAID has limited representation.

### Indonesia – a bilateral aid program

Indonesia is Australia's largest and most strategic aid partner. The Australian Government has its largest overseas representation there, drawn from 12 different agencies. Over AUD446 million was provided in ODA in 2010-11 in Indonesia by AusAID and other government agencies. Indonesia faces a myriad of development challenges. Around 120 million Indonesians do not have access to safe drinking water, while about 110 million do not have adequate sanitation. 120 million Indonesians live on less than US\$2 a day. AusAID's midterm review of its bilateral development program with Indonesia, conducted in 2010, confirmed that AusAID is a respected partner for Indonesia and that Indonesia values AusAID's commitment to dialogue and engagement. Meetings between Australian and Indonesian ministers and senior officials confirm the close and effective relationship between the countries on development issues. A whole-of-government approach is fundamental to delivery of the aid program in Indonesia from diplomatic, political, consular and administrative perspectives. Together we are working to support the Indonesian Government's efforts to alleviate poverty, invest in people and strengthen democracy, justice

and good governance. AusAID has established relationships with about 20 Indonesian Government agencies, including the National Development Planning agency and education, health and public works ministries. AusAID also provides direct support to the Vice President's office on poverty reduction and bureaucracy reform.

AusAID has 168 staff employed in Indonesia (38 APS / 130 LES). These staff members are located in the embassy in Jakarta, as well as in separate AusAID offices that have been established in Jakarta, Mataram, Makassar and Surabaya. In addition, officers from other Australian Government agencies are funded under the aid program or by AusAID to work within Indonesian ministries such as the Ministry of Finance and Indonesia's audit agency, providing advice and support.

Members of AusAID's senior management team in Jakarta regularly meet with Indonesian ministers and senior officials, as well as other donors, multilateral agencies and civil society organisations.

### Africa – a regional aid program

The aid program to Africa has increased in size and expanded in coverage over the last five years. The program now covers the whole continent of Africa. The program is expected to increase from an estimated AUD350 million in 2011-12 to over AUD500 million by 2015-16. Unlike Australia's bilateral programs, the majority of the Australian aid program in Africa is delivered through trusted partners, such as the World Bank, the African Development Bank (AfDB), Australian and International non-government organisations and the UK's Department for International Development (DFID). For example, in 2010-11 over 75% of the program was delivered through partners.

The expansion has seen a doubling of AusAID's Africa-based staff over the past five years to 45 (including local staff). Existing AusAID posts in Pretoria and Nairobi have been expanded and new posts have been established in Harare, Accra and Addis Ababa. A SES Band 1 minister-counsellor position has been established in Pretoria to oversee the growing program. The continent-wide nature of the program and delivery through partners mean that AusAID staff members spend a considerable amount of time travelling across the countries

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<sup>&</sup>lt;sup>4</sup> AusAID has a second office in Jakarta staffed by A-based and LES officers. The offices in Mataram, Makassar and Surabaya are staffed by LES staff only.

that fall within their responsibility. Additional AusAID staff are posted to Africa on a short-term basis (i.e. periods of several months) or undertake short-term missions (i.e. extended visits) to provide surge capacity for the Africa-based staff.

DFAT plays a vital role in the delivery of the aid program in Africa. As well as the senior-level advocacy and representation undertaken by the Australian high commissioners based in Pretoria, Nairobi and Accra, DFAT supports the Government's aid priorities in Africa through its diplomatic missions in Paris, which has accreditation to various North African countries, Lisbon and New York, and through a special envoy for francophone Africa. Because of AusAID's limited staffing in Africa, DFAT relationships in, and political and economic reporting on, countries for which Australia has non-resident diplomatic representation are particularly important for decision-making on Australian aid.

### 3. Geographic location and spread

### 3.1. AusAID's posts

The Australian aid effort is focused where we can make a difference, where our resources can most effectively and efficiently be deployed and in accordance with our national interests.

The main geographic focus of the Australian aid program remains the Asia-Pacific region. However, with Australian aid delivered in 84 countries<sup>5</sup> in total, the program has worldwide reach. AusAID itself maintains a presence in 40 of Australia's 95 diplomatic missions.<sup>6</sup> Table 1 below shows the number and location of AusAID staff overseas as at 30 June 2011. AusAID posts range in size from one officer within a shared office (e.g. Baghdad) to large offices with 168 staff in Jakarta.

Table 1. Location of AusAID staff overseas<sup>7</sup>

Posts by location	APS staff <sup>8</sup>		Locally engaged		Total
Overseas	Female	Male	Female	Male	30 June 2011
Pacific	53	37	133	63	286

<sup>&</sup>lt;sup>5</sup> Figure – Total AusAID ODA flows for 2010-11 Financial Year.

<sup>&</sup>lt;sup>6</sup> DFAT Annual Report 2010-11.

<sup>&</sup>lt;sup>7</sup> AusAID Annual Report 2010-11, Appendix D

<sup>&</sup>lt;sup>8</sup> Ongoing and non-ongoing

East Asia	40	28	149	104	321
South and West Asia	13	10	14	22	59
Africa and the Middle East	7	10	20	8	45
Latin American and the Caribbean	1	1	4	1	7
Multilateral Organisations	3	0	7	2	12
Other	3	6	1	0	10
Total	120	92	328	200	740

As the aid program began to expand in 2006, AusAID increased its geographic presence and the number of officers overseas. Since 2008, AusAID has expanded its activities and representation in South Asia, Africa and the Middle East and has established small programs in Latin America and the Caribbean. In 2010, new AusAID offices were opened within Australia's diplomatic posts in Addis Ababa, Accra, Port of Spain and Santiago de Chile.

In 2007, to support an expanded overseas presence, AusAID began establishing a series of regional hubs – Suva for the Pacific, Bangkok (now Hanoi) for the Mekong, Pretoria for Africa and Colombo (now Dhaka) for South Asia. With the exception of Dhaka, the regional hubs are headed by SES Band 1 officers, who provide leadership for AusAID posts in the region and strengthen senior level Australian representation at each post. These hubs also provide specialist technical and administrative support for the smaller AusAID offices in the region – including advice and assistance with contracting, program design and program delivery. This complements the more general administrative support provided at posts by DFAT and the specialist support provided by visiting Canberra-based AusAID officers.

An Effective Aid Program for Australia states that while in future the Asia-Pacific will remain the primary focus of the aid program, Australia will increase its assistance to Africa and South Asia: "as a growing middle power, we cannot pretend to be tackling global poverty without increasing our investment in the world's two most impoverished regions". The aid program will also continue to play its part in Afghanistan and Pakistan. These changes can be expected to have implications for AusAID's overseas presence.

### 3.2.Support from DFAT

DFAT has played a key role in the expansion of the aid program. In particular, DFAT's local operational knowledge, in-country networks, including contacts with host governments, and its support in areas such as accommodation, security and communications, have been fundamental to AusAID establishing new offices where it has not previously had a presence.

### 3.2.1. Service level agreement (SLA) with DFAT

In accordance with the *Guidelines for Management of the Australian Government Presence Overseas*, DFAT provides a range of services at its overseas managed posts to facilitate a coherent, consistent and collaborative whole-of-government approach to the conduct of Australian Government business overseas.

To support its operations overseas, AusAID has a service level agreement (SLA) with DFAT which provides for the efficient administration of the post and avoids operational and financial duplication between DFAT and AusAID. The services provided to AusAID include: financial management and office services (such as purchasing and payment processing, cash management, financial reporting, vehicles, diplomatic and safe-hand bag services); human resource management (such as recruitment, appointment and ongoing support of locally engaged staff, briefings for newly arrived Australian based staff, departure support); and property services (such as assistance with residential and chancery accommodation including security arrangements). The SLA is negotiated on an annual basis and details key performance indicators to ensure AusAID and DFAT have a common understanding of the services to be delivered. AusAID and DFAT meet regularly, both in Canberra and at post, to monitor and discuss the operation of the SLA and the delivery of services.

### 3.2.2. Spill over requirements

The growth in AusAID's overseas presence has placed significant strain on available accommodation (office and housing) in overseas missions, particularly in Indonesia, Papua New Guinea, Kenya and Fiji; and also on DFAT's ICT systems and resources. This strain will only be exacerbated as AusAID's operations grow to meet the Government's commitment to increase the aid program to 0.5 per cent of GNI by 2015-16.

In most overseas locations AusAID relies on DFAT, through the SLA, to meet its accommodation requirements. However, in some locations AusAID has needed to source, lease and maintain office space outside of embassies and high commissions to accommodate the growth. Accordingly, annexes or second offices have been opened in Jakarta, Honiara, Port Moresby, Addis Ababa and Bougainville. (DFAT has since taken over the management of the offices in Honiara, Port Moresby and Addis Ababa.) In some cases AusAID has also needed to establish and maintain its own ICT services, including computer based systems such as internet and email, as well as land line and mobile telephone communications. In these cases, AusAID has worked in coordination with DFAT, but this type of support is not within AusAID's core skills. A centralised approach, with DFAT providing accommodation and ICT services, continues to be the most efficient and effective approach.

### 4. Appropriate levels of staffing, including LES

Australia has lean aid administration costs by global standards. A leading international index by the US-based Brookings Institution and the Center for Global Development ranks Australia among the lowest of the 23 OECD donor countries in terms of administrative costs relative to overall program costs.<sup>9</sup>

Growth in the number of AusAID APS officers overseas over last 10 years <sup>10</sup> has been driven largely by growth in the Indonesia program after the Indian Ocean tsunami; as well as growth in Australia's aid programs in East Timor, Solomon Islands and Papua New Guinea. The Government has devolved more responsibility for the management of aid spending to our overseas posts to drive increased efficiency and effectiveness in the delivery of the aid program.

AusAID's posts vary in staffing size and makeup depending on the size and nature of the program, the types of programs being implemented, the availability of appropriately skilled staff both locally and in Canberra and the relevant priority for the government.

<sup>&</sup>lt;sup>9</sup>Source: The 2011 quality of official development assistance index developed by the Brookings Institution and the Center for Global Development.

<sup>&</sup>lt;sup>10</sup> Source: AusAID Annual Report 2001-02 and 2010-11. As at 30 June 2002, 62 of 511 officers based overseas. As at 30 June, 2011, 212 of 1247 officers based overseas

Our two largest posts, managing our two largest programs, are Jakarta with 168 officers (38 APS / 130 LES) and Port Moresby with 124 officers (45 APS / 79 LES). The majority of our posts are smaller, with between 10 and 30 officers with on average about one APS officer to every four LES. Our two smallest posts are Baghdad with one APS officer and New Caledonia with one LES officer.

In addition to the posting of staff, AusAID makes extensive use of short-term missions, sending officers on assignments of several months duration to provide 'surge capacity' for posts requiring short-term supplementation of their staff resources or particular specialist skills. Short-term missions have also been used to respond to new and emerging priorities of the Government. For example, as part of the Government's response to the events of the Arab Spring in 2011, AusAID sent officers on a short-term mission to the Australian Embassy in Cairo to provide dedicated specialist support in humanitarian and development issues. These officers liaised with local authorities and officials from multilateral organisations to target Australian assistance. AusAID and DFAT officers worked together to support a mission to Egypt by the Australian Centre for International Agricultural Research (ACIAR) to investigate options for Australian support to the agricultural sector.

### 4.1.Locally engaged staff

AusAID's LES now number 483 employees from a total of 1775 (or 32 per cent). They represent the majority of our staff overseas. AusAID's LES provide essential expertise including deep local knowledge that helps inform Australia's aid program. LES recruitment provides our posts with access to high quality, in-country technical advice and expertise for the development and implementation of the aid program. While AusAID is the legal employer of LES, we coordinate with DFAT and other government agencies represented at Posts to ensure a cohesive approach to LES issues.

AusAID is able to make greater use of LES than some other agencies operating overseas because a considerable portion of AusAID's work is unclassified. As a result, AusAID has more flexibility in the recruitment of appropriately skilled local staff and their access to AusAID's information and systems.

As part of AusAID's efforts to integrate LES into its workforce, it is providing LES with a career path. They can undertake a diverse range of work activities, including managing programs, providing corporate support functions, providing high-level advice and expertise, and liaising and negotiating with partners on the ground. They can occupy positions where they will be supervising a range of staff including APS officers. AusAID's workforce plan outlines a career structure for LES who are supported by a range of training opportunities locally, at AusAID's regional hubs and in Canberra. New opportunities are also being offered for LES to undertake short-term missions to other AusAID posts to fill temporary

Notwithstanding the increasingly important contribution of LES to the delivery of the aid program, it will always be critical to have AusAID APS officers overseas. A detailed understanding of Australian Government priorities and policies, as well as strong technical expertise, make APS officers an essential complement to the skills of LES in administering the aid program.

### 5. Effect of e-diplomacy and ICT on activities at diplomatic posts

### 5.1.Impact of ICT

staffing gaps.

Advances in technology play an important role in the administration of the aid program and in communication, particularly with the Australian community. That said, in developing countries there are frequently limitations in the quality and coverage of networks and infrastructure. This can represent a constraint on the ability of our staff to use contemporary ICT technologies to greatest effect.

In 2008, AusAID set out to provide a strong spine of simple, mandatory corporate systems that will be available in all AusAID locations, however remote, and which will provide all staff and managers with the necessary management information to do their jobs. AusAID is deploying comprehensive ICT systems internationally to allow AusAID staff to deliver aid programs and improve collaboration and exchange of information with stakeholders such as donors, technical advisors and partner organisations and governments.

While 83 per cent of overseas staff are now on the AusAID ICT network in 36 offices overseas, AusAID continues to rely on DFAT (through a Service Level Agreement) to

provides certain ICT services including SATIN High services (classified network); communications links (cable and satellite) to Posts where possible; and SATIN Low for AusAID staff in 20 countries.

### 5.2. Social media

Significant upgrades to the AusAID website are occurring – making it more user friendly, increasing accessibility, providing more information and enhancing integration of social media applications such as YouTube, Flickr and Twitter, which will help promote greater awareness of AusAID and its programs. Internal social media guidelines provide instruction on the successful use of online tools to enhance the distribution of information, foster greater understanding of AusAID's work and allow the Agency to monitor relevant topics and developments as they happen.

### 5.3.e-Advocacy and public diplomacy

Websites, blogs, social media and other online engagement tools allow AusAID to directly connect with individuals and organisations both domestically and internationally. These tools can be used effectively to enhance internal communication, external communication and public diplomacy.

Overseas, DFAT leads the public diplomacy effort. However, reporting to the public, in Australia and in developing countries, on the aid program is the responsibility of AusAID. In response to the need to communicate to a wide audience and the demand for more frequent communication of the aid program's outcomes, AusAID is investing in public diplomacy and communications tools, such as the 'Engage' blog and AusAID's twitter feed, which aim to reach a wider audience. In doing this, AusAID is making itself more accountable for its work. Practical steps have been taken to improve the transparency of Australia's aid program, including the launch of a new Transparency Charter by Foreign Minister, Kevin Rudd, on 23 November 2011. This commits AusAID to deliver clear, accessible and timely reporting on its aid activities, building on the work it has already undertaken under the International Aid Transparency Initiative. AusAID is already beginning to publish information and data about its country program activities, which will be regularly updated — including expenditure, results and annual performance reports. The next phase of this work

will include publishing local	language	summaries	of Australian	aid programs	in local media
and on AusAID's website.					