

Foreign Affairs, Defence and Trade Legislation Committee

Additional Estimates 2013-14, 26 and 27 February 2014

Questions on Notice from Senator Carol Brown

Q No.	Program: Division or Agency	Senator	Broad topic	Question
1	Tourism Australia	Brown	Tourism	<ul style="list-style-type: none"> • What are some of the key achievements of Tourism Australia in the last financial year • Have there been any changes to staffing at Tourism Australia since 7 September 2013 • If so, what are the changes • What are the new roles, if any • How many FTE staff • Where are they based • What classification • What are their roles • What are some of the key campaigns Tourism Australia is focussing on in the upcoming year • How is Tourism Australia working with the states and territories to achieve Tourism 2020 objectives? • Has Tourism Australia received any contact from state and territory tourism authorities in relation to the transfer of domestic marketing responsibility to the state • If so, what was the nature of the communication • If so, please provide copies of the correspondence
2		Brown	Representations	<ul style="list-style-type: none"> • Has the Minister written to Tourism Australia since being sworn in • If so, what was the nature of the communication • Please provide a copy of the correspondence

1. Response:

- Tourism Australia's key achievements for the 2012-2013 financial year include:
 - 6.3 million short term international arrivals up 4.9 per cent on the previous financial year
 - Total international trip expenditure increased to \$28.2 billion, an increase of 5.9 per cent.
 - Tourism Australia, Austrade tourism investment partnership officially commenced
 - Wet Tropics announced as Australia's 14th National Landscape
 - Asia Marketing Fund marketing program commenced in August 2012
 - There's nothing like Australia voted Australia's favourite ad at the *Mumbrella* marketing awards
 - Airline partnership with China Eastern Airlines
 - Great Walks of Australia launched
 - Memorandum of Understanding between Tourism Australia and Emirates Airlines

- Tasmania announced as Australia's 15th national landscape
 - YouTube.com/Australia launched in November 2012
 - Greater China Travel Mission hosted by Tourism Australia
 - Third Australian Tourism Directions Conference held
 - Airline partnership with Etihad Airlines formalised
 - Largest ever Indian incentive group visited Melbourne
 - Inaugural Australian Tourism Summit held as part of the 2013 G'day USA program
 - Sydney Harbour announced as the 16th and final of Australia's National Landscapes
 - Tourism Australia voted best destination marketers in the Asian region at the *Routes Asia* conference in March 2013
 - Best Jobs in the World campaign launched in Australia and internationally in March 2013, continuing to June with the announcement of the winners for each participating state and territory
 - "Best 10 experiences in Australia as voted by Japan" - Tourism Australia's' four part Japanese television series funded under the Asia Marketing Fund reached 1.1 million Japanese viewers
 - Ultimate Winery Experiences of Australia launched
 - Australian Tourism Exchange 2013 held in Sydney in April with more than 2,400 delegates from 47 countries
 - Over 1,000 Chinese delegates visited Australia in May 2013 for the Herbalife Leadership Vacation, showcasing Australia as a premium corporate incentive destination
 - Dishing Up Australia with Al Brown broadcast on New Zealand prime time television
 - British and Irish Lions national rugby tour injected \$150 million into Australia's economy
- Have there been any changes to staffing at Tourism Australia since 7 September 2013?
 - If so, what are the changes?
New hire: 19 staff
Departures: 17 staff
 - What are the new roles, if any?
3 new roles, they are:
2 roles with Consumer Marketing: Food & Wine Social Editor (short term contract) and Global Content Manager
1 role with International India: Marketing Manager, India
 - How many FTE staff?
Total FTE effective 31 March 2014 is 201.84. There are also a number of unfilled vacancies currently being recruited.
 - Where are they based?

Please refer to table below.

- What classification?

The Classifications are as follow:

Location	Office	FTE	Bands							Board
			1	2	3	4	5	6	7	
New Zealand	Auckland	5.17		1	2.17	1	1			
Germany	Frankfurt	9	1	3	3	1		1		
Greater China	Hong Kong	3.53	0.53	1	1	1				
Malaysia	Kuala Lumpur	5	1		2	1	1			
England	London	13.5	2	5.5	1	4		1		
Americas	Los Angeles	9		1	5	2		1		
India	Mumbai	5	1	1	2		1			
South Korea	Seoul	5		2	2		1			
Greater China	Shanghai	13		3	6	3		1		
Singapore	Singapore	9		2	3	2	1	1		
Australia	Sydney	117.64	8	28.89	41.95	21	9	3	4.8	1
Japan	Tokyo	7		2	3	1		1		
	Total	201.84								

- What are their roles? Refer to list attached

- What are some of the key campaigns Tourism Australia is focussing on in the upcoming year?

Tourism Australia's main focus for the upcoming year is its new campaign under its flagship There's nothing like Australia brand. The new iteration of the campaign is built around Australia's sensational food and wine experiences. This campaign also has a very strong resonance with regional Australia. Australia's food and wine has become one of its greatest assets with a range and quality of produce on offer that is second to none. Yet, remarkably, the appeal of Australian food and wine remains one of our best-kept secrets. Combined with Australia's wonderful climate, drawing us outside to enjoy the finest flavours with a backdrop of spectacular natural landscapes and stunning cities – the appeal for international visitors is very strong. The campaign video features some of our most appealing regions: wine making in the ACT, South Australia's Barossa Valley, Rottnest Island in WA, the Queensland's Whitsunday's, Uluru in the Northern Territory's T's red centre, Freycinet in Tasmanian. The products - and the location in which they are set - have been

carefully selected in partnership with the State and Territory Tourism Organisations to demonstrate that Australia has distinctive, unique and high quality tourism products and experiences that are amongst the finest in the world.

- How is Tourism Australia working with the states and territories to achieve Tourism 2020 objectives?
Tourism Australia works extensively with States and Territories Tourism Organisations (STOs) to market Australia with “one voice” in international markets and this collaboration continues to provide good results for Australia. TA engages regularly with STOs in our international markets, as well as through regular forums at a head office level such as Destination Australia Marketing Alliance (DAMA), Brand Australia Marketing Forum (BAMF), and CEO Forum.

STOs are a key partner for TA with respect to the following international activities:

- Office co-locations.
 - Cooperative marketing partnerships for consumer leisure campaigns.
 - Trade marketing including trade events, trade famils, and content modules for Aussie Specialist Program.
 - Ground support for the International Media Hosting Program (including provision of itineraries and product).
 - Strategic marketing agreements and global platforms such as Destination Australia Partnership in UK/Europe, Best Jobs in the World youth campaign and Restaurant Australia.
- Has Tourism Australia received any contact from state and territory tourism authorities in relation to the transfer of domestic marketing responsibility to the state
Tourism Australia has not received any correspondence from state and territory tourism organisations in regard to the transfer of domestic marketing responsibility to state and territory governments.

2. Response

- Has the Minister written to Tourism Australia since being sworn in
Yes.
- Tourism Australia has received correspondence in regard to:
 - Letter of congratulations to Tourism Australia on winning both the ‘overall’ and ‘best destination marketing’ awards at World Routes 2013
 - Letter of Congratulations to new Tourism Australia Managing Director John O’Sullivan
 - Australian Government’s deregulation agenda

Foreign Affairs, Defence and Trade Legislation Committee

Additional Budget Estimates 2013-14, February 2013

Questions on Notice from Senator Ludwig

- **Tourism Australia**

3. Reviews

- 1) Since the Supplementary Budget Estimates in November 2013, how many new reviews (defined as review, inter-departmental group, inquiry, internal review or similar activity) have been commenced? Please list them including:
 - a. the date they were ordered
 - b. the date they commenced
 - c. the minister responsible
 - d. the department responsible
 - e. the nature of the review
 - f. their terms of reference
 - g. the scope of the review
 - h. Whom is conducting the review
 - i. the number of officers, and their classification level, involved in conducting the review
 - j. the expected report date
 - k. the budgeted, projected or expected costs
 - l. If the report will be tabled in parliament or made public
- 2) For any review commenced or ordered since the Supplementary Budget Estimates in November 2013, have any external people, companies or contractors being engaged to assist or conduct the review?
 - a. If so, please list them, including their name and/or trading name/s and any known alias or other trading names
 - b. If so, please list their managing director and the board of directors or equivalent
 - c. If yes, for each is the cost associated with their involvement, including a break down for each cost item
 - d. If yes, for each, what is the nature of their involvement
 - e. If yes, for each, are they on the lobbyist register, provide details.
 - f. If yes, for each, what contact has the Minister or their office had with them
 - g. If yes, for each, who selected them
 - h. If yes, for each, did the minister or their office have any involvement in selecting them,
 - i. If yes, please detail what involvement it was
 - ii. If yes, did they see or provided input to a short list
 - iii. If yes, on what dates did this involvement occur
 - iv. If yes, did this involve any verbal discussions with the department
 - v. If yes, on what dates did this involvement occur
- 3) Since the Supplementary Budget Estimates in November 2013, what reviews are on-going?
 - a. Please list them.

- b. What is the current cost to date expended on the reviews?
- 4) Since the Supplementary Budget Estimates in November 2013, have any reviews been stopped, paused or ceased? Please list them.
 - 5) Since the Supplementary Budget Estimates in November 2013, what reviews have concluded? Please list them.
 - 6) Since the Supplementary Budget Estimates in November 2013, how many reviews have been provided to Government? Please list them and the date they were provided.
 - 7) When will the Government be responding to the respective reviews that have been completed?
 - 8) What reviews are planned?
 - a. When will each planned review be commenced?
 - b. When will each of these reviews be concluded?
 - c. When will government respond to each review?
 - d. Will the government release each review?
 - i. If so, when?
 - ii. If not, why not?

Response:

1)-8) N/A

4. Commissioned reports

- a) Since the Supplementary Budget Estimates in November 2013, how many Reports (including paid external advice) have been commissioned by the Minister, department or agency? Please provide details of each report including date commissioned, date report handed to Government, date of public release, Terms of Reference and Committee members.
- b) How much did each report cost/or is estimated to cost? How many departmental or external staff were involved in each report and at what level?
- c) What is the current status of each report? When is the Government intending to respond to these reports?

Response:

a)-c) N/A

5. Briefings for other parties

1. Have any briefings and/or provision of information been provided to Non-Government parties other than the Australian Labor Party? If yes, please include:
 - a) How are briefings requests commissioned?
 - b) What briefings have been undertaken? Provide details and a copy of each briefing.
 - c) Provide details of what information has been provided and a copy of the information.
 - d) Have any briefings request been unable to proceed? If yes, provide details of what the requests were and why it could not proceed.
 - e) How long is spent preparing and undertaking briefings/information requests for the Independents? How many staff are involved and how many hours? Provide a breakdown for each employment classification.
 - f) Which Non-Government Parties or Independents, excluding the Australian Labor Party have requested briefings and/or information?

Response:

1. No

6. Appointments

1. Please detail any board appointments made from the Supplementary Budget Estimates in November 2013 to date.
2. What is the gender ratio on each board and across the portfolio?

Response:

1. **John O’Sullivan appointed as Managing Director and Board member**
2. **5 male: 4 female**

7. Stationery requirements

1. How much was spent by each department and agency on the government (Ministers / Parliamentary Secretaries) stationery requirements in your portfolio from the Supplementary Budget Estimates in November 2013 to date?
 - a. Detail the items provided to the minister’s office
2. How much was spent on departmental stationary requirements from the Supplementary Budget Estimates in November 2013 to date.

Response:

1. **None**
2. **\$22,510**

8. Electronic equipment

1. Other than phones, ipads or computers – please list the electronic equipment provided to the Minister’s office since 7 September 2013.
 - a. List the items
 - b. List the items location or normal location
 - c. List if the item is in the possession of the office or an individual staff member of minister, if with an individual list their employment classification level
 - d. List the total cost of the items
 - e. List an itemised cost breakdown of these items
 - f. List the date they were provided to the office
 - g. Note if the items were requested by the office or proactively provided by the department

Response:

1. **None**

9. Media subscriptions

1. What pay TV subscriptions does your department/agency have?
 - a) Please provide a list of what channels and the reason for each channel.
 - b) What is the cost from 7 September 2013 to date?
 - c) What is provided to the Minister or their office?
 - d) What is the cost for this from 7 September 2013 to date?
2. What newspaper subscriptions does your department/agency have?
 - a) Please provide a list of newspaper subscriptions and the reason for each.
 - b) What is the cost from 7 September 2013 to date?
 - c) What is provided to the Minister or their office?
 - d) What is the cost for this from 7 September 2013 to date?

3. What magazine subscriptions does your department/agency have?
 - a) Please provide a list of magazine subscriptions and the reason for each.
 - b) What is the cost from 7 September 2013 to date?
 - c) What is provided to the Minister or their office?
 - d) What is the cost for this from 7 September 2013 to date?

4. What publications does your department/agency purchase?
 - a) Please provide a list of publications purchased by the department and the reason for each.
 - b) What is the cost from 7 September 2013 to date?
 - c) What is provided to the Minister or their office?
 - d) What is the cost for this from 7 September 2013 to date?

Response:

1. **(a) 1 x Foxtel subscription consisting of all channels included in the Business Premium Package. Tourism Australia subscribes to Foxtel to ensure that the organisation is across all media channels. Media such as pay TV is an important channel to reach consumers.**
 - (b) \$2,463**
 - (c) None**
 - (d) NA**

2. **(a) Tourism Australia subscribes to several newspapers both in Australia and across its international offices. It is not practical to list Tourism Australia's newspaper subscriptions. The newspaper costs include magazine costs.**
 - (b) \$33,127 (includes newspapers, magazines and other publications)**
 - (c) None**
 - (d) NA**

3. **(a) Tourism Australia subscribes to several magazines both in Australia and across its international offices. It is not practical to list Tourism Australia's magazine subscriptions.**
 - (b) Magazine costs are included in the newspaper costs outlined above.**
 - (c) None**
 - (d) NA**

4. **(a) Tourism Australia has multiple subscriptions to relevant trade, media and advertising publications.**
 - (b) Publications is included in the newspaper costs outlined above.**
 - (c) None**
 - (d) NA**

10. Media monitoring

1. What is the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the Minister's office from 7 September 2013 to date?
 - a) Which agency or agencies provided these services?
 - b) What has been spent providing these services from 7 September 2013 to date?
 - c) Itemise these expenses.
2. What was the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the department/agency from 7 September 2013 to date?

- a) Which agency or agencies provided these services?
- b) What has been spent providing these services from 7 September 2013 to date?
- c) Itemise these expenses

Response:

1.
 - (a) Nil
 - (b) NA
 - (c) NA

2.
 - (a) 168,833
 - (b) **Tourism Australia uses multiple media monitoring companies to track its campaign activities globally. Isentia Limited is the largest supplier costing \$51,686 since 7 September.**
 - (c) **Tourism Australia key suppliers since 7 September for media monitoring to track campaign performance globally are Isentia Limited \$51,686, Meltwater \$29,000, SinoFile \$17,884, Early Bird Communications \$17,779, New and Ads Monitoring Agency \$15,764, Factiva \$8,028, EBA Communications \$5,539, News Clip Media Monitoring \$4,030.**

11. Media training

1. In relation to media training services purchased by each department/agency, please provide the following information from 7 September 2013 to date:

- a) Total spending on these services
- b) an itemised cost breakdown of these services
- c) The number of employees offered these services and their employment classification
- d) The number of employees who have utilised these services and their employment classification
- e) The names of all service providers engaged
- f) the location that this training was provided

2. For each service purchased from a provider listed under (1), please provide:

- a) The name and nature of the service purchased
- b) Whether the service is one-on-one or group based
- c) The number of employees who received the service and their employment classification (provide a breakdown for each employment classification)
- d) The total number of hours involved for all employees (provide a breakdown for each employment classification)
- e) The total amount spent on the service
- f) A description of the fees charged (i.e. per hour, complete package)

3. Where a service was provided at any location other than the department or agency's own premises, please provide:

- a) The location used
- b) The number of employees who took part on each occasion
- c) The total number of hours involved for all employees who took part (provide a breakdown for each employment classification)
- d) Any costs the department or agency's incurred to use the location

Response:

There has been no further media training since the last questions on notice were provided in November 2013. Answer provided in November 2013:

1. (a) \$4,500
(b) 6 x Tourism Australia Band 7
(c) 3 x Tourism Australia Band 7. No study leave utilised.
(d) Kine Graffitti

2. (a) Executive media training
(b) Group based
(c) 3 x Tourism Australia Band 7
(d) 4 hours for each employee
(e) \$4,500
(f) Complete package

3. (a) Tourism Australia's Sydney office
(b) Three
(c) 12 hours
(d) Nil

12. Communications staff

1. For all departments and agencies, please provide – in relation to all public relations, communications and media staff – the following:
 - 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?

Response:

a) Tourism Australia employs 4 ongoing Sydney based communications staff who are responsible for managing Tourism Australia's corporate reputation and key stakeholder relationships, including government relations, media relations and public affairs and industry and internal communications. The classification of these employees are:

- x1 band 4
- x1 band 3
- x2 band 2

Tourism Australia employs 10 ongoing Sydney based Public Relations staff. They generate motivational stories to consumers through global media channels and a network of influential advocates. The team works in close collaboration with state and territory tourism organisations, Australian tourism operators and Tourism Australia's global public relations network. The team manages media relations and the International Media Hosting Program, Tourism Australia's social media channels, the Friends of Australia program, media websites and the Cooperative Broadcast Program. The classification of these employees are:

- x3 band 4
- x3 band 3
- x3 band 2
- x1 band 1

Tourism Australia employs 13 ongoing Regional Global Public Relations staff who are responsible for developing and implementing public relations programs that underpin Tourism Australia's brand positioning and marketing activities in the regions and managing issues that may affect Tourism Australia's reputation. They also work with Australian Government Agencies to monitor issues that may impact Australia's reputations as a leisure or business events destination. They are based as follows:

- x1 band 3 and x1 band 2 in Los Angeles
- x1 band 3 in Frankfurt
- x1 band 3 in Tokyo
- x1 band 3 in Seoul
- x1 band 3 in Mumbai
- x1 band 3 in Kuala Lumpur
- x1 band 3 in Singapore
- x1 band 4 and x2 band 2 in London
- x1 band 3 in Auckland
- x1 band 3 in China

Tourism Australia employs 3 ongoing staff in the consumer brand team. The classification of these employees are:

- x1 band 3
- x2 band 2

b) Tourism Australia employs 4 non-ongoing Sydney based communications staff. The classification of these employees are:

- x1 band 7
- x3 band 4

Tourism Australia employs 5 non-ongoing Sydney based Public Relations staff.

- x1 band 5
- x1 band 4
- x1 band 3
- x2 band 2

c) How many contractors, their classification, type of work they undertake and their location

- x1 band 2 in China

d) How many are graphic designers?

- x2 band 2 in Australia

e) How many are media managers?

- x3 band 4 in Australia

f) How many organise events?

The following 2 Global Public Relations employees organise events as part of their roles:

- x1 band 4
- x1 band 2

13. Provision of equipment - ministerial

1. For departments/agencies that provide mobile phones to Ministers and/or Parliamentary Secretaries and/or their offices, what type of mobile phone is provided and the costs?

a. Itemise equipment and cost broken down by staff or minister classification

2. Is electronic equipment (such as ipad, laptop, wireless card, vasco token, blackberry, mobile phone (list type if relevant), thumb drive) provided to department/agency staff? If yes provide a list of what is provided across the department of agency, the purchase cost, the ongoing cost and a breakdown of what staff and staff classification receives each item.

Response:

1. No
2. Refer to 14

14. Provision of equipment - departmental

- a) Other than desktop computers, list all electronic equipment provided to department/agency staff.
 - a. List the items
 - b. List the purchase cost
 - c. List the ongoing cost
 - d. List the staff and staff classification that receive the equipment.

Response:

Tourism Australia provides electronic equipment to employees of all classifications based on job requirements. The average ongoing costs for running devices are approximately \$50 per month, with maximum costs of \$63 per month under the Telstra enterprise agreement. Provision of electronic equipment to Tourism Australia staff includes iPads, Blackberries, Phones and Wireless Bluetooth. The estimated purchase cost of this electronic equipment is \$125,000.

15. Computers

- a) List the current inventory of computers owned, leased, stored, or able to be accessed by the Ministers office as provided by the department, listing the equipment cost and location and employment classification of the staff member that is allocated the equipment, or if the equipment is currently not being used
- b) List the current inventory of computers owned, leased, stored, or able to be accessed by the department, listing the equipment cost and location
- c) Please detail the operating systems used by the departments computers, the contractual arrangements for operating software and the on-going costs

Response:

- a) None
- b)

Make	Cost per unit	Sydney	UK	US	Germany	Japan	NZ	Singapore	India	Hong Kong	China	Malaysia	Sth Korea
HP Elite Notebooks	\$1,597	57	21	10	5	10	4	11	5	4	14	7	5
HP Desktop	\$790	54	10			1	3	3				1	
Dell XPS	\$1,543	8			10								
Mac Desktop	\$2,000	5											
Total		124	31	10	15	11	7	14	5	4	14	8	5

c) All computer run window as the operating system which has been bought under the government enterprise agreement with Microsoft.

16. Travel costs - department

- a) From 7 September 2013, detail all travel for Departmental officers that accompanied the Minister and/or Parliamentary Secretary on their travel. Please include a total cost plus a

breakdown that include airfares (and type of airfare), accommodation, meals and other travel expenses (such as incidentals).

b) From 7 September 2013, detail all travel for Departmental officers. Please include a total cost plus a breakdown that include airfares (and type of airfare), accommodation, meals and other travel expenses (such as incidentals). Also provide a reason and brief explanation for the travel.

c) What travel is planned for the rest of this calendar year? Also provide a reason and brief explanation for the travel.

Response:

a) None

b) Tourism Australia's operations are global in nature and staff are often required to travel to participate in international events such as travel trade shows. Travel Costs in period above are \$1.08m:

Airfares: \$769,467

Accommodation: \$317,188

c) Tourism Australia's operations are global in nature and staff are often required to travel to participate in international events such as travel trade shows.

17. Travel costs - ministerial

a) From 7 September 2013, detail all travel conducted by the Minister/parliamentary secretary

a. List each location, method of travel, itinerary and purpose of trip;

b. List the total cost plus a breakdown that include airfares (and type of airfare), accommodation, meals and other travel expenses (such as incidentals), and;

c. List the number of staff that accompanied the Minister/parliamentary secretary, listing the total costs per staff member, the class of airplane travelled, the classification of staff accompanying the Minister/parliamentary secretary.

b) What travel is planned for the rest of this calendar year? Also provide a reason and brief explanation for the travel.

Response:

NA

18. Grants

a) Provide a list of all grants, including ad hoc and one-off grants from the Supplementary Budget Estimates in November 2013 to date. Provide the recipients, amount, intended use of the grants, what locations have benefited from the grants and the electorate and state of those locations.

b) Update the status of each grant that was approved prior to 7 September 2013, but did not have financial contracts in place on 7 September 2013. Provide details of the recipients, the amount, the intended use of the grants, what locations have benefited from the grants and the electorate and state of those grants.

Response:

NA

19. Government payments of accounts

- a) From Supplementary Budget Estimates in November 2013 to date, what has been the average time period for the department/agency paid its accounts to contractors, consultants or others?
- b) How many payments owed (as a number and as a percentage of the total) have been paid in under 30 days?
- c) How many payments owed (as a number and as a percentage of the total) have been paid in between 30 and 60 days?
- d) How many payments owed (as a number and as a percentage of the total) have been paid in between 60 and 90 days?
- e) How many payments owed (as a number and as a percentage of the total) have been paid in between 90 and 120 days?
- f) How many payments owed (as a number and as a percentage of the total) have been paid in over 120 days?
- g) For accounts not paid within 30 days, is interest being paid on overdue amounts and if so how much has been paid by the portfolio/department agency since 7 September 2013?
- h) Where interest is being paid, what rate of interest is being paid and how is this rate determined?

Response:

- a) 30 days in line with standard payment terms
- b) None
- c) None
- d) None
- e) None
- f) None
- g) None
- h) N/A

20. Consultancies

- a) How many consultancies have been undertaken from Supplementary Budget Estimates in November 2013 to date? Identify the name of the consultant, the subject matter of the consultancy, the duration and cost of the arrangement, and the method of procurement (ie. open tender, direct source, etc). Also include total value for all consultancies.
- b) How many consultancies are planned for this calendar year? Have these been published in your Annual Procurement Plan (APP) on the AusTender website and if not why not? In each case please identify the subject matter, duration, cost and method of procurement as above, and the name of the consultant if known.
- c) Have any consultancies not gone out for tender?
 - i. If so, which ones and why?

Response:

- a) None
- b) None
- c) None

21. Meeting costs

- a) What is the Department/Agency's meeting spend from Supplementary Budget Estimates in November 2013 to date? Detail date, location, purpose and cost of all events, including any catering and drinks costs.
- b) For each Minister and Parliamentary Secretary office, please detail total meeting spend from Supplementary Budget Estimates in November 2013 to date. Detail date, location, purpose and cost of each event including any catering and drinks costs.
- c) What meeting spend is the Department/Agency's planning on spending? Detail date, location, purpose and cost of all events including any catering and drinks costs.
- d) For each Minister and Parliamentary Secretary office, what meeting spend is currently being planned for? Detail date, location, purpose and cost of each event including any catering and drinks costs.

Response:

Nil

22. Hospitality and entertainment

- a) What is the Department/Agency's hospitality spend from Supplementary Budget Estimates in November 2013 to date including any catering and drinks costs.
- b) For each Minister and Parliamentary Secretary office, please detail total hospitality spend from Supplementary Budget Estimates in November 2013 to date. Detail date, location, purpose and cost of all events including any catering and drinks costs.
- c) What is the Department/Agency's entertainment spend from Supplementary Budget Estimates in November 2013 to date? Detail date, location, purpose and cost of all events including any catering and drinks costs.
- d) For each Minister and Parliamentary Secretary office, please detail total entertainment spend from Supplementary Budget Estimates in November 2013 to date. Detail date, location, purpose and cost of all events including any catering and drinks costs.
- e) What hospitality spend is the Department/Agency's planning on spending? Detail date, location, purpose and cost of all events including any catering and drinks costs.
- f) For each Minister and Parliamentary Secretary office, what hospitality spend is currently being planned for? Detail date, location, purpose and cost of all events including any catering and drinks costs.
- g) What entertainment spend is the Department/Agency's planning on spending? Detail date, location, purpose and cost of all events including any catering and drinks costs.
- h) For each Minister and Parliamentary Secretary office, what entertainment spend is currently being planned for? Detail date, location, purpose and cost of all events including any catering and drinks costs.
- i) Is the Department/Agency planning on reducing any of its spending on these items? If so, how will reductions be achieved?

Response:

(a) \$32,905

(b) NA

(c) \$32,905. Tourism Australia does not record details of individual meals shared as part of conducting business. Included in this spend are costs of Tourism Australia's core functions of engaging with global, media, distribution and other relevant stakeholders. Tourism Australia's hospitality spend includes entertainment costs.

(d) Nil

(e) \$26,000

(f) None

(g) \$26,000. Tourism Australia does not record details of individual meals shared as part of conducting business. Included in this spend are costs of Tourism Australia's core functions of engaging with global, media, distribution and other relevant stakeholders. Tourism Australia's hospitality spend includes entertainment costs.

(h) Nil

(i) In 2012/13 Tourism Australia achieved a 30% reduction in hospitality and entertainment costs. In 2013/14 Tourism Australia has budgeted for a further 10% reduction in hospitality and entertainment costs.

23. Executive coaching and leadership training

In relation to executive coaching and/or other leadership training services purchased by each department/agency, please provide the following information from Supplementary Budget Estimates in November 2013 to date:

1. Total spending on these services
2. The number of employees offered these services and their employment classification
3. The number of employees who have utilised these services, their employment classification and how much study leave each employee was granted (provide a breakdown for each employment classification)
4. The names of all service providers engaged
For each service purchased from a provider listed under (4), please provide:
 - a) The name and nature of the service purchased
 - b) Whether the service is one-on-one or group based
 - c) The number of employees who received the service and their employment classification
 - d) The total number of hours involved for all employees (provide a breakdown for each employment classification)
 - e) The total amount spent on the service
 - f) A description of the fees charged (i.e. per hour, complete package)
5. Where a service was provided at any location other than the department or agency's own premises, please provide:
 - a) The location used
 - b) The number of employees who took part on each occasion (provide a breakdown for each employment classification)
 - c) The total number of hours involved for all employees who took part (provide a breakdown for each employment classification)
 - d) Any costs the department or agency's incurred to use the location
6. In relation to education/executive coaching and/or other leadership training services paid for by the department what agreements are made with employees in regards to continuing employment after training has been completed?
7. For graduate or post graduate study, please breakdown each approved study leave by staffing allocation and degree or program title.

Response:

1. Total spending on these services

\$9087

2. The number of employees offered these services and their employment classification

Total of 3:

- 1 x Band 5

- 1 x Band 4
- 1 x Band 3

3. The number of employees who have utilised these services, their employment classification and how much study leave each employee was granted (provide a breakdown for each employment classification)

Total of 3:

- 1 x Band 5
- 1 x Band 4
- 1 x Band 3

No study leave

4. The names of all service providers engaged

- Harris Smith
- Yasir Samir (freelance coach)
- Australian Institute of Management (AIM)

For each service purchased form a provider listed under (4), please provide:

- The name and nature of the service purchased**
- Whether the service is one-on-one or group based**
- The number of employees who received the service and their employment classification**
- The total number of hours involved for all employees (provide a breakdown for each employment classification)**
- The total amount spent on the service**
- A description of the fees charged (i.e. per hour, complete package)**

Service Purchased From:	Harris Smith	Yasir Samir	Australian Institute of Management
a) The name and nature of the service purchased	Executive Coaching	Coaching	Manage People Effectively - workshop
b) Whether the service is one-on-one or group based	One-on-one	One-on-one	Group based
c) The number of employees who received the service and their employment classification	1 x Band 5	1 x Band 4	1 x Band 3
d) The total number of hours involved for all employees	12	10	6
e) The total amount spent on the service	\$6,000	\$2,250	\$837
f) A description of the fees charged (i.e. per hour, complete package)	Complete package	Complete package	Complete package

5. Where a service was provided at any location other than the department or agency's own premises, please provide:

a) The location used

b) The number of employees who took part on each occasion (provide a breakdown for each employment classification)

c) The total number of hours involved for all employees who took part (provide a breakdown for each employment classification)

d) Any costs the department or agency's incurred to use the location

Service Purchased From:	Harris Smith	Yasir Samir	Australian Institute of Management
5. Where a service was provided at any location other than the department or agency's own premises, please provide: a) The location used	On site	On site	AIM's premises 7 Macquarie Place, Sydney 2000
b) The number of employees who took part on each occasion (provide a breakdown for each employment classification)	N/A	N/A	1 x Band 3
c) The total number of hours involved for all employees who took part (provide a breakdown for each employment classification)	N/A	N/A	6hr x 1 Band 3
d) Any costs the department or agency's incurred to use the location	N/A	N/A	Nil

6. In relation to education/executive coaching and/or other leadership training services paid for by the department what agreements are made with employees in regards to continuing employment after training has been completed?

Employees continue to be employed in their current roles both during and post training.

7. For graduate or post graduate study, please breakdown each approved study leave by staffing allocation and degree or program title.

Staffing Allocation	Degree / Program Title
1 X Band 4 (Japan)	Master of International Business Administration
1 X Band 4	Executive Masters of Public Administration

1 x Band 4	Master of Business Administration in Creative Leadership
1 x Band 4 (London)	Masters in Human Resources
1 X Band 2	Masters in Gastronomic Tourism

24. Staffing profile

1. What is the current staffing profile of the department/agency?
2. Provide a list of staffing numbers, broken down by classification level, division, home base location (including town/city and state)

Response:

1. refer to table below

Location	Office	FTE
New Zealand	Auckland	5.17
Germany	Frankfurt	9
Greater China	Hong Kong	3.53
Malaysia	Kuala Lumpur	5
England	London	13.5
Americas	Los Angeles	9
India	Mumbai	5
South Korea	Seoul	5
Greater China	Shanghai	13
Singapore	Singapore	9
Australia	Sydney	117.64
Japan	Tokyo	7
	Total	201.84

2. Refer to table below:

Location	Office	FTE	Bands							Board
			1	2	3	4	5	6	7	
New Zealand	Auckland	5.17		1	2.17	1	1			
Germany	Frankfurt	9	1	3	3	1		1		
Greater China	Hong Kong	3.53	0.53	1	1	1				
Malaysia	Kuala Lumpur	5	1		2	1	1			
England	London	13.5	2	5.5	1	4		1		
Americas	Los Angeles	9		1	5	2		1		
India	Mumbai	5	1	1	2		1			
South Korea	Seoul	5		2	2		1			
Greater China	Shanghai	13		3	6	3		1		
Singapore	Singapore	9		2	3	2	1	1		
Australia	Sydney	117.64	8	28.89	41.95	21	9	3	4.8	1
Japan	Tokyo	7		2	3	1		1		

Total	201.84
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25. Staffing reductions

- How many staff reductions/voluntary redundancies have occurred from Supplementary Budget Estimates in November 2013 to date? What was the reason for these reductions?
- Were any of these reductions involuntary redundancies? If yes, provide details.
- Are there any plans for further staff reductions/voluntary redundancies? If so, please advise details including if there is a reduction target, how this will be achieved, and if any services/programs will be cut.
- If there are plans for staff reductions, please give the reason why these are happening.
- Are there any plans for involuntary redundancies? If yes, provide details.
- How many ongoing staff left the department/agency from Supplementary Budget Estimates in November 2013 to date? What classification were these staff?
- How many non-ongoing staff left department/agency from Supplementary Budget Estimates in November 2013 to date? What classification were these staff?

Response:

- Nil
- Yes, there were 2 involuntary redundancies, they are:
 - 1x band 3 and 1x band 5
- No
- N/A
- No
- There were 8 ongoing staff who have left TA since 1 November 2013, they are:
 - Australia, x1 band 2, x3 band 3, x1 band 5
 - Americas, x1 band 4, x1 band 2
 - Germany, x1 band 3
- There were 5 non-going staff who has left TA since 1 November 2013, they are:
 - Australia, x2 band 2, x2 band 3
 - India, x1 band 1

26. Staffing recruitment

- How many ongoing staff recruited from Supplementary Budget Estimates in November 2013 to date? What classification are these staff?
- How many non-ongoing positions exist or have been created from Supplementary Budget Estimates in November 2013 to date? What classification are these staff?
- From Supplementary Budget Estimates in November 2013 to date, how many employees have been employed on contract and what is the average length of their employment period?

Response:

- 5 ongoing staff were recruited since November 2014, they are: 1 x band 2, 3 x band 3, and 1 x band 4
- 4 non-ongoing staff were recruited since November 2014, they are: 1 x band 3, 1 x band 4, 2 x band 5
- 10 employees have been employed on contract since November 2013. The average length of employment period for these contractors is 21 weeks.

27. Coffee machines

1. Has the department/agency purchased coffee machines for staff usage since Supplementary Budget Estimates in November 2013?

a) If yes, provide a list that includes the type of coffee machine, the cost, the amount, and any ongoing costs such as purchase of coffee or coffee pods and when the machine was purchased?

b) Why were coffee machines purchased?

c) Has there been a noticeable difference in staff productivity since coffee machines were purchased?

Are staff leaving the office premises less during business hours as a result?

d) Where did the funding for the coffee machines come from?

e) Who has access?

f) Who is responsible for the maintenance of the coffee machines? How much was spent on maintenance from Supplementary Budget Estimates in November 2013 to date, include a list of what maintenance has been undertaken. Where does the funding for maintenance come from?

g) What are the ongoing costs of the coffee machine, such as the cost of coffee?

2. Does the department/agency rent coffee machines for staff usage?

a) If yes, provide a list that includes the type of coffee machine, the cost, the amount, and any ongoing costs such as purchase of coffee or coffee pods and when the machine was purchased.

b) Why are coffee machines rented?

c) Has there been a noticeable difference in staff productivity since coffee machines were rented? Are staff leaving the office premises less during business hours as a result?

d) Where does the funding for the coffee machines come from?

e) Who has access?

f) Who is responsible for the maintenance of the coffee machines? How much was spent on maintenance from Supplementary Budget Estimates in November 2013 to date, include a list of what maintenance has been undertaken. Where does the funding for maintenance come from?

g) What are the ongoing costs of the coffee machine, such as the cost of coffee?

Response:

Nil

28. Printing

1. How many documents (include the amount of copies) have been printed from Supplementary Budget Estimates in November 2013 to date? How many of these printed documents were also published online?

2. Did the Department/agency use external printing services for any print jobs since 7 September 2013?

a. If so, what companies were used?

b. How were they selected?

c. What was the total cost of this printing?

Response:

1. None

2. Yes

a) No Time to Lose Pty Ltd, Daemyung Printing, Impress Printers, Seibundo, Newstyle Printing, Satellite Digital, Special T Communication

- b) **Limited Tender**
- c) **\$45,684**

29. Corporate cars

- a) How many cars are owned by each department/agency?
- b) Where is the car/s located?
- c) What is the car/s used for?
- d) What is the cost of each car from Supplementary Budget Estimates in November 2013 to date?
- e) How far did each car travel from Supplementary Budget Estimates in November 2013 to date?
- f) How many cars are leased by each department/agency?
- g) Where are the cars located?
- h) What are the cars used for?
- i) What is the cost of each car from Supplementary Budget Estimates in November 2013 to date?
- j) How far did each car travel from Supplementary Budget Estimates in November 2013 to date?

Response:
Nil

30. Taxi costs

- a) How much did each department/agency spend on taxis from Supplementary Budget Estimates in November 2013 to date? Provide a breakdown for each business group in each department/agency.
- b) What are the reasons for taxi costs?

Response:
(a) \$163,934
(b) Taxi costs are incurred in travel to and from airports and in enabling staff to meet to attend regular meetings with industry and government stakeholders.

31. Hire cars

- a) How much did each department/agency spend on hire cars from Supplementary Budget Estimates in November 2013 to date? Provide a breakdown of each business group in each department/agency.
- b) What are the reasons for hire car costs?

Response:
Nil

32. Credit cards

1. Provide a breakdown for each employment classification that has a corporate credit card.
2. Please update details of the following?
 - a) What action is taken if the corporate credit card is misused?
 - b) How is corporate credit card use monitored?
 - c) What happens if misuse of a corporate credit card is discovered?

- d) Have any instances of corporate credit card misuse have been discovered since Supplementary Budget Estimates in November 2013? List staff classification and what the misuse was, and the action taken.
- e) What action is taken to prevent corporate credit card misuse?

Response:

1.

TA Band	Number of CC holders
1	4
2	22
3	55
4	38
5	14
6	11
7	5
Board	8
Grand Total	157

2(a) Recovery of funds and potential disciplinary action.

2(b) Through fraud exception reporting, audit and standard financial management.

2(c) The misuse is investigated, funds recovered, HR action as appropriate and potential removal of card.

2(d) None

2(e) Financial management controls, fraud exception reports, audit.

33. Senate estimates briefing

- 1) How many officers were responsible for preparing the department, agency, Minister or representing Minister's briefing pack for the purposes of senate estimates?
- 2) How many officer hours were spent on preparing that information?
 - a. Please break down the hours by officer APS classification
- 3) Were drafts shown to the Minister or their office before senate estimates?
 - a. If so, when did this occur?
 - b. How many versions of this information were shown to the minister or their office?
- 4) Did the minister or their office make any contributions, edits or suggestions for departmental changes to this information?
 - a. If so, when did this occur?
 - b. What officer hours were spent on making these edits? Please break down the hours by officer APS classification.
 - c. When were the changes made?
- 5) Provide each of the contents page of the Department/Minister/representing Minister's Senate Estimates folder prepared by the department for the Additional Estimates hearings in February 2014.

Response:

1. 2

2. 7.5 hours

2(a) NA

- 3. Yes**
- 4. No**
- 5. Refer to Austrade**

34. Question time

- 1) How many officers are responsible for preparing the department, agency, Minister or representing Minister's briefing pack for the purposes of Question Time?
- 2) How many officer hours are spent each sitting day on preparing that information?
 - a. Please break down the hours by officer APS classification
- 3) Are drafts shown to the Minister or their office before Question Time?
 - a. If so, when does this occur?
 - b. How many versions of this information are shown to the minister or their office?
- 4) Does the minister or their office make any contributions, edits or suggestions for departmental changes to this information?
 - a. If so, when does this occur?
 - b. What officer hours were spent on making these edits? Please break down the hours by officer APS classification.
- 5) Provide each of the contents page of the Minister and representing Minister's Question Time folder prepared by the department for the week of 11 February 2014.

Response:

- 1. 2**
- 2. Question briefs are prepared as required prior to sitting weeks**
- 2(a) NA**
- 3. Question time briefs are prepared as required prior to sitting weeks**
- 4. Yes – changes are requested and made as required**
- 5. Refer to Austrade**

35. Freedom of Information

- 1) Can the department please outline the process it under goes to access Freedom of Information requests?
- 2) Does the department consult or inform the Minister when it receives Freedom of Information requests?
 - a. If so, when?
 - b. If so, how does this occur?
- 3) Does the department consult or inform other departments or agencies when it receives Freedom of Information requests?
 - a. If so, which departments or agencies?
 - b. If so, when?
 - c. If so, how does this occur?
- 4) Does the department consult or inform the Minister when or before it makes a decision on a Freedom of Information request?
 - a. If so, when?
 - b. If so, how does this occur?

- 5) Does the department consult or inform other departments or agencies when or before it makes a decision on a Freedom of Information request?
 - a. If so, which departments or agencies?
 - b. If so, when?
 - c. If so, how does this occur?
- 6) What resources does the department commit to its Freedom of Information team?
- 7) List the staffing resources by APS level assigned solely to Freedom of Information requests
- 8) List the staffing resources by APS level assigned indirectly to Freedom of Information requests
- 9) Does the department ever second additional resources to processing Freedom of Information requests?
 - a. If so, please detail those resources by APS level
- 10) How many officers are currently designated decision makers under the Freedom of Information Act 1982 within the department?
 - a. How does this differ to the number of officers designated as at 6 September 2013?
- 11) How many officers are currently designated decision makers under the Freedom of Information Act 1982 within the Minister's office?
 - a. How does this differ to the number of officers designated as at 6 September 2013?
- 12) Of the officers that are designated decision makers under the Freedom of Information Act 1982 within the Ministers office, how many are seconded officers from the department?
- 13) What training does the department provide to designated decision makers under the Freedom of Information Act who work within the department?
 - a. Of the officers designated as decision makers within the department, how many have received formal training?
 - b. Of the officers designated as decision makers within the department, how many have received informal training?
 - c. How long after each officers appointment as a designated decision maker did they receive formal training?
 - d. What did the training involve?
 - e. How long was the training?
 - f. By whom was the training conducted?
- 14) What training does the department provide to designated decision makers under the Freedom of Information Act who work within the Minister's office, excluding those officers on secondment from the department?
 - a. Of the officers designated as decision makers, how many have received formal training?
 - b. Of the officers designated as decision makers, how many have received informal training?
 - c. How long after each officers appointment as a designated decision maker did they receive formal training?

- d. What did the training involve?
 - e. How long was the training?
 - f. By whom was the training conducted?
- 15) Since 7 September 2013, how many Freedom of Information requests been shown or alerted to the Minister or their office?
- a. List those notified request
 - b. How many instances were each of this requests brought to the office or the Minister's attention?
 - c. How many of these items resulted in a separate formal brief being provided to the Minister?
 - d. How many of these items resulted in a separate informal briefing (including by email) being provided to the Minister?
 - e. How many requests have resulted in multiple formal briefs being provided to the Minister or their office?
 - f. How many requests have resulted in multiple informal briefs (including by email) being provided to the Minister or their office?
- 16) Does the department provide FOI PDFs for download on their website?
- 17) If not, what is the cost associated with staffing to require monitor email and collate and forward requested FOI documents?
- 18) How does the department test it is complying with accessibility standards for its websites?
- 19) Does the department comply with accessibility standards for all its websites?
- 20) What would be the effect on the accessibility rating of the department's website if FOI PDFs were provided on the department websites?
- 21) What accessibility testing of the website was done and what were the points of failure prior to this change in access for FOI documents?
- 22) Have the website accessibility standards been solely or partly responsible for not putting FOI PDF documents on the department websites?
- 23) How does the department facilitate anonymous access to the FOI disclosure files?
- 24) How many times were the last 20 FOI requests PDFs which were made available on the website downloaded? How often have the FOI requests only available by email request been sent?
- 25) How long does it take to requests for disclosed FOI files to be processed? What was the average turn around from request to sending of files in the last 3 months?
- 26) What was the content of communications with other departments about the website accessibility standards and FOI PDFs?
- 27) Where did advice concerning the website accessibility certification and provision of PDFs come from and what was the content of that advice?
- 28) Does the department consider that not providing direct download of PDFs is more accessible for people with disabilities and the general public than providing the links?
- 29) What efforts have been made to make FOI PDFs accessible to members of the public who have disabilities?
- 30) Has advice from the information commissioner been sought regarding providing FOI requests available by email request only?

- 31) Has any disability advice group or consultant been contacted regarding making the FOI requests accessible to people with disabilities?
- 32) Is this compatible with the information commissioners guidelines- specifically that “published information should be accessible — in particular, it should comply with an agency’s obligation to meet the Web Content Accessibility Guidelines (Version 2)“
- 33) How does email PDF provision meet the information commissioner’s requirement that “13.124 Information that forms part of the IPS must be published ‘to members of the public generally’”?
- 34) Is not providing the FOI PDFs on the website a means of avoiding not conforming to the WCAG 2.0 or other guidelines?
- 35) Does the department have a separate email address or inbox for receiving and responding to FOI requests?
 - a. If so, list each email account
 - b. List the officers who can assess and reply from those separate accounts, broken down by staffing classification level
- 36) Do FOI officers ever receive or respond to applicants from their individual email account as opposed to from a central account?
 - a. If so, how does the officer distinguish between communication related to their task as a decision maker and their primary work task ?
 - b. How do FOI decision makers that receive emails related to FOI decisions in their normal work capacity distinguish these emails from FOI decision emails?

Response:

1. A written FOI request is submitted by an applicant either by post or by email. TA confirms receipt of the request in writing to the applicant within 14 days of receiving the request. At this time, TA will also provide an estimate of the charges that apply to the request (if applicable). TA will provide the applicant with a decision within 30 days unless that time has been extended. Where a document contains information about a third party, TA will consult the third party and may ask to extend the time by another 30 days. TA may also seek agreement to extend the time by up to 30 days if the request is complex.

When a decision has been made about an FOI request, TA will send the applicant a letter explaining its decision and the rights of review and appeal. An applicant can ask for the following decisions to be reviewed:

- **if TA refuses to provide access to all or part of a document or if we defer giving you access;**
- **if TA imposes a charge; or**
- **if TA refuses to change or annotate information about the applicant that the applicant claims is incomplete, incorrect, out of date or misleading.**

A third party who disagrees with TA's decision to give an applicant documents that contain information about them can also ask for TA's decision to be reviewed. The applicant can request in writing that TA reconsiders its decision through an internal review. An internal review will be conducted by another officer in TA who will advise the applicant of the new decision within 30 days of receiving the applicant's request.

2. No
3. The Minister is informed through routine internal reporting. The process is as follows: Following every Board meeting, the meeting minutes are finalised and shared with TA's parent Department which in turn shares them with TA's Minister. Where an FOI is received, this is referenced in the relevant agenda and minutes. The Board meets at least eight times a year.
4. No
5. No
6. There are three in-house lawyers who alternate responding to requests and one decision-maker who is appointed TA's FOI Officer. Other employees within the Corporate Services Branch can assist if necessary.
7. NA
8. NA
9. No
10. One
11. Unknown
12. Unknown
13. TA provides no formal training, however three in-house lawyers are able to provide advisory to the decision-maker if required.
14. None
15. (a) 2: – Crikey requesting direct correspondence between the agency's Chairman to its Minister and
(b) once in the case of Crikey.
16. No
17. \$1000 approx
18. Uses relevant technologies
19. Yes
20. No effect
21. Relevant team who uses technology to match accessibility requirements would have tested it for use. No points of failure prior.
22. No
23. Separate inbox
24. NA
25. NA
26. NA
27. NA
28. No view one way or the other
29. Met accessibility requirements
30. No
31. No
32. NA
33. NA
34. No
35. Yes
 - a) foi@tourism.australia.com
 - b) Mark Craig, General Manager – Corporate Services
Debbie Gordon, Manager- Legal and Governance
Richard Cohen, Legal Counsel
Lucy Donlan, Solicitor

36. Yes, respond from a personal account

- a) only responds from their position as decision maker**
- b) Separate inbox or separate folder within their inbox**

36. Functions

1) Provide a list of all formal functions or forms of hospitality conducted for the Minister.

Include:

- a) The guest list of each function
- b) The party or individual who initiated the request for the function
- c) The menu, program or list of proceedings of the function
- d) A list of drinks consumed at the function

2) Provide a list of the current wine, beer or other alcoholic beverages in stock or on order in the Minister's office

Response:

Nil

37. Red tape reduction

- 1) Please detail what structures, officials, offices, units, taskforce or other processes has the department dedicated to meeting the government's red tape reduction targets?
 - a. What is the progress of that red tape reduction target
- 2) How many officers have been placed in those units and at what level?
- 3) How have they been recruited?
- 4) What process was used for their appointment?
- 5) What is the total cost of this unit?
- 6) Do members of the unit have access to cabinet documents?
- 7) Please list the security classification and date the classification was issued for each officer, broken down by APS or SES level, in the red tape reduction unit or similar body.
- 8) What is the formal name given to this unit/taskforce/team/workgroup or agency within the department?

Response:

Nil

38. Official residences

- 1) Provide a list of all formal functions conducted at any of the Official Residences, or for the Prime Minister's office or Prime Minister's Dining Room where it has been used in place of the official residences. Include:
 - a. The guest list of each function, including if any ministerial staff attended
 - b. The party or individual who initiated the request for the function
 - c. The menu, program or list of proceedings of the function
 - d. A list of drinks consumed at the function
- 2) Provide a list of the current wine, beer or other alcoholic beverages in stock or on order at any of the official residences, or venues or offices acting as official residences.

Response:

N/A

39. Land costs

1. How much land (if any) does the Department or agencies or authorities or Government corporation within each portfolio own or lease?
2. Please list by each individual land holding, the size of the piece of land, the location of that piece of land and the latest valuation of that piece of land, where that land is owned or leased by the Department, or agency or authority or Government Corporation within that portfolio? *(In regards to this question please ignore land upon which Australian Defence force bases are located. Non Defence Force base land is to be included)*
3. List the current assets, items or purse (buildings, facilities or other) on the land identified above.
 - a. What is the current occupancy level and occupant of the items identified in (3)?
 - b. What is the value of the items identified in (3)?
 - c. What contractual or other arrangements are in place for the items identified in (3)?
4. How many buildings (if any) does the Department or agencies or authorities or Government Corporation within each portfolio own or lease?
5. Please list by each building owned, its name, the size of the building in terms of square metres, the location of that of that building and the latest valuation of that building, where that building is owned by the Department, or agency or authority or Government corporation within that portfolio? *(In regards to this question please ignore buildings that are situated on Australian Defence force bases. Non Defence Force base buildings are to be included).*
6. In regards to any building identified in Q4, please also detail, the occupancy rate as expressed as a percentage of the building size. If occupancy is identified as less than 100%, for what is the remaining space used?

Response:

Nil

40. Ministerial staff code

1. Have there been any identified breaches of the Ministerial Staff Code of Conduct by the Minister, their office or the department?
 - If so, list the breaches identified, broken by staffing classification level
 - If so, what remedy was put in place to manage the breach? If no remedy has been put in place, why not?
 - If so, when was the breach identified? By whom? When was the Minister made aware?
2. Can the Minister confirm that all ministerial and electorate officers in their office comply fully with the ministerial staff code of conduct?
 - If not, how many staff don't comply, broken down by classification level?
 - How long have they worked for the Minister?
3. Can you confirm they all complied with the code on the date of their employment?
 - If not, on what date did they comply?
4. Can you confirm that all disclosures as required by the code were made to the government staffing committee?

- If so, on what date were those disclosure made?
- 5. By position title list the date each staff member was approved by government staff committee
- 6. Can you confirm all staff have divested themselves of any and all relevant shares as of the date of their appointment
- 7. Can you list by number if any staff have been granted exception by the SMOS to remain a director of a company as allowed by the Ministerial Staff Code of Conduct, break down by position level

Response:
N/A

41. Boards (for Departments or agencies with boards)

1. Since September 7th 2013;
 - a. how often has each board met, break down by board name;
 - b. what travel expenses are provided;
 - c. what is the average attendance at board meetings;
 - d. how does the board deal with conflict of interest;
 - e. what conflicts of interest have been registered;
 - f. what remuneration is provided to board members;
 - g. how does the board dismiss board members who do not meet attendance standards?
 - h. Have any requests been made to ministers to dismiss board members since September 7, 2013?
 - i. Please list board members who have attended less than 51% of meetings
 - j. what have catering costs been for the board meetings held this year; is alcohol served;

Response:

1. **The board has met 5 times since 7 September: September, October, December, February and March**

The Board Members for Tourism Australia are:

- Geoff Dixon	Chairman
- Kate Lamont	Deputy Chair
- Didier Elzinga	Member
- Brett Godfrey	Member
- Terri Ann Janke	Member
- Sandra McPhee	Member
- Janet Whiting	Member
- Mark Stone	Member
- Andrew McEvoy/Frances-Anne Keeler/ John O’Sullivan	MD

a. Travel expenses include:

Board Member Travel Expenses	
Name	Amount
Airfares	\$ 54,319
Accommodation & Meals	\$ 13,885

Taxis/Transportation/Parking	\$ 6,391
	\$ 74,595

b. Average attendance is 98%, details below:

Full Name	Board Meetings				
	11/09/2013	28/10/2013	12/12/2013	13/02/2014	20/03/2014
Brett Godfrey	Y	Y	Y	Y	Y
Didier Elzinga	Y	Y	Y	Y	Y
Geoff James Dixon	Y	Y	Y	Y	Y
Janet Whiting	Y	Y	Y	Y	Y
Kate Anne Lamont	Y	Y	Y	Y	Y
Mark Stone	Y	Y	Y	Y	Y
Sandra Veronica McPhee	N	Y	Y	Y	Y
Terri Ann Janke	Y	Y	Y	Y	Y
MD	Y	Y	Y	Y	Y
Secretary	Y	Y	Y	Y	Y

c. how does the board deal with conflict of interest;

Company secretary requests details of conflicts in advance of meeting, then Chairman asks for any at the meeting and minuted

d. what conflicts of interest have been registered;

There was no conflict of interest noted at the September, October, December or March meeting. One conflict was noted at the February meeting.

e. what remuneration is provided to board members;

In accordance with the Remuneration Tribunal notice & reports

g. how does the board dismiss board members who do not meet attendance standards?

No board members have not met board standards

h. Have any requests been made to ministers to dismiss board members since September 7, 2013?

No

i. Please list board members who have attended less than 51% of meetings ?

None

j. What have catering costs been for the board meetings held this year; is alcohol served?

Sandwiches are provided at the end of each meeting and no alcohol is provided.

42. Shared resources following MOG changes

1. Following the Machinery of Government changes does the department share any goods/services/accommodation with other departments?
2. What resources/services does the department share with other departments; are there plans to cease sharing the sharing of these resources/services?
3. What were the costs to the department prior to the Machinery of Government changes for these shared resources? What are the estimated costs after the ceasing of shared resource arrangements?

Response:

NA

43. Ministerial Leave

1. Was the minister on leave at any point during the Christmas break (between the last sitting of parliament in 2013 and the first sitting in 2014)? If so:
 - a. Please table a schedule of the ministers leave. Please include:
 - i. The dates the minister was on leave.
 - ii. The dates the minister was out of the country (if applicable).
 - b. Who was acting in the minister's place?
 - i. What date was it decided to have this person act in the minister's place?
 - ii. What was the process for selecting this person?
 - iii. Who was involved in making this decision?
 - c. Were there any matters with which the department needed to make contact with the minister during this time? If so:
 - i. Please provide a list of these matters and the date they occurred
 - ii. Please provide a copy of any correspondence, emails, notes etc between the minister and the department during this time.
 - iii. Were there any times that the department was aware that it would be unable to communicate with the minister?
 - iv. Were there any times that the department tried to contact the minister but were unable?
 - d. Were there any matters with which the department needed to make contact with the acting minister during this time? If so:
 - i. Please provide a list of these matters and the date they occurred
 - ii. Please provide a copy of any correspondence, emails, notes etc between the acting minister and the department during this time.
 - iii. Were there any times that the department was aware that it would be unable to communicate with the acting minister?
 - iv. Were there any times that the department tried to contact the acting minister but were unable?
 - v. but were unable?
 - e. Did the department contact the Minister or acting minister during this time? If so:
 - i. Please provide a list of these matters and the date they occurred
 - ii. Please provide a copy of any correspondence, emails, notes etc between the minister and or acting minister and the department during this time.

Response:
Nil

44. Departmental Rebranding

1. Has the department/Agency undergone a name change or any other form of rebranding since September 7, 2013? If so:
 - a. Please detail why this name change / rebrand were considered necessary and a justified use of departmental funds?
 - i. Please provide a copy of any reports that were commissioned to study the benefits and costs associated with the rebranding.
 - b. Please provide the total cost associated with this rebrand and then break down by amount spent replacing:
 - i. Signage.
 - ii. Stationery (please include details of existing stationery and how it was disposed of).
 - iii. Logos
 - iv. Consultancy
 - v. Any relevant IT changes.
 - vi. Office reconfiguration.
 - c. How was the decision reached to rename and/or rebrand the department?
 - i. Who was involved in reaching this decision?
 - ii. Please provide a copy of any communication (including but not limited to emails, letters, memos, notes etc) from within the department, or between the department and the government regarding the rename/rebranding.

Response:
Nil

45. Ministerial Motor vehicle

1. Has the minister been provided with a motor vehicle? If so:
 - a. What is the make and model?
 - b. How much did it cost?
 - c. When was it provided?
 - d. Was the entire cost met by the department? If not, how was the cost met?
 - e. What, if any, have been the ongoing costs associated with this motor vehicle? Please include costs such as maintenance and fuel.
 - f. Are these costs met by the department? If not, how are these costs met?
 - g. Please provide a copy of the guidelines that determine if a minister is entitled to a motor vehicle.
 - h. Have these guidelines changed since September 7, 2013? If so, please detail.
 - i. Please provide a copy of the guidelines that determine how a minister is to use a motor vehicle they have been provided with. Please include details such as whether the motor vehicle can be used for personal uses.
 - j. Have these guidelines changed since September 7, 2013? If so, please detail.

Response:
N/A

46. Ministerial Staff vehicles (non-MoPS)

1. Outside of MoPS Act entitlements, have any of the Minister's staff been provided with a motor vehicle? If so:
 - a. What is the make and model?
 - b. How much did it cost?
 - c. When was it provided?
 - d. Was the entire cost met by the department? If not, how was the cost met?
 - e. What, if any, have been the ongoing costs associated with this motor vehicle? Please include costs such as maintenance and fuel.
 - f. Are these costs met by the department? If not, how are these costs met?
 - g. Please provide a copy of the guidelines that determine this entitlement to a motor vehicle.
 - h. Have these guidelines changed since September 7, 2013? If so, please detail.
 - i. Please provide a copy of the guidelines that determine how a motor vehicle is to be used that they have been provided with. Please include details such as whether the motor vehicle can be used for personal uses.
 - j. Have these guidelines changed since September 7, 2013? If so, please detail.

Response:

N/A

47. Ministerial Staff vehicles

1. Have any of the Minister's staff been provided with a motor vehicle under the MoPS Act entitlements? If so:
 - a. What is the make and model?
 - b. How much did it cost?
 - c. When was it provided?
 - d. Was the entire cost met by the department? If not, how was the cost met?
 - e. What, if any, have been the ongoing costs associated with this motor vehicle? Please include costs such as maintenance and fuel.
 - f. Are these costs met by the department? If not, how are these costs met?
 - g. Please provide a copy of the guidelines that determine this entitlement to a motor vehicle.
 - h. Have these guidelines changed since September 7, 2013? If so, please detail.
 - i. Please provide a copy of the guidelines that determine how a motor vehicle is to be used that they have been provided with. Please include details such as whether the motor vehicle can be used for personal uses.
 - j. Have these guidelines changed since September 7, 2013? If so, please detail.

Response:

Nil

48. Building Lease Costs

1. What has been the total cost of building leases for the agency / department since September 7, 2013?
 - a. Please provide a detailed list of each building that is currently leased. Please detail by:
 - i. Date the lease agreement is active from.
 - ii. Date the lease agreement ends.
 - iii. Is the lease expected to be renewed? If not, why not?

- iv. Location of the building (City and state).
 - v. Cost of the lease.
 - vi. Why the building is necessary for the operations of the agency / department.
- b. Please provide a detailed list of each building that had a lease that was not renewed since September 7, 2013. Please detail by:
- i. Date from which the lease agreement was active.
 - ii. Date the lease agreement ended.
 - iii. Why was the lease not renewed?
 - iv. Location of the building (City and state).
 - v. Cost of the lease.
 - vi. Why the building was necessary for the operations of the agency / department.
- c. Please provide a detailed list of each building that is expected to be leased in the next 12 months. Please detail by:
- i. Date the lease agreement is expected to become active.
 - ii. Date the lease agreement is expected to end.
 - iii. Expected location of the building (City and state).
 - iv. Expected cost of the lease.
 - 1. Has this cost been allocated into the budget?
 - v. Why the building is necessary for the operations of the agency / department.
- d. For each building owned or leased by the department:
- i. What is the current occupancy rate for the building?
 - ii. If the rate is less than 100%, detail what the remaining being used for.

Response:

Tourism Australia does not lease any whole buildings

49. Diner's Club cards

1. What is the arrangement with diners club for provision of credit cards for the Whole of Government Travel arrangements?
2. What is the cost of using diners club to the government, listed by government and agency in fees and other charges?
3. What are the criteria for staff receiving credit cards? Does the criteria vary between SES and other levels; do they require pre approval for certain classes of expenses?
4. Please detail the limits of the credit cards issued to departmental staff; the types of cards; the card issuers;
5. Have any credit cards been issued to ministers or ministers staff?

Response:

Tourism Australia has no arrangements with Diners Club

50. Government advertising

1. How much has been spent on government advertising (including job ads) since 7 September 2013?
 - a. List each item of expenditure and cost
 - b. List the approving officer for each item

- c. Detail the outlets that were paid for the advertising
2. What government advertising is planned for the rest of the financial year?
 - a. List the total expected cost
 - b. List each item of expenditure and cost
 - c. List the approving officer for each item
 - d. Detail the outlets that have been or will be paid for the advertising

Response:

Tourism Australia is the Commonwealth Government agency responsible for marketing Australia as a travel destination to domestic and international audiences. Advertising is a core function for Tourism Australia, and in 2013/14 Tourism Australia budgeted to spend \$91.6 million marketing to international and domestic audiences.

51. Workplace assessments

1. How much has been spent on workplace ergonomic assessments since 7 September 2013?
 - a. List each item of expenditure and cost
2. Have any assessments, not related to an existing disability, resulted in changes to workplace equipment or set up?
 - a. If so, list each item of expenditure and cost related to those changes

Response:

Nil

52. Ministerial website

1. How much has been spent on the Minister's website since 7 September 2013?
 - a. List each item of expenditure and cost
2. Who is responsible for uploading information to the Minister's website?
 - a. Are any departmental staff required to work outside regular hours to maintain the Minister's website?

Response:

Nil

53. Ministerial pay outs

1. How much has been spent on redundancy payments to staff employed by members of the Liberal or National Parties since 7 September 2013?
 - a. List each item of expenditure, staffing level, employing member and cost

Response:

N/A

54. Ministerial staff turnover

1. List the current staffing allocation for each Minister and Parliamentary Secretary
2. For each Minister or Parliamentary Secretary list the number of staff recruited, broken down by their staffing classification

3. For each Minister or Parliamentary Secretary list the number of staff that have resigned, broken down by their staffing classification
4. For each Minister or Parliamentary Secretary list the number of staff that have been terminated, broken down by their staffing classification
5. For each Ministerial staff position, please provide a table of how many individual people have been engaged against each position since the swearing in of the Abbott Government, broken down by employing member and the dates of their employment

Response:

N/A

55. Christmas party costs

1. List what functions were held by the department/agency for either Christmas or end of calendar year since 7 September 2013
 1. What was the cost of each of these functions?
 2. How was the money identified?
 3. What was the location of these functions?
 4. Provide a table of food and alcohol purchased for the function

Response:

Tourism Australia did not hold a Christmas Party in 2013

56. Multiple tenders

1. List any tenders that were re-issued or issued multiple times since 7 September 2013
 1. Why were they re-issued or issued multiple times?
 2. Were any applicants received for the tenders before they were re-issued or repeatedly issued?
 3. Were those applicants asked to resubmit their tender proposal?

Response:

No tenders were issued multiple times

57. Market research

1. List any market research conducted by the department/agency since 7 September 2013.
 1. List the total cost of this research
 2. List each item of expenditure and cost, broken down by division and program
 3. Who conducted the research?
 4. How were they identified?
 5. Where was the research conducted?
 6. In what way was the research conducted?
 7. Were focus groups, round tables or other forms of research tools used?
 8. How were participants for these focus groups et al selected?

Response

1. Tourism Australia completes research to gain consumer insights, assess new trends, and evaluate campaign performance. The cost since 7 September is \$1,431,950

- 2. Tourism Australia has one program hence the cost is \$1,431,950**
- 3. Tourism Research Australia, BDA, GFK Moon, and a number of smaller suppliers**
- 4. RFT and Limited tender for smaller suppliers**
- 5. Both in Australia and in the target overseas market**
- 6. Multiple research techniques are used including online questionnaires, focus groups and face to face**
- 7. At times**
- 8. Based on whether they were part of Tourism Australia's target audience.**

58. Departmental upgrades

1. Since 7 September 2013 has the department/agency engaged in any new refurbishments, upgrades or changes to their building or facilities?
 1. If so, list these
 2. If so, list the total cost for these changes
 3. If so, list the itemised cost for each item of expenditure
 4. If so, who conducted the works?
 5. If so, list the process for identifying who would conduct these works
 6. If so, when are the works expected to be completed?

Response:

- 1. Yes**
- 2. Refurbishment of Kuala Lumpur leased office space**
- 3. \$18,430**
- 4. Trevor Designs SDN BHD**
- 5. Limited Tender**
- 6. Completed in November**

59. Wine Coolers/Fridges

1. Since 7 September 2013 has the department/agency purchased or leased any new wine coolers, or wine fridges or other devices for the purpose of housing alcohol beverages, including Eskies?
 1. If so, list these
 2. If so, list the total cost for these items
 3. If so, list the itemised cost for each item of expenditure
 4. If so, where were these purchased
 5. If so, list the process for identifying how they would be purchased
 6. If so, what is the current location for these items?
 7. If so, what is the current stocking level for each of these items?

Response:

Nil

60. Office plants

1. Since 7 September 2013 has the department/agency purchased or leased any new office plants?
 1. If so, list these
 2. If so, list the total cost for these items
 3. If so, list the itemised cost for each item of expenditure
 4. If so, where were these purchased

5. If so, list the process for identifying how they would be purchased
6. If so, what is the current location for these items?

Response:

Nil

61. Office recreation facilities

1. Since 7 September 2013 has the department/agency purchased or leased or constructed any office recreation facilities, activities or games (including but not limited to pool tables, table tennis tables or others)?
 1. If so, list these
 2. If so, list the total cost for these items
 3. If so, list the itemised cost for each item of expenditure
 4. If so, where were these purchased
 5. If so, list the process for identifying how they would be purchased
 6. If so, what is the current location for these items?
 7. If so, what is the current usage for each of these items?

Response:

Nil

62. Vending machines

1. Since 7 September 2013 has the department/agency purchased or leased or taken under contract any vending machine facilities?
 1. If so, list these
 2. If so, list the total cost for these items
 3. If so, list the itemised cost for each item of expenditure
 4. If so, where were these purchased
 5. If so, list the process for identifying how they would be purchased
 6. If so, what is the current location for these items?
 7. If so, what is the current usage for each of these items?

Response:

Nil

63. Legal costs

1. List all legal costs incurred by the department or agency since 7 September 2013
 1. List the total cost for these items, broken down by source of legal advice, hours retained or taken to prepare the advice and the level of counsel used in preparing the advice, whether the advice was internal or external
 2. List cost spend briefing Counsel, broken down by hours spend briefing, whether it was direct or indirect briefing, the gender ratio of Counsel, how each Counsel was engaged (departmental, ministerial)
 3. How was each piece of advice procured? Detail the method of identifying legal advice

Response

1. External: AGS - \$15,056 , Clayton Utz - \$11,350, Ashurst - \$9267, Kim & Chang \$1615

2. None

3. Limited Tender

64. Australian Public Affairs

1. List all interactions between the department/agency with Australian Public Affairs since 7 September 2013. List the participants in the meeting, the topic of the discussion, who arranged or requested the meeting, the location of the meeting
2. List all interactions between the Minister/parliamentary Secretary and/or their offices with Australian Public Affairs since 7 September 2013. List the participants in the meeting, the topic of the discussion, who arranged or requested the meeting, the location of the meeting

Response:

Nil