

**Economics Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
Industry and Science Portfolio  
Additional Estimates 2014-15  
26 February 2015

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**AGENCY/DEPARTMENT:** IP AUSTRALIA

**TOPIC:** Staffing

**REFERENCE:** Written Question – Senator Carr

**QUESTION No.:** AI-81

How many IP Australia staff providing face-to-face contact to the small and medium enterprise sector:

1. Have been made redundant in the last 12 months or are to be made redundant in the foreseeable future?
2. Have retired and have not been replaced in the last two years?
3. How much money will be saved as a result of these redundancies or reduction in staff on a year-by-year basis over the current forward estimates?
4. How does IP Australia intend to provide face-to-face services directly to the small to medium enterprise sector in their local communities following cuts to personnel?

**ANSWER**

1. Nil.
2. Two staff members have retired in the last two years; part of their role was to deliver face-to-face services. These two staff have been replaced with positions at the same level, these officers similarly provide some face-to-face delivery of services and information.
3. Not applicable.
4. IP Australia does not have, nor has it had in recent history, any staff whose sole role is to provide face-to-face delivery of IP services. IP Australia has an active programme to deliver information to the small to medium enterprise sector. This is done through a variety of channels including face-to-face, online, our call centre and through other Government or private sector organisations who act as ‘message multipliers’. All programmes are coordinated through the head office in Canberra, ensuring consistency in programme content messaging. While for some messages face-to-face is the preferred delivery model, small businesses are increasingly demanding services and information that they can access at a time and place convenient to them. In line with the Government’s ‘digital first’ strategy IP Australia provides a comprehensive website, call centre services, numerous videos targeted to small business, webinars and other services to provide comprehensive information to this sector, in conjunction with face-to-face services where appropriate.