

Foreign Affairs, Defence and Trade
Budget Estimates 2017 - 2018
Spoken Questions on Notice from **Gallacher, Alex** to Austrade

Question Number 1

Indoor plants

Hansard Page – 92

Senator GALLACHER: Can you perhaps give us the spend in Australia on indoor plants on notice? How many premises do you have in Australia?

Dr Fahey: I would have to take on notice how many plants we have in Australia ...

Senator GALLACHER: Can you disaggregate that spend on indoor plants?

Answer

The total cost of indoor plant hire across the Austrade offices in Australia listed below is approximately \$1,550 per month.

- Sydney office: \$700 per month
- Melbourne office: \$227 per month
- Adelaide office: \$245 per month
- Perth office: \$102 per month
- Brisbane office: \$275 per month

The cost in each location correlates to the size of each office.

Indoor plants in Austrade's Canberra office are maintained by the lessor at no additional cost.

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Question Number 2

Executive staff changes

Hansard Page – 98–99

[In relation to the recent departure of Austrade senior executives Jane Madden, Grame Barty and Philippa Dawson]

1. **Senator GALLACHER:** Perhaps, on notice, you could give us the estimated cost of the search for suitable candidates in accordance with the qualifications and attributes the positions require. So three people have left; they are very senior people, and you have to fill those roles. You have capacity internally, but there is a process of filling these positions which I presume encourages the best talent anywhere to apply, and that often does not come inexpensively. Can we get that process on notice.
2. **Senator GALLACHER:** ... Perhaps, on notice, we could just get the length of service of those three people in their respective positions.

Answer

1. The estimated recruitment cost for any senior executive position is approximately \$18,000 to cover the cost of advertising in the national press. Austrade's processes for filling senior executive positions are undertaken in accordance with the *Public Service Act 1999*, the *Public Service Regulations 1999* and the *Australian Public Service Commissioner's Directions 2016*. Additional information is available at <http://www.apsc.gov.au/publications-and-media/current-publications/commissioner-representatives/the-senior-executive-service-selection,-mobility-and-separation2>.
2. The lengths of service of the departing senior executives, in their respective positions, were –
 - Grame Barty's length of service in the role of Executive Director International Operations (from date of promotion) was one year and eight months.
 - Jane Madden's length of service in the role of Executive Director, Tourism, Investment, Education and Programs (from date of promotion) was one year and two months.
 - Philippa Dawson's length of service in the role of Chief Operating Officer was five months.

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Question Number 3

2016 Australia Week Events

Hansard Page 102

Senator GALLACHER: Has there been any additional funding for the Australia Week program in this year's budget?

Mr O'Meara: No, there has not ... It is approximately \$2.8 million per year, and that covers two Australia Week events each year, one in China or India and the other in ASEAN or the US.

Senator GALLACHER: What do we get for that \$2.8 million? Does that cover the cost of officials, venues? What does it do?

Mr Clifton: I will take Australia Week in China 2016. The total cost was around the \$2 million mark, and that would have covered significant logistics costs with moving up to 1,000 people around multiple cities in China, a large gala event at which the Prime Minister and senior Chinese government officials participated, venue costs, event management costs. Everything is very carefully budgeted and accounted for, but we put on a good show.

Senator GALLACHER: Perhaps on notice you could provide last year's business plan and the financial disbursements.

Answer

See **Attachment A – G** for AWIC 2016 programs.

Financial disbursements for AWIC 2016:

FY 2016/2017	TOTAL
Publicity & Promotions (including hospitality, venue hire, sponsorship and entertainment)	1,921,511
Operating Expenditure (including general administration, consultancy fees, motor vehicle hire, IT)	450,639
Travel Expenditure (including ground transport, airfares and accommodation for Austrade staff and costs of transporting the delegation around)	341,124
Personnel Expenditure (including temporary staff)	58,136
TOTAL	2,771,410
Revenue – Tied sponsorships and sponsorship-in kind	581,484
Total NET expenditure	2,189,926

AUSTRALIA WEEK CHINA 澳大利亚周·中国 11-15 APRIL 2016



Australian Government



Updated 7 April 2016

Urban Sustainability and Water Management Program

Austrade contacts

Karen Surmon (Shanghai)

Program Leader

karen.surmon@austrade.gov.au

T: +86 21 6103 5655

M: +86 1350 196 0137

Leo Shaw (Wuhan)

Program Coordinator

leo.shaw@austrade.gov.au

T: +86 27 8548 6700

M: +86 138 0719 7966

Bob Xu (Shanghai)

Program Coordinator

bob.xu@austrade.gov.au

T: +86 21 6103 5623

M: +86 1350 179 2202

As income levels continue to rise, aspirational Chinese consumers expect improved housing, more liveable cities, reliable and efficient transport networks, improved water and environmental conditions and an overall higher quality of life. These expectations extend across China, from its 10+ megacities with populations over 10 million, to the more than 100 cities with over one million people.

China has developed a range of measures to address major social, environmental and economic challenges brought about by fast-paced industrial growth and increasing urbanisation. Key initiatives driving improvements to China's urban sustainability and water management include:

- **Sponge Cities:** a pilot program to create cities whose urban underground water systems act like a sponge to absorb, store and purify rainwater for reuse. Akin to the concept of 'water-sensitive cities', this initiative requires new equipment, technologies and planning to redesign and retrofit existing and new urban areas
- **Ten Measures on Water:** a comprehensive, long-term action plan for water pollution prevention and control, which aims to improve water quality and efficiency across China's key river basins, and water sources
- **Smart Cities:** a nationwide program integrating technology across urban infrastructure management systems, including health, security, transport and water, to improve planning efficiency and resource allocation.

Xiamen, a coastal city in southeast China, is one of China's 16 designated pilot sponge cities. Under this framework, Xiamen will design and implement 59 projects in Maluanwan Bay with a total investment of RMB5.57 billion (A\$1.15 billion), and another 19 projects in Xiang'An new district, with a total investment of RMB200 million (A\$41 million). Tackling local challenges such as water shortages and water pollution, major projects will include wastewater

Please note this program is subject to change

treatment, streamway renovation, sea area sludge cleaning, shoreside development and public parks. Public-private partnership (PPP) projects will account for 40 per cent of the total investment. This forms part of Xiamen's ambitious urban planning and renewal agenda.

The program in Xiamen will commence with a seminar and information exchange with key government agencies and project proponents responsible for Xiamen's sponge cities and urban planning development. The program will conclude with a guided site visit to a selection of sponge city projects.

Jiaxing is a Tier 3 city located in northeast Zhejiang Province, situated at the lower reaches of the Yangtze River Delta and the bottom of the Lake Tai Basin. Considered a typical water town in China, there are a significant number of rivers, watercourses, lakes and ponds. Jiaxing has suffered greatly from floods due to poor drainage and its low terrain and was consequently nominated as a pilot sponge city. Central to this initiative are projects to improve flood control and drainage, general water conservancy, and integrated urban planning and water management utilising innovative research and technologies.

The Jiaxing program will include a seminar and networking lunch with local government officials and customers involved in urban planning, water quality and conservation, and associated products and technologies, as well as visits to a range of sponge city project sites.

Suzhou, located in southeast Jiangsu Province, sits in the Yangtze River Delta economic zone and is home to a resident population of around 10 million. Dubbed the 'Venice of the East', it is crisscrossed by rivers and lakes with the Yangtze River flowing through the city's north boundary, the Grand Canal running from north to south, and Lake Tai in the southwest. Suzhou has set a number of targets relating to issues such as groundwater quality and lake ecology to meet objectives under the 'Ten Measures' action plan. It is a demonstration site for a number of innovative urban planning initiatives, including being designated one of China's official 'smart cities'. Under this initiative, China will invest approximately one trillion RMB (A\$206 billion) to improve planning and construction efficiency, reduce environmental impact, improve transport and mobility systems, and better manage energy supply and water networks.

In Suzhou, the delegation will divide into two streams to focus on either Water Management or Urban Planning and Transport. Delegates will visit relevant sites within Suzhou New District, a multidisciplinary high-tech zone, and participate in an afternoon innovation forum with government and business counterparts.

Sunday 10 April 2016 – Xiamen, Fujian Province

Time	Details
	<p>Delegates arrive in Xiamen</p> <p>Recommended accommodation: Crowne Plaza Paragon Xiamen Hotel No.199, Jiahe Road Xiamen 361012, Fujian, China</p> <p>Flight and accommodation packages have been offered by Xiamen Airlines. Please log on to the delegates' secure webpage for booking details.</p> <p>Note: Delegates are responsible for their own flight and accommodation bookings. Airport transfers from the airport to the hotel can be arranged by the hotel at an additional expense. Please select a preferred transfer option when making your hotel booking. Delegates not staying at the recommended hotel are responsible for arranging their transfers and ensuring that they are at the designated assembly points throughout the program.</p>
17:30 – 20:00	<p>Registration</p> <p>Delegates will register and collect their lanyard for security and identification during all AWIC 2016 events.</p> <p><i>Venue: Lobby, Crowne Plaza Paragon Xiamen Hotel</i></p>

Please note this program is subject to change

Time	Details
19:30 – 21:00	Welcome briefing and informal networking <i>Venue: Lounge bar, 5th Floor, Crowne Plaza Paragon Xiamen Hotel (indoors if weather is inclement)</i>

End of Sunday program

Monday 11 April 2016 – Xiamen

Time	Details
Please wear your AWIC delegate lanyard for security and identification during the day's events	
AM	Breakfast – delegates' own arrangements Check-out of Crowne Plaza Paragon Xiamen hotel Delegates to store their luggage with concierge, marked 'AWIC'.
08:00 – 08:30	Registration (for delegates not yet registered) Delegates will register and collect their lanyard for security and identification during all AWIC 2016 events. <i>Venue: Lobby, Crowne Plaza Paragon Xiamen Hotel</i>
08:45	Delegates gather at seminar venue Please bring laptops/tablets (if required), business cards and company material you may wish to use. If you are a speaker/panellist, please arrive at 08:30 for a briefing. <i>Venue: Ballroom 2, 3rd Floor, Crowne Plaza Paragon Xiamen Hotel</i>
09:00 – 12:15	Seminar: Urban Sustainability and 'Sponge Cities' Water Management Delegates will have the opportunity to network with counterparts involved in property development, architecture and design, urban planning, project management, building technologies, urban water management, water treatment and sponge cities R&D. 09:00 Opening remarks – MC, Ms Karen Surmon, Trade Commissioner, Austrade 09:05 Xiamen past and future development plans – REN Guoyan, Vice Director, Xiamen Urban Planning Commission 09:30 Australian industry overview: Sustainable urban development – Mr Phil Donaldson, Director, Sustain SA 09:45 Sponge cities initiative – WANG Ning, Xiamen Sponge City Engineering and Technology Research Centre 10:05 Water-sensitive cities in Australia – WANG Jianbin, International Engagement Manager, CRC for Water Sensitive Cities 10:25 Morning tea break 10:45 Green buildings in Xiamen – LIN Shuzhi, Vice Director General, Xiamen Construction Bureau 11:00 Australian case study: Water-sensitive urban design 'Bio-urbanism: Water-resilient cities'

Please note this program is subject to change

Time	Details
	– Mr Adrian McGregor, Managing Director, McGregor Coxall
11:15	Australian case study: Integrated water cycle management – Hon Karlene Maywald, South Australian Government Special Advisor on International Water Opportunities
11:30	Sponge city cooperation opportunities in China and Xiamen – Panel discussion and Q&A Moderator: WANG Jianbin, CRC Water Sensitive Cities
	Panellists:
	- YU Yiquan, Chairman, CUE
	- GUANG Tiansheng, Deputy Chief Engineer, Xiamen Sponge City Engineering and Technology Research Centre
	- Mr Adrian McGregor, Managing Director, McGregor Coxall
	- Hon. Karlene Maywald, South Australian Government Special Advisor on International Water Opportunities
	- Dr Judy van Gelderen, Director, KI Studio.
12:15	Close
	<i>Venue: Ballroom 2, 3rd Floor, Crowne Plaza Paragon Xiamen Hotel</i>
12:15 – 13:25	Networking lunch <i>Venue: Ballroom 1, 3rd Floor, Crowne Plaza Paragon Xiamen Hotel</i>
13:30	Assemble in the Crowne Plaza Paragon Xiamen lobby for site visit
13:35	Depart from hotel for site visit, then travel to airport Transport provided by Austrade. Please ensure your luggage is loaded onto the bus, before boarding.
14:00 – 16:00	Site visit program: Visit two sponge city demonstration sites in Maluanwan Bay <ul style="list-style-type: none"> • Primary school showcasing a range of sponge city projects including a water garden, porous car-parking area, flood management system, rainwater tanks and play spaces • Permeable pedestrian footpaths and roadside water garden. <p>Bus 1: 14:00 – 14:30 Xinjing Road 14:30 – 14:40 Drive to Xiayang Primary School 14:40 – 16:00 Visit Xiayang Primary School</p> <p>Bus 2: 14:00 – 15:20 Xiayang Primary School 15:20 – 15:30 Drive to Xinjing Road 15:30 – 16:00 Visit Xinjing Road</p>
16:00	Travel to Xiamen Airport
17:15	Arrive at Xiamen Airport, check-in with luggage Delegates may wish to have an early dinner at the airport – own arrangements
19:00	Fly to Shanghai Hongqiao Airport

Please note this program is subject to change

Time	Details
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Recommended flight (Note: Delegates are responsible for their own flight bookings.)

Date	From	To	Flight No.	Depart	Arrive
11 Apr	Xiamen	Shanghai (Hongqiao)	MF8545	19:00	20:45

20:45

Arrive in Shanghai

Delegates collect their luggage and travel by bus to Jiaxing (approx. 1hr 20 min).

Transport provided by Austrade.

Recommended accommodation:

Yuehe Hotel
118 Tongle Road
Jiaxing, Zhejiang, China

22:30

Arrive in Jiaxing

End of Monday program

Tuesday 12 April 2016 – Jiaxing, Zhejiang Province

Time	Details
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Please wear your AWIC delegate lanyard for security and identification during the day's events

AM **Breakfast – delegates' own arrangements**

08:45

Delegates gather at seminar venue

Please bring laptops/tablets (if required), business cards and company material.

If you are a speaker/panellist, please arrive at 08:30 for a briefing.

Venue: Yue He Room, 2nd Floor, Yuehe Hotel

09:00 – 12:00

Seminar: Australia-China Sponge Cities Collaboration

This seminar will provide delegates with insights from Jiaxing's sponge city construction office, responsible for Jiaxing's sponge cities program and the 18 square kilometre demonstration zone, which includes old town (renewal), newly built (maintenance) and ready-to-develop (greenfield) projects. Delegates will network with counterparts involved in this initiative and companies involved in urban planning and development, building and water quality technologies, and sponge cities research.

09:00 Opening remarks – Ms Karen Surmon, Trade Commissioner, Austrade

09:10 Welcome speech – Mr Zhang Rengui, Vice Mayor, Jiaxing

09:20 Introduction to Jiaxing and sponge city overview – Ms Wang Xian Ping, Director of Sponge City Research Centre, Jiaxing Municipal Planning Institute

09:40 Introduction to Australian delegates

10:00 Groundwater remediation and water management – Ms Elizabeth Dank, CEO, ALGA Australasian Land and Groundwater Association

10:10 Water-sensitive cities – Dr Andrew O'Neill, Principal Scientist, Healthy Waterways

Please note this program is subject to change

Time	Details
10:20	Water-sensitive urban design – Woods Bagot (invited)
10:30	Sustainability in urban development – Mr Joe Qiao, Director Development, Lendlease China
10:45	Panel discussion and Q&A
	Moderator: Ms Elizabeth Dank, CEO, Australasian Land and Groundwater Association
	Panellists:
	<ul style="list-style-type: none"> - Dr Andrew O'Neill, Principal Scientist, Healthy Waterways - Woods Bagot (invited) - Mr Joe Qiao, Director Development, Lendlease China - Mr David Sparke, CEO, One Water Naturally - Mr Christopher Rochfort, CEO, Star Water.
11:15	Morning tea break and networking
12:00	Close
	<i>Venue: Yue He Room, 2nd Floor, Yuehe Hotel</i>
12:00 – 13:20	Networking lunch with seminar guests <i>Venue: Song Yue Room, 2nd Floor, Yuehe Hotel</i>
13:30	Assemble in the Yuehe Hotel lobby for site visit Transport provided by Austrade.
13:40	Depart from hotel for site visit Transport provided by Austrade.
14:00 – 17:30	Site visit program: Visit four sponge city project sites
14:20 – 14:40	Wanguo Road low impact construction – introduced by Ms Wang Xian Ping, Senior Engineer
15:20 – 15:40	Jiaxing sponge city construction demonstration project, Shi He Town – introduced by Ba Dawen, Deputy Managing Director, Shi He Group
16:10 – 16:30	Shao Garden Car Park – introduced by Ni Qiang, Engineer
16:40 – 17:00	Jiangshuigang Ecological Greenway low-impact construction – introduced by Huang Yi, Engineer
17:30	Return to Yue He Hotel
17:30	Free time / dinner – delegates' own arrangements
18:45	Gather in lobby and walk to Yuehe Wharf
19:00	South Lake inspection tour (charter vessel)
20:00	Tour concludes at Yuehe Wharf, adjacent to the Yuehe hotel
	Overnight in Jiaxing

Please note this program is subject to change

Time	Details
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End of Tuesday program

Wednesday 13 April 2016 – Jiaxing to Suzhou, Jiangsu Province

Time	Details
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Please wear your AWIC delegate lanyard for security and identification during the day's events

AM	Breakfast – delegates' own arrangements
07:30	Check out of Yuehe Hotel and load luggage onto bus A or B according to selected site visit program (Bus A – Water Management / Bus B Transport and Urban Planning). Transport provided by Austrade.
07:45	Depart hotel for site visit
09:00 – 12:00	<p>Concurrent site visits (two groups)</p> <p>Option A – Water Management</p> <p>Delegates will visit an ecological wetlands at Yangcheng Lake to learn about ongoing redevelopment and water quality initiatives, and take a river raft through the remediation and bird nesting area. Delegates will then visit an industrial water treatment facility which manages the water collection, treatment and distribution across Suzhou's industrial zones using smart systems and monitoring.</p> <p>09:00 – 10:00 Suzhou ShaJiaBang national wetland park</p> <p>10:30 – 11:20 Suzhou Industrial Park Hua Yan Water Co., Ltd – presentation by HuaYan Water, and introduction to delegates</p> <p>11:20 – 12:00 Tour of smart water control room and water supply and treatment facility</p> <p><i>Group transfer to hotel for lunch.</i></p> <p>Option B – Transport and Urban Renewal</p> <p>Learn about Suzhou's urban planning past and future, and its role in developing China's new tram (light rail) network, set to influence China's urban planning with the anticipated rollout across 100 Chinese cities.</p> <p>09:00 – 09:45 Visit to Suzhou New District Urban Planning Exhibition Hall (No.189 Jingrun Road)</p> <p>10:00 – 10:35 Tour and discussion at China's Tram Innovation and Research Centre (No.2000 Majian Road)</p> <p>10:35 – 11:05 Visit tram station – platform design, from Longshan Road to Yang Shan South Road</p> <p>11:15 – 11:45 Round table meeting at Suzhou National New Development Zone for Q&A (No.58 kepu Road)</p> <p><i>Group transfer to hotel for lunch.</i></p>
12:15 – 13:15	Buffet lunch <i>Venue: Suzhou Shangri-La Hotel</i>
13:30 – 16:30	Innovation in Sustainable Urban Development

Please note this program is subject to change

Time	Details
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These two seminars will be held concurrently. Each will provide delegates with an opportunity to learn about Suzhou's smart cities initiative and showcase Australian capability in water management and urban planning, architecture and design.

Seminar 1: 'Ten Measures' Water Management – R&D and Smart Technologies

MC – Ms Sherry Yu, Business Development Manager, Austrade

- 13:30 Opening remarks – the Hon. Karlene Maywald, South Australian Government Special Advisor on International Water Opportunities
- 13:40 Welcome speech from Suzhou government official – Bureau of Commerce (invited)
- 13:50 '10 Measures' in Jiangsu: Water and environment overview – Mr Zhu Donglin, PH.D Senior Engineer, Jiangsu Engineering Consulting Centre (invited)
- 14:00 Lake Tai Basin: Challenges and desired solutions – Mr Zhu Donglin, PH.D Senior Engineer, Jiangsu Engineering Consulting Centre (invited)
- 14:10 Suzhou: Water and environment collaboration priorities –Suzhou Environment Bureau (invited)
- 14: 25 Introduction to Australian delegation
- 14: 45 Tea break
- 15: 10 Case studies: Australia-China collaboration in water quality management – Mr. Zhu Donglin, PH.D Senior Engineer, Jiangsu Engineering Consulting Centre; Mr Michael Spencer, Executive Secretary, Water Stewardship Australia; Professor Yang Ai Hui, Project Manager, WWF Shanghai
- 15:40 Moderated panel session and Q&A
Moderator: The Hon. Karlene Maywald, South Australian Government Special Advisor on International Water Opportunities

Panellists:

- Mr Zhu Donglin, PH.D Senior Engineer, Jiangsu Engineering Consulting Centre
- Suzhou Environment Bureau (invited)
- Mr Le Kangxiang, Chief Engineer, Nanjing University Environment School – Wetland Ecological Institution
- Mr Michael Spencer, Executive Secretary, Water Stewardship Australia
- Mr Philip Haines, Managing Director, Water and Environment, BMT WBM Pty Ltd
- Mr Andrew McCowan, Managing Director, Water Quality

16:10 Q&A

16:30 Close

Venue: Grand Ballroom 1, Suzhou Shangri-La Hotel

Seminar 2: Urban Planning and Transport – Innovation-Driven Change

- 13:30 Opening remarks – MC, Ms Karen Surmon, Trade Commissioner, Austrade
- 13:40 Welcome speech from Suzhou government official – Mr Qu Futian, Mayor, Suzhou Municipal Government
- 13:50 Suzhou's SIP smart city pilot: Challenges and opportunities – Mr Li Zhong, Vice Director,

Please note this program is subject to change

Time	Details
	Suzhou Economic and IT Committee
14:05	China's urban planning and transport future: A case study in Suzhou – Suzhou Urban Planning Bureau (invited)
14:20	Introduction to Australian delegation
14:40	Tea break
15:10	Australian capability in transport and urban planning: Transport integration in urban planning – Mr Richard Mullane, Principal, Hassell Smart planning and transport infrastructure – Dr Kevin Gu, Regional Manager East Asia, Trimble Planning Solutions Smart cities and urban planning – Mr Chris Isles, Planning Director, Place Design
15:45	Panel session and Q&A Moderator: Mr Antony Sprigg, CEO, Infrastructure Sustainability Council of Australia Panellists: <ul style="list-style-type: none"> - Suzhou Urban Planning Bureau (invited) - Mr Li Zhong, Vice Director, Suzhou Economic and IT Committee - Prof Liu Wei, Design Director, School of Architecture, Suzhou University (invited) - Mr Richard Mullane, Principal, Hassell - Dr Kevin Gu, Regional Manager East Asia, Trimble Planning Solutions - Mr Chris Isles, Planning Director, Place Design.
16:10	Q&A
16:30	Close
	<i>Venue: Grand Ballroom 3, Suzhou Shangri-La Hotel</i>
16:35	Board bus for Shanghai (same bus as morning program)
16:40	Depart for Shanghai (approx. two hours)
18:45	Arrive at Shangri-La Pudong Hotel Recommended accommodation: Shangri-La Pudong Hotel 33 Fucheng Road, Pudong, Shanghai, China
18:30 – 20:00	Optional: AustCham Westpac Australia China Business Awards Gala Dinner Delegates are welcome to attend, at their own expense, this Gala Dinner. Tickets available for individual purchase at approx. A\$200 per head. For more information, please refer to http://www.austcham-acba.com .
End of Wednesday program	

Thursday 14 April 2016 – Shanghai

Time	Details
Please wear your AWIC delegate lanyard for security and identification during the day's events	
AM	Breakfast – delegates' own arrangements
07:10 – 07:30	Assemble in the respective lobbies of Shangri-La Pudong Hotel, Grand Hyatt or Grand Kempinski Hotel for transfer to Shanghai Expo Centre Delegates will be shuttled by bus
07:30	Depart for Shanghai Expo Centre <i>Venue: Blue Hall, Shanghai Expo Centre</i>
09:00 – 09:20	Welcome Address by the Hon Steven Ciobo MP, Minister for Trade and Investment <i>Venue: Blue Hall, Shanghai Expo Centre</i>
09:20 – 10:15	Plenary session moderated by ACBC National President, the Hon John Brumby Guest speaker – Ms Jing Ulrich, Managing Director and Vice Chairman of Asia Pacific, JP Morgan Chase
10:15 – 10:30	Delegates to proceed to the Gold Hall Foyer, Shanghai Expo Centre
10:30 – 10:50	Pre-lunch networking refreshments <i>Venue: Gold Hall Foyer, Shanghai Expo Centre</i>
10:50 – 11:15	Delegates seated for Gala Lunch <i>Venue: Gold Hall, Shanghai Expo Centre</i>
11:30 – 13:30	Gala Lunch – Australia Week in China The Hon Malcolm Turnbull MP, Prime Minister of Australia, will host the Australia Week in China Gala Lunch. <i>Venue: Gold Hall, Shanghai Expo Centre</i>
14:00 – 15:30	Go to Gate 3 for transfer back to Shangri-La Pudong Hotel, Grand Hyatt or Grand Kempinski Delegates will be shuttled by bus
15:30 – 18:00	Break in formal program
16:30 – 18:00	Optional Advance, Telstra and Austrade partnered event “Digital Disruptors and the Power of Partnerships” A panel of business leaders and digital disruptors will discuss how technology is transforming global markets, organisational competitiveness and doing business. Panellists include

Please note this program is subject to change

Time	Details
	<p>executives from large organisations engaged in R&D and technology disruption as well as advisory and investment.</p> <p>Moderator: Mr Stephen Drummond, Y&R China, Chairman and Chief Strategy Officer</p> <p>Panellists:</p> <ul style="list-style-type: none"> - Dr Edward Tse, Founder & CEO, Gao Feng Advisory Company - Dr Ruey-Bin Kao, Greater China CEO, Telstra - Dr Peter Riddles, Member of the Board, CSIRO - Dr Min Zhou, Managing Partner, China Materialia. <p><i>Venue: China Hall 1, Shangri-La Pudong Hotel</i></p>
17:00 – 18:00	<p>Networking with AustCham Property and Construction Committee Members prior to informal networking reception</p> <p><i>Venue: China Hall II, Level 3, Shangri-La Pudong Hotel</i></p>
18:00 – 20:00	<p>Informal networking reception hosted by AustCham Shanghai</p> <p>Wrap up Australia Week in China at the largest ever Aussie Drinks. Austcham Member Price: 60 RMB, Non-Member Price: 120 RMB. Entry includes first drink. No RSVP required</p> <p><i>Venue: China Hall II, Level 3, Shangri-La Pudong Hotel</i></p>
End of Australia Week in China program	

AUSTRALIA WEEK CHINA 澳大利亚周·中国 11-15 APRIL 2016



Australian Government



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Agribusiness Program

Austrade contacts

Jeff Turner (Chengdu)

Program Leader

Jeff.Turner@austrade.gov.au

T: +86 28 8678 5169

M: +86 187 2840 5619

Christina Goodman (Chengdu)

Program Coordinator

Christina.Goodman@austrade.gov.au

T: +86 28 8678 6620

M: +86 182 8007 4739

China is the world's largest agricultural producer and food consumer. With food demand forecast to double by 2050, China is facing significant challenges around food quality, productivity and environmental impact.

Market trends include rapidly growing cross-border trade and e-commerce, increasing consumption in T2+ cities, and outward investment. The China-Australia Free Trade Agreement (ChAFTA) has won unprecedented market access for Australian agriculture products and services. Opportunities for Australian businesses exist across commodities, production inputs, technology and services, research partnerships and investment.

Delegates in the agribusiness program will learn about these trends and opportunities, and will meet Chinese officials, companies and industry experts in meat and livestock, dairy, grain, seafood, fibre, agri-tech and services.

Guangzhou is South China's logistics hub, major entry port and distribution centre for agri-commodities and food and beverage (F&B) products. Delegates will visit cold store facilities, food processing plants and wholesale markets. Delegates will also meet importers, distributors, quarantine, inspection and customs officials, end users, and potential research and commercialisation partners and investors.

Known for its spicy cuisine, **Chengdu** is the capital of Sichuan Province and home to China's leading private agribusiness company New Hope Group. In Chengdu, delegates will learn about the growth of modern, large-scale private agricultural businesses and expanding inland markets. Delegates will also visit manufacturing facilities and meet sub-distributors, potential investors, and agriculture research and technology collaboration partners.

Shanghai is China's commercial capital. Delegates will be led by industry experts through China's retail and consumer landscape and learn how to implement successful marketing and branding strategies. AWIC concludes with a gala event in Shanghai that brings together participants across all programs.

Please note this program is subject to change

Sunday 10 April 2016 – Guangzhou

Time	Details
Afternoon	<p>Delegates arrive in Guangzhou</p> <p>Recommended accommodation: Four Seasons Hotel Guangzhou 5 Zhujiang West Road, Pearl River New City Tianhe District, Guangzhou, China</p> <p>Note: Delegates are responsible for their own flight and accommodation bookings. Airport transfers from the airport to the hotel can be arranged by the hotel at an additional expense. Please select a preferred transfer option when making your hotel booking. Delegates not staying at the recommended hotel are responsible for arranging their transfers and ensuring that they are at the designated assembly points throughout the program.</p>
18:00 – 21:00	<p>AustCham-Austrade welcome reception and briefing for delegates</p> <p>Delegates will register and collect their lanyard for security and identification during all AWIC 2016 events.</p> <p>Delegates are invited to join AustCham South China and the Austrade team for a welcome briefing.</p> <p><i>Venue: Four Seasons Hotel Guangzhou</i></p>
End of Sunday program	

Monday 11 April 2016 – Guangzhou

Time	Details
Please wear your AWIC delegate lanyard for security and identification during the day's events	
07:00 – 07:45	Breakfast (and registration for delegates not yet registered)
07:45 – 08:00	Assemble in the lobby of the Four Seasons Hotel for site visits
08:00 – 11:30	<p>Site visits:</p> <p>Gain firsthand insight into South China's logistics hub on one of the following site visits:</p> <p>Meat and livestock: Guangdong Guokun Foresun Food, a major processor of Australian beef.</p> <p>Dairy: Guangzhou Flagship Group and Conghua dairy farm, the largest and oldest dairy company in Guangdong.</p> <p>Grain: Shenzhen Cereals Group integrated logistics hub, one of the largest grain traders in South China.</p> <p>Seafood: Geraldton Fishermen's Co-operative bonded warehouse and holding facility at Guangzhou Baiyun International Airport, the first Australian-owned facility of its kind.</p> <p>For seafood site visit only:</p> <p>Please email Sonja Balaga at Austrade (AWIC2016@austrade.gov.au) by 8 April with your passport biodata (photo) page if you intend to participate in this visit. We need to pre-notify the port authority to secure your access.</p>

Please note this program is subject to change

Time	Details
	<p>Horticulture: Guangzhou Jiangnan fruit and vegetable wholesale market, one of the largest and most important fruit import and distribution markets in China.</p>
11:30 – 12:30	<p>Travel back to hotel</p>
12:30 – 13:25	<p>Lunch with briefing from the Department of Agriculture and Water Resources</p> <p>Speaker:</p> <ul style="list-style-type: none"> - Mr Paul McNamara, Minister-Counsellor (Agriculture) North Asia, Australian Embassy, Beijing <p><i>Venue: Four Seasons Hotel Guangzhou</i></p>
13:25 – 13:35	<p>Delegate group photo session with Special Envoy for Trade Mr Andrew Robb, AO MP</p> <p><i>Venue: Four Seasons Hotel Guangzhou foyer</i></p>
13:35 – 14:00	<p>Break from formal program</p>
14:00 – 15:00	<p>Seminar and panel discussion – Agri Supply Chains, Logistics and Food Safety</p> <p>Delegates will hear from officials and distributors on:</p> <ul style="list-style-type: none"> • trends in agri-produce demand and food supply chains in China • food safety in China • seafood cold chains and fresh produce e-commerce models. <p>Speakers:</p> <ul style="list-style-type: none"> - Mr Craig Bowyer, Operations Director, Swire Pacific Cold Storage Ltd - Mr Andrew Robb AO MP, Special Envoy for Trade - Prof Joe Yang, Guangdong Cold-chain Logistics Committee. <p>Panellists:</p> <ul style="list-style-type: none"> - Mr Wayne Hosking, CEO, Geraldton Fishermen’s Co-operative Ltd - Mr Terry Enright, Chairman, Australian Export Grains Innovation Centre Limited - Mr Jerome CHEN, General Manager, Importation Business, Joyvio Golden Wing Mau Agricultural Produce Corporation. <p><i>Venue: Four Seasons Hotel Guangzhou</i></p>
15:00 – 15:15	<p>Afternoon tea</p>
15:15 – 16:15	<p>Seminar and panel discussion – Import Regulations, Quarantine and Accreditation</p> <p>Delegates will hear from regulators, importers, exporters and distributors on:</p> <ul style="list-style-type: none"> • import regulations for agribusiness products • accessing the market • reasons for success and practical tips for doing business in South China. <p>Speaker:</p> <ul style="list-style-type: none"> - Mr Weicheng JIN, Deputy General Director, Guangzhou Entry-Exit Inspection and Quarantine Bureau <p>Panellists:</p>

Time	Details
	<ul style="list-style-type: none"> - Mr Weicheng JIN, Deputy Director General, Guangzhou Entry-Exit Inspection and Quarantine Bureau - Ms Qianyu LIN Deputy Division Director, Valuation Division (Shenzhen) Customs General Administration of P.R.C - Ms He TIAN Section Chief – Certificate Accreditation, Gongbei Office of Rules of Origin, General Administration of Customs - Mr Qingpeng ZENG, Division Chief, Food Market Safety Supervision, Guangzhou Food and Drug Administration - Mr Linxiao LIN, Division Director, Department of Plant Quarantine & Inspection, Guangzhou CIQ - Mr Yuhong Zheng, Division Director, Department of Animal Quarantine and Inspection, Guangzhou CIQ - Mr Adam Balcerak, Counsellor – Technical, Australian Embassy, Beijing. <p><i>Venue: Four Seasons Hotel Guangzhou</i></p>
16:15 – 16:30	Break from formal program
16:30 – 17:30	<p>Business networking session with local companies and officials by industry sub-sector:</p> <ul style="list-style-type: none"> • Meat and livestock • Dairy technology and services • Grain • Seafood and aquaculture technology and services • Horticulture. <p><i>Venue: Four Seasons Hotel Guangzhou</i></p>
18:00 – 20:00	<p>Networking dinner</p> <p>Speaker:</p> <ul style="list-style-type: none"> - Mr Andrew Robb AO MP, Special Envoy for Trade <p><i>Venue: Four Seasons Hotel Guangzhou</i></p>
<p>Note: Please check-out on Monday night to facilitate an on-time departure from the hotel early Tuesday morning</p>	
<p>End of Monday program</p>	

Tuesday 12 April 2016 – Guangzhou to Chengdu

Time	Details																		
	Check-out of hotel																		
05:15	Depart hotel for airport Transport provided by Austrade																		
07:00 – 09:40	Fly to Chengdu – Note: Delegates are responsible for their own flight bookings. Preferred options:																		
	<table border="1"> <thead> <tr> <th>Date</th> <th>From</th> <th>To</th> <th>Flight No.</th> <th>Depart</th> <th>Arrive</th> </tr> </thead> <tbody> <tr> <td>12 Apr</td> <td>Guangzhou</td> <td>Chengdu</td> <td>CZ3403</td> <td>07:05</td> <td>09:30</td> </tr> <tr> <td>12 Apr</td> <td>Guangzhou</td> <td>Chengdu</td> <td>ZH9673</td> <td>07:00</td> <td>09:40</td> </tr> </tbody> </table>	Date	From	To	Flight No.	Depart	Arrive	12 Apr	Guangzhou	Chengdu	CZ3403	07:05	09:30	12 Apr	Guangzhou	Chengdu	ZH9673	07:00	09:40
Date	From	To	Flight No.	Depart	Arrive														
12 Apr	Guangzhou	Chengdu	CZ3403	07:05	09:30														
12 Apr	Guangzhou	Chengdu	ZH9673	07:00	09:40														
	** Austrade will arrange buses in Chengdu to meet delegates who have travelled on the preferred options. Individual airport transfers will need to be arranged if you are <u>not</u> travelling on the preferred options.																		
09:30 – 10:30	Delegates arrive in Chengdu Recommended accommodation: Shangri-La Hotel Chengdu 9 Binjiang Dong Road Chengdu, 610021, China																		
Please wear your AWIC delegate lanyard for security and identification during the day's events																			
11:00 – 13:05	Lunch for delegates Speakers: <ul style="list-style-type: none"> - The Hon Anastacia Palaszczuk MP, Premier of Queensland - Ms Nancy Gordon, Consul-General, Australia Consulate-General Chengdu - Mr Jerry Wei, Director, China Practice, PwC Australia - Mr Peter Trewenack, Executive Chef, Shangri-La Hotel Chengdu. <i>Venue: 1st Floor, Jin Guan Cheng Hall, Shangri-La Hotel Chengdu</i>																		
13:25	Assemble in the lobby of the Shangri-La Hotel Chengdu for site visits. Buses depart at 13:30																		
13:30 – 17:30	Site visits: Gain firsthand insight into large-scale agricultural businesses in Southwest China on one of the following site visits: Meat and livestock: Guozhong Group's yak meat processing plant, a large-scale meat snack manufacturer. Dairy: New Hope dairy manufacturing facility, the fourth largest dairy group in China. Parent company is a significant investor in Australian dairy. Grain: West Hope grain processing plant, the largest animal feed corporation in Southwest China, importing Australian grains for feed production; COFCO Chengdu facility. Horticulture: Yurun fruit and vegetable distribution centre in Pengzhou, the largest fruit and vegetable distribution centre in Sichuan.																		

Please note this program is subject to change

Time	Details
	Seafood: Haibawang seafood wholesale and distribution centre, a new large-scale fresh and frozen seafood and meat distribution centre.
17:15	Travel back to hotel
17:30	Assemble in the lobby of Shangri-La Hotel Chengdu. Depart for dinner. Transport provided by Austrade.
18:00 – 20:30	Delegation dinner with AustCham West China Speakers: <ul style="list-style-type: none"> - The Hon Will Hodgman MP, Premier of Tasmania - Mr Steve Harris, Chairman, AustCham West China. <i>Venue: Sichuan Reflection Restaurant</i>
20:30	Travel back to Shangri-La Hotel Chengdu. Transport provided by Austrade.
End of Tuesday program	

Wednesday 13 April 2016 – Chengdu

Time	Details
Please wear your AWIC delegate lanyard for security and identification during the day's events	
AM	Hotel check-out Delegates to store their luggage in assigned room at the hotel and ensure it is easy to identify.
08:00 – 09:30	Seminar and panel discussion – Chinese Investment in Australian Agribusiness Delegates will hear from industry experts and service providers on the following: <ul style="list-style-type: none"> • Australian investment – trends and opportunities, issues and challenges Speakers: Mr David Watson, Senior Investment Specialist, Austrade Sydney; Mr James Zhan, Senior Investment Manager, Austrade Chengdu • Case study: How to invest in Australia Speaker: Mr Alex Zhang, Executive Partner, New Hope Group • Panel discussion: What do Chinese investors want and how to identify the right partner? Panellists: <ul style="list-style-type: none"> - Mr John Perry, Coordinator General, Tasmanian Government - Mr Alex Zhang, Executive Partner, New Hope Group - Mr Doug Ferguson, Partner in charge, Asia & International Markets, KPMG - Mr Davis Fan, General Manager, Chengdu Branch, ANZ Bank - Mr Steve Francis, Head, Elders Agribusiness Investment Group. <i>Venue: 2nd Floor, Bashu Hall, Shangri-La Hotel Chengdu</i>
09:30 – 09:45	Morning tea

09:45 – 11:30

Concurrent Session A

Seminar and panel discussion – Market Trends and Opportunities in T2+ cities

Delegates will learn from companies experienced in doing business in Tier 2, 3 and 4 cities. Topics include navigating from the coast to the west; sub-distribution systems; and cross-border e-commerce in inland markets.

Speaker:

- Mr Calvin XU, Vice GM, New Hope Winchoice.

Panellists:

- Mr DUAN Wei, CEO, OCoffe (trade branch of Chongqing Osell Cross Border E-Commerce)
- Mr LUO Lin, General Manager, West Hope AGM Food Co
- Mr John Khalil, Executive Director, Lynch Group.

Venue: Shangri-La Hotel Chengdu

Concurrent Session B

Meat and Livestock workshop

Delegates will learn about consumer trends for imported meat, especially beef products, and hear from key meat importers and distributors.

Speaker:

- Mr Michael Funican, General Manager, International Markets, MLA

Panellists:

- Mr David Reed, Regional Trading Manager, Austrex
- KC Natural (invited)
- Mr FENG Jiyu, General Manager, Chongqing Hondo
- Chongqing Heyi Imp & Exp Trade Co. Ltd (invited).

Venue: Kang Ding Room, Shangri-La Hotel Chengdu

11:30 – 13:00

Networking lunch

Speakers:

- Mr Will Hodgman MP, Premier of Tasmania
- Mr Patrick Vizzone, Head of Institutional Banking, Asia, National Australia Bank.

Venue: Bashu Room, Shangri-La Hotel Chengdu

13:25

Assemble in the lobby of the Shangri-La Hotel Chengdu for the airport. Transport provided by Austrade.

13:30

Depart hotel for Chengdu Airport

15:00 – 19:05

Fly to Shanghai – Note: Delegates are responsible for their own flight bookings.

Preferred options:

Date	From	To	Flight No.	Depart	Arrive
13 Apr	Chengdu T2	Shanghai Hongqiao T2	MU5412	14:55	17:40
13 Apr	Chengdu T1	Shanghai Pudong T2	3U8965	15:25	18:00
13 Apr	Chengdu T2	Shanghai Pudong T1	MU5414	15:35	18:30

**** Austrade will arrange buses in Shanghai to meet delegates who have travelled on the preferred options. Individual airport transfers will need to be arranged if you are not travelling on the preferred options.**

18:00 – 19:00

Delegates arrive in Shanghai

Recommended accommodation:

Shangri-La Pudong Hotel
33 Fucheng Road, Pudong
Shanghai, 200120, China

Evening

Optional activity: AustCham Westpac Australia China Business Awards Gala Dinner

Delegates are welcome to attend, at their own expense, this Gala Dinner. Tickets available for individual purchase at approx. AUD\$200 per head. For more information please refer to

<http://www.austcham-acba.com/>

End of Wednesday program

Thursday 14 April 2016 – Shanghai

Time	Details
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Please wear your AWIC delegate lanyard for security and identification during the day's events

AM	Breakfast – delegates' own arrangements
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07:10 – 07:30	Assemble in the respective lobbies of Shangri-La Pudong Hotel, Grand Hyatt or Grand Kempinski Hotel for transfer to Shanghai Expo Centre
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Delegates will be shuttled by bus

07:30	Depart for Shanghai Expo Centre
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Venue: Blue Hall, Shanghai Expo Centre

09:00 – 09:20	Welcome Address by the Hon Steven Ciobo MP, Minister for Trade and Investment
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Venue: Blue Hall, Shanghai Expo Centre

Please note this program is subject to change

Time	Details
09:20 – 10:15	<p>Plenary session moderated by ACBC National President, the Hon John Brumby</p> <p>Guest speaker – Ms Jing Ulrich, Managing Director and Vice Chairman of Asia Pacific, JP Morgan Chase</p>
10:15 – 10:30	<p>Delegates to proceed to the Gold Hall Foyer, Shanghai Expo Centre</p>
10:30 – 10:50	<p>Pre-lunch networking refreshments</p> <p><i>Venue: Gold Hall Foyer, Shanghai Expo Centre</i></p>
10:50 – 11:15	<p>Delegates seated for Gala Lunch</p> <p><i>Venue: Gold Hall, Shanghai Expo Centre</i></p>
11:30 – 13:30	<p>Gala Lunch – Australia Week in China</p> <p>The Hon Malcolm Turnbull MP, Prime Minister of Australia, will host the Australia Week in China Gala Lunch.</p> <p><i>Venue: Gold Hall, Shanghai Expo Centre</i></p>
14:00 – 15:30	<p>Go to Gate 3 for transfer back to Shangri-La Pudong Hotel, Grand Hyatt or Grand Kempinski (or take the optional afternoon tour – information below)</p> <p>Delegates will be shuttled by bus</p>
15:30 – 18:00	<p>Break in formal program</p>
18:00 – 20:00	<p>Informal networking reception hosted by AustCham Shanghai</p> <p>Wrap up Australia Week in China at the largest ever Aussie Drinks. Austcham Member Price: 60 RMB, Non-Member Price: 120 RMB. Entry includes first drink. No RSVP required</p> <p><i>Venue: China Hall II, Level 3, Shangri-La Pudong Hotel</i></p>

Optional activities

Options 1, 2 & 3 – Delegates can join the following site visits or networking function following the Gala Lunch in the late afternoon

14:30 – 16:00 Assemble in the Expo Centre lobby for transfer to site visits. Transport organised by Austrade.

Option 1: Site visit to the Export Growth China, Australian Business Chamber Products and Services Showroom (limited seats available)

NSW Business Chamber has over 50 years of experience with international trade, including verification of authenticity as an Australian product. Its International Trade team is located in Shanghai and Sydney. It has invested significant resources in staff and built a local presence with an intention to deliver authentic, high-quality Australian products and services to Chinese businesses. Products and services can be viewed in the Shanghai showroom and online platform.

Venue: 3B16 & 3B18, ShanghaiMart, No. 2299 Yan An Road

Option 2: Site visit to Sogo Department Store (limited seats available)

Sogo Co. Ltd. is a department store chain that operates an extensive network of branches in Japan. It once owned stores in diverse locations around the world but most of these international branches

Please note this program is subject to change

Time	Details
	<p>are now operated by independent franchises. The Shanghai Sogo, also called Jiuguang Department Store, was established in 2004, and is a joint venture between Lifestyle International Holdings of Hong Kong, the owner of Sogo Hong Kong, and the state-owned Joinbuy Group of Shanghai. The department store features the high-end supermarket Freshmart and is located in the fashionable Jing'an District adjacent to the Jing'an Temple, on West Nanjing Road. Delegates will visit Sogo's Australian Product Retail Promotion, which is taking place in April.</p> <p><i>Venue: Nanjing West Road, Jing'an District</i></p>
	<p>Option 3: Visit to Shanghai Liangyou Port</p>
14:00 – 18:30	<p>Shanghai Liangyou Logistic Group Co. Ltd. is a wholly state-owned company reformed from the former Shanghai Grain Bureau. Its core business includes loading and discharging, storing, flour production, rice production and oil refining. The port contains bonded warehousing for grains and oil, agencies for shipping and cargo, both domestic and international, as well as for transshipment and passenger transportation for domestic and foreign ships. Delegates will visit the terminal, China Inspection and Quarantine lab centre, canola oil refinery and flour mill, which are all located in the port area.</p>
16:00 – 17:00	<p>Depart site visits to return to the hotel</p>
17:00 – 18:00	<p>Networking with AustCham Food and Beverage Committee Members prior to informal networking reception</p> <p><i>Venue: China Hall II, Level 3, Shangri-La Pudong Hotel</i></p>
18:00 – 20:00	<p>Informal networking reception hosted by AustCham Shanghai</p> <p>Wrap up Australia Week in China at the largest ever Aussie Drinks. Austcham Member Price: 60 RMB, Non-Member Price: 120 RMB. Entry includes first drink. No RSVP required</p> <p><i>Venue: China Hall II, Level 3, Shangri-La Pudong Hotel</i></p>

End of Australia Week in China program

AUSTRALIA WEEK CHINA 澳大利亚周·中国 11-15 APRIL 2016



Australian Government



Updated 7 April 2016

International Education Program

Austradeacontacts

Taliessin (Tally) Reaburn

Program Leader

taliessin.reaburn@austrade.gov.au

T: +852 2588 5303

M: +852 9103 5265

Fiona Yu

Program Coordinator (Shenyang)

fiona.yu@austrade.gov.au

T: +86 24 2278 8269

M: + 86 186 4017 5277

Emily Zhang

Program Coordinator (Shanghai)

emily.zhang@austrade.gov.au

T: +86 21 6103 5602

M: + 86 136 8195 9091

As China continues to transition from a manufacturing and investment-led economy to a services and consumption-driven model, the role of education is changing. As with many other sectors, education continues to internationalise and open to global trends and new business models.

Most recently, China has signalled major education policy reform with a focus on internationalisation for both the higher education and vocational education and training (VET) sectors. This includes key policy initiatives such as the World Class University Initiative, which is set to start in 2016, and the Action Plan for the Innovative Development of Tertiary Vocational Education, which was released in October 2015.

Aligned to *Australian International Education 2025 (AIE2025)*, Austrade's long-term market development plan, the AWIC program will profile opportunities for Australian providers to understand the future landscape of China's education sector, drivers of demand and opportunities for digital and online delivery. AIE2025 seeks to focus the international education sector on new growth opportunities, including opportunities to grow Australia's delivery of skills and training both on and offshore, and explore new mechanisms for connecting with learners.

Tier 2 cities such as **Shenyang** are experiencing much of China's economic transformation as traditional manufacturing centres are investing in new industries and seeking to upskill and train new graduates. Shenyang is Australia's top Tier 2 city for student recruitment and hosts a number of higher education partnerships. The city is focused on developing closer ties between education and industry as it launches major reforms to open up the education sector through collaborations and alignment of institutions with industry outcomes.

Please note this program is subject to change

The Shenyang program will focus on China's future education landscape and the mega trends influencing demand for education and human capital. This will include a detailed look at changes in consumer patterns in relation to education and drivers of student choice such as career outcomes. The role of international collaboration and partnerships will be covered as we look at the regional priorities and how existing links are evolving to take into account China's economic shift. There will also be a strong focus on demonstrating the growing importance of education–industry collaboration as well as developing programs that respond to regional skills needs. The program will include a structured business networking session where Australian delegates will have the opportunity to meet and network with local stakeholders and institutions.

The **Shanghai** program will begin with the future of transnational education in China with a focus on 'Borderless Education' opportunities and an analysis of the current landscape. Changes in educational methodologies and technology integration are driving traditional and non-traditional education providers to capture new opportunities in this emerging market.

As students in China adapt to changing technology and a global employment outlook, we will look at how institutions are reaching out to 21st century students, focusing on how to diversify marketing efforts to achieve faster yet sustainable growth for student engagement.

An informal drinks will be arranged for delegates to network with education institutions and customers in Shanghai.

Sunday 10 April 2016 – Shenyang

Time	Details
Afternoon	<p>Delegates arrive in Shenyang</p> <p>Recommended accommodation: Shangri-La Shenyang 115 Qingnian Avenue Shenhe District, Shenyang Liaoning, China</p> <p>Note: Delegates are responsible for their own flight and accommodation bookings. Airport transfers from the airport to the hotel can be arranged by the hotel at an additional expense. Please select a preferred transfer option when making your hotel booking. Delegates not staying at the recommended hotel are responsible for arranging their transfers and ensuring that they are at the designated assembly points throughout the program.</p>
17:00 – 18:00	<p>Registration and welcome briefing for AWIC delegates</p> <p>Delegates will register and collect their lanyard for security and identification during all AWIC 2016 events.</p> <p>Austrade will also host a briefing session for AWIC delegation members. Refreshments are at delegates' own expense.</p> <p><i>Venue: 115 Bar, Level 1, Shangri-La Shenyang Hotel</i></p>
<hr/> <p style="text-align: center;">End of Sunday program</p> <hr/>	

Monday 11 April 2016 - Shenyang

Time	Details
Please wear your AWIC delegate lanyard for security and identification during the day's events	
AM	Breakfast – included in room rate
08:45 – 09:15	Registration (for delegates not yet registered) Delegates will register and collect their lanyard for security and identification during all AWIC 2016 events. <i>Venue: Fengtian Room, Level 2, Shangri-La Shenyang Hotel</i>
09:15 – 10:30	Opening speeches <i>Venue: Fengtian Room, Level 2, Shangri-La Shenyang Hotel</i> Speakers: <ul style="list-style-type: none">- Mr Qiufa CHEN, Governor of Liaoning Province- Senator the Hon Richard Colbeck, Minister for Tourism and International Education. Plenary session: Internationalisation of Education – Trends in China, Strategy and Collaboration This session examines key trends driving structural change across China, including education policy and its impact at the regional level. <i>Venue: Fengtian Room, Level 2, Shangri-La Shenyang Hotel</i> Speakers: <ul style="list-style-type: none">- Mr Hui MA, Director General, Liaoning Department of Education- Ms Charlotte LU, Education Industry Leading Partner, Deloitte China.
10:30 – 11:00	Morning tea <i>Venue: Foyer Fengtian Room, Level 2, Shangri-La Shenyang Hotel</i>
11:00 – 11:30	Partnering for Regional Priorities With local government focused on internationalising their education sector, this session will look at partnership models and how regional changes are delivering new opportunities in international collaboration. <i>Venue: Fengtian Room, Level 2, Shangri-La Shenyang Hotel</i> Chair: Ms Carolyn Chong, Executive Director, Victoria University College Speakers: <ul style="list-style-type: none">- Prof Yishan PAN, President, Liaoning University- Ms Xiaomei XIONG, Vice Secretary of the CPC Committee, Northeastern University.
11:30 – 12:30	Networking with the local education sector Note: This event will introduce delegates to potential partners in Liaoning Province. Delegates will be allocated table seatings and should come prepared with plenty of business cards

Please note this program is subject to change

Time	Details
	and a clear pitch for their capability and offerings. <i>Venue: Fengtian Room, Level 2, Shangri-La Shenyang Hotel</i>
12:30 – 13:45	Premium Australia Lunch <i>Venue: Fengtian Room, Level 2, Shangri-La Shenyang Hotel</i>
13:45 – 14:00	Assemble in the Shangri-La Shenyang lobby Transport provided by Austrade.
14:00 – 15:00	Depart for site visits
15:00 – 17:00	Concurrent site visits (two groups): Option A – Liaoning University (travel time 45 minutes) Liaoning University is under the central government's educational priority scheme "211 Project", and is the leading comprehensive university in Liaoning Province. Hear from local tertiary education leaders, understand existing international links and explore future cooperation opportunities. <i>Address: No.58 Daoyi South Street, Shenbei New District, Shenyang</i> Option B – Neusoft Industry Park (travel time 45 minutes) Neusoft is the largest IT solutions and services provider in China and was founded at Northeastern University in Shenyang in 1991. Neusoft has its own in-house training institution – Neusoft Ruidao – where it provides vocational programs. This is an opportunity to see a new model of the relationship between education and industry, as well as learn about the human capital needs of industry in Shenyang and discuss what Australia has to offer. <i>Address: No.2 Xinxiu Street, Hunnan District, Shenyang</i>
17:00 – 18:00	Travel back to the Shangri-La Shenyang
Evening	Delegates' own arrangements
End of Monday program	

Tuesday 12 April 2016 – Shenyang

Time	Details
Please wear your AWIC delegate lanyard for security and identification during the day's events	
AM	Breakfast – included in room rate Check-out of hotel Delegates to store their luggage with concierge.
09:00 – 10:15	Plenary session: Human Capital Development This session analyses China's employment demands, shortages, training priorities and

Please note this program is subject to change

Time	Details
	<p>programs in government and industry (upskilling and reskilling) and partnerships with industry.</p> <p>Selected areas of human capital and industry cooperation of key regional interest such as IT, aged care and aviation will be covered.</p> <p><i>Venue: Fengtian Room, Level 2, Shangri-La Shenyang Hotel</i></p> <p>Chair: Mr Rod Camm, CEO, Australian Council for Private Education and Training</p> <p>Speakers:</p> <ul style="list-style-type: none"> - Mr Evan Guo, CEO, Zhaopin.com - Mr Yingao LI, Vice President, Neusoft Holdings / President, Neuedu / General Manager, NeuCoventure - Mr Hailin ZHAO, President of Council, Shenyang Aged Care Service Center - Mr Baodong CHEN, Vice President, Shenyang Aerospace School.
10:15 – 10:45	Morning tea
10:45 – 11:45	<p>Panel discussion: Opportunities for Collaboration in Skills and VET</p> <p>This session will look closely at opportunities for Australian institutions to partner and collaborate with industry and the education sector in Liaoning to meet changing skills needs.</p> <p><i>Venue: Fengtian Room, Level 2, Shangri-La Shenyang Hotel</i></p> <p>Chair: Ms Claire Field, Claire Field and Associates</p> <p>Panellists:</p> <ul style="list-style-type: none"> - Australian panellists TBC - Mr Yingao LI, Vice President, Neusoft Holdings / President, Neuedu / General Manager, NeuCoventure - Mr Hailin ZHAO, President of Council, Shenyang Aged Care Service Center - Mr Baodong CHEN, Vice President, Shenyang Aerospace School.
11:45 – 12:45	<p>Delegates' lunch buffet</p> <p><i>Venue: Cafe Liao, Level 1, Shangri-La Shenyang Hotel</i></p>
12:45	<p>Assemble in the Shangri-La Shenyang lobby</p> <p>Transport provided by Austrade.</p>
13:00	Depart for Shenyang Taoxian Airport

Time	Details
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13:30 **Arrive at airport and check-in**
Fly to Shanghai Pudong Airport

Recommended flight – Note: Delegates are responsible for their own flight bookings.

Date	From	To	Flight No.	Depart	Arrive
12 Apr	Shenyang	Shanghai Pudong	CZ6501	15:00	17:15
12 Apr	Shenyang	Shanghai Pudong	CZ6507	17:10	19:30

17:15 **Arrive in Shanghai**
Transit to hotel. Transport provided by Austrade.

19:00 **Arrive at hotel**
Recommended accommodation:
 Shangri-La Pudong Hotel
 33 Fucheng Road, Pudong, Shanghai, China

End of Tuesday program

Wednesday 13 April 2016 – Shanghai

Time	Details
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Please wear your AWIC delegate lanyard for security and identification during the day's events

AM **Breakfast – included in room rate**

09:00 – 10:30 **Education forum**

Borderless Education: Online Trends and Predictions

This forum will share insights on trends in borderless education in China. It includes an overview of online education policy and new delivery models in China. Representatives from leading international and Chinese online education providers will share their experiences as early movers and adopters.

Chair: Prof Gary Smith, Acting Vice Chancellor, Deakin University

Speakers:

- Mr LV Senling, Dean, China Online Education Research Institute
- Mr CHANG Zhitao, Vice President, Huijiang.com
- Dr JIANG Zhibin, Dean of the MOOCs Institute, Shanghai Jiaotong University.

Venue: Suzhou/Wuxi/Guiling Room, River Wing Level 3, Shangri-La Pudong Hotel

10:30 – 11:00 **Morning tea**

Please note this program is subject to change

Time	Details
11:00 – 12:00	<p>Borderless Education: TNE Trends and Predictions</p> <p>This session will include updates on recent policy development, trends and reforms in transnational education (TNE) in China. The future of the TNE landscape, and opportunities across accredited and non-accredited courses, will be discussed.</p> <p>Panel discussion</p> <p>Chair: Ms Jessie Borthwick, A/g Deputy Secretary of the Department of Education and Training (DoET)</p> <p>Panellists:</p> <ul style="list-style-type: none"> - Mr ZONG Wa, Deputy Secretary General, China Education Association for International Exchange (CEAIE) - Prof GONG Siyi, Assistant President (International) / Dean, SHU-UTS SILC Business School, Shanghai University - Mr LU Guomin, President, Shanghai Pharmaceutical School - Ms LV Hong, Director of International Cooperation and Exchanges, Dean of International School, Chongqing College of Electronic Engineering - Ms Kim Morrison, CEO, Grok Global Services. <p><i>Venue: Suzhou/Wuxi/Guiling Room, River Wing Level 3, Shangri-La Pudong Hotel</i></p>
12:15 – 14:00	<p>Lunch – Delegates’ own arrangements</p>
14:00 – 15:30	<p>Reaching Out to 21st Century Students</p> <p>Education agents play an influential role in the study-abroad market in China. As the first reactor to market changes and emerging student catchments, their business focus, products, student services, marketing strategies and operation are an important key to future trends.</p> <p>Chair: Ms Brooke Young, Director, Monash Professional Pathways, Monash College</p> <p>Speaker: Mr Chenggang ZHOU, CEO, New Oriental.</p> <p>Social Media and Brand Building in China</p> <p>Speakers will address disruptive intermediaries in international education marketing, notably the effectiveness of leveraging social media strategies for brand building in China.</p> <p>Speakers:</p> <ul style="list-style-type: none"> - Mr Sam Flemming, Founder and CEO, Kantar Media CIC - Mr Charles Zhang, CEO, niuschools.com. <p>Q&A session</p> <p><i>Venue: Suzhou/Wuxi/Guiling Room, River Wing Level 3, Shangri-La Pudong Hotel</i></p>
15:30 – 16:00	<p>Afternoon tea</p>

Time	Details
16:00 – 17:30	Education networking drinks An opportunity for Australian delegates to meet with Chinese institutions, key education agents and education consultancy companies.
Evening	Delegates' own arrangements
18:30 – 20:00	Optional activity: AustCham Westpac Australia China Business Awards Gala Dinner Delegates are welcome to attend, at their own expense, this Gala Dinner. Tickets available for individual purchase at approx. AUD\$200 per head. For more information please refer to http://www.austcham-acba.com/
End of Wednesday program	

Thursday 14 April 2016 – Shanghai

Time	Details
Please wear your AWIC delegate lanyard for security and identification during the day's events	
AM	Breakfast – delegates' own arrangements
07:10 – 07:30	Assemble in the respective lobbies of Shangri-La Pudong Hotel, Grand Hyatt or Grand Kempinski Hotel for transfer to Shanghai Expo Centre Delegates will be shuttled by bus
07:30	Depart for Shanghai Expo Centre <i>Venue: Blue Hall, Shanghai Expo Centre</i>
09:00 – 09:20	Welcome Address by the Hon Steven Ciobo MP, Minister for Trade and Investment <i>Venue: Blue Hall, Shanghai Expo Centre</i>
09:20 – 10:15	Plenary session moderated by ACBC National President, the Hon John Brumby Guest speaker – Ms Jing Ulrich, Managing Director and Vice Chairman of Asia Pacific, JP Morgan Chase
10:15 – 10:30	Delegates to proceed to the Gold Hall Foyer, Shanghai Expo Centre
10:30 – 10:50	Pre-lunch networking refreshments <i>Venue: Gold Hall Foyer, Shanghai Expo Centre</i>
10:50 – 11:15	Delegates seated for Gala Lunch <i>Venue: Gold Hall, Shanghai Expo Centre</i>
11:30 – 13:30	Gala Lunch – Australia Week in China

Please note this program is subject to change

Time	Details
	<p>The Hon Malcolm Turnbull MP, Prime Minister of Australia, will host the Australia Week in China Gala Lunch.</p> <p><i>Venue: Gold Hall, Shanghai Expo Centre</i></p>
14:00 – 15:30	<p>Go to Gate 3 for transfer back to Shangri-La Pudong Hotel, Grand Hyatt or Grand Kempinski</p> <p>Delegates will be shuttled by bus</p>
15:30 – 18:00	<p>Break in formal program</p>
16:30 – 18:00	<p>Advance, Telstra and Austrade partnered event “Digital Disruptors and the Power of Partnerships”</p> <p>A panel discussion by business leaders and digital disruptors will discuss how technology is transforming global markets, organisational competitiveness and doing business. Panellists include executives from large organisations engaged in R&D and technology disruption as well as advisory and investment.</p> <p>Moderator: Mr Stephen Drummond, Y&R China, Chairman and Chief Strategy Officer</p> <p>Panellists:</p> <ul style="list-style-type: none"> - Dr. Edward Tse, Founder & CEO, Gao Feng Advisory Company - Dr Ruey-Bin Kao, Greater China CEO, Telstra - Dr Peter Riddles, Member of the Board, CSIRO - Dr Min Zhou, Managing Partner, China Materialia. <p><i>Venue: China Hall 1, Shangri-La Pudong Hotel</i></p>
18:00 – 20:00	<p>Informal networking reception hosted by AustCham Shanghai</p> <p>Wrap up Australia Week in China at the largest ever Aussie Drinks. Austcham Member Price: 60 RMB, Non-Member Price: 120 RMB. Entry includes first drink. No RSVP required</p> <p><i>Venue: China Hall II, Level 3, Shangri-La Pudong Hotel</i></p>
<p>End of Australia Week in China program</p>	

AUSTRALIA WEEK CHINA 澳大利亚周·中国 11-15 APRIL 2016



Australian Government



Updated 7 April 2016

Financial Services Program

Austrade contacts

Joanne Lee (Sydney)

Program Leader – Financial Services
T: +61 2 9392 2315 M: +61 434 561 274
joanne.lee@austrade.gov.au

Wilson Tang (Hong Kong)

Senior Business Development Manager
T: +852 2588 5307 M: +852 9867 9998
wilson.tang@austrade.gov.au

Ray Lu (Shanghai)

Senior Business Development Manager
T: + 86 21 6103 5648 M: +86 131 6625 6758
ray.lu@austrade.gov.au

Charlene Liu (Shanghai)

Business Development Manager
T: + 86 21 6103 5650 M: +86 182 1768 6552
charlene.liu@austrade.gov.au

Liu Bing (Sydney)

Senior Advisor, China
T: +61 2 9392 2146
liu.bing@austrade.gov.au

Financial reform and the opening up of China's financial services market is attracting global attention. China is aiming to create a financial market to rival those of the US and Europe. Hong Kong, as one of the world's top three global financial centres, offers vital experience and infrastructure to translate these plans into reality.

To assist Australian companies better understand opportunities and challenges in the financial services sector, Austrade has organised a one-week program in China and Hong Kong, including seminars with Chinese regulators and influential economists, information sharing with investors, and networking with senior executives of major organisations.

Hong Kong is the international gateway to China. Find out more about Hong Kong's standing as the leading global RMB centre, the Shanghai-Hong Kong Stock Connect and the upcoming Shenzhen-Hong Kong Stock Connect. Learn about the growing opportunities in fintech and visit a leading incubator and startup centre.

Shanghai is China's financial capital. Industry experts will lead delegates through China's financial services landscape. Key activities will include detailed presentations on major Chinese initiatives and opportunities in financial technology – fintech, funds management and infrastructure financing.

The Shanghai program has Australian delegates engaging with Chinese counterparts from institutional funds, banking and insurance firms, asset managers, pension funds, fintech firms, regulators and government officials. The objective is to gain a deep insight into the dynamics of the Chinese financial markets, and cross-border and regional capital flows through financial integration.

Please note this program is subject to change

Monday 11 April 2016 – Hong Kong

Time	Details
	<p>Delegates arrive in Hong Kong</p> <p>Recommended accommodation: Conrad Hong Kong Hotel Pacific Place, 88 Queensway Hong Kong</p> <p>Note: Delegates are responsible for their own flight and accommodation bookings. Airport transfers from the airport to the hotel can be arranged by the hotel at an additional expense. Please select a preferred transfer option when making your hotel booking. Delegates not staying at the recommended hotel are responsible for arranging their transfers and ensuring that they are at the designated assembly points throughout the program.</p>
18:00 – 18:30	<p>Registration and welcome briefing for delegates</p> <p>Delegates will register and collect their lanyard for security and identification during all AWIC 2016 events.</p> <p>Austrade will also host a briefing session for delegation members.</p> <p><i>Venue: Grand Ballroom, Lower Lobby, Conrad Hong Kong Hotel</i></p>
18:30 – 20:30	<p>Match Australia Rugby 7's Financial Services Cocktail Reception</p> <p>Austrade and the Australian Consulate-General Hong Kong will host a welcome function for Australian financial service delegation members and selected members of the Hong Kong financial services community.</p> <p><i>Venue: Grand Ballroom, Lower Lobby, Conrad Hong Kong Hotel</i></p>
End of Monday program	

Tuesday 12 April 2016 – Hong Kong

Time	Details
Please wear your AWIC delegate lanyard for security and identification during the day's events	
AM	<p>Breakfast – included in room rate</p> <p>Check-out of hotel</p> <p>Delegates to store their luggage with concierge.</p> <p>Note: Delegates not staying at the Conrad Hong Kong Hotel should bring their luggage to the hotel for storage with the concierge before the start of the day's program.</p>
08:30 – 09:00	<p>Registration (for delegates not yet registered)</p> <p>Delegates will register and collect their lanyard for security and identification during all AWIC 2016 events.</p> <p><i>Venue: Grand Ballroom, Lower Lobby, Conrad Hong Kong Hotel</i></p>

Please note this program is subject to change

Time	Details
09:00 – 09:30	<p>Master of Ceremonies: Mr David Landers, General Manager, East Asian Growth Markets, Austrade</p> <p>Opening remarks: The Hon Andrew Robb AO MP, Special Trade Envoy</p> <p>Welcome remarks: Mr Paul Tighe, Consul-General of Australia, Australian Consulate-General Hong Kong</p>
09:30 – 11:00	<p>Panel Discussion: Gateway to Asia – Regional Financial Centre Perspective</p> <p>This session will look at major market forces underpinning and driving financial market volatility in China and the region. In particular the session will discuss:</p> <ul style="list-style-type: none"> • What is driving volatility and links between financial services and the real economy? • Investment opportunities – Stock Connect and access to China’s capital markets • What assets do Chinese investors favour and emerging trends? • Funds management – mutual recognition and regulation • New drivers of RMB internationalisation – Hong Kong and Australia as offshore RMB centres • Opportunities and challenges under the China-Australia Free Trade Agreement (ChAFTA). <p>Moderator: Mr Lawrence Lam, Senior Advisor Greater China, National Australia Bank</p> <p>Panellists:</p> <ul style="list-style-type: none"> • Mr Chuak Chan, CEO, Ascalon Capital Managers • Ms Pauline Vamos, CEO, Association of Superannuation Funds of Australia • Mr Daniel Everett, Global Head of RMB, Strategy and Execution, Australia & New Zealand Banking Group (ANZ) • Dr Tse Kwok Leung, Head of Policy & Economic Research, Bank of China (Hong Kong) • Ms Sally Wong, CEO, Hong Kong Investment Funds Association • Mr Hayden Flinn, Partner & Co-Chief Executive (Hong Kong), King & Wood Mallesons • Mr James Shipton, Executive Director, Intermediaries, Securities and Futures Commission. <p><i>Venue: Grand Ballroom, Lower Lobby, Conrad Hong Kong Hotel</i></p>
11:00 – 11:30	Morning tea
11:30 – 12:30	<p>Panel Session: Disruption in the Financial Services Industry</p> <p>A panel of industry experts will explore fintech trends and developments and discuss emerging trends in e-banking, innovation and new technology.</p> <p>Moderator: Mr Alex Scandurra, CEO, Stone & Chalk (an independent, not-for profit fintech hub)</p> <p>Panellists:</p> <ul style="list-style-type: none"> • Mr Adrian Seto, Director, Fintech Innovation, Asia Pacific, Accenture • Mr George Harrap, Co-founder and CEO, Bitspark

Time	Details																		
	<ul style="list-style-type: none"> Ms Maaïke Steinebach, Chief Executive, Hong Kong Branch, Commonwealth Bank of Australia Mr Esmond Lee, JP, Executive Director (Financial Infrastructure), Hong Kong Monetary Authority Mr Colin Weir, CEO, Moroku Pty Ltd Professor Douglas Arner, Faculty of Law, University of Hong Kong. 																		
12:30 – 14:00	<p>Financial Services Business Networking Luncheon</p> <p>Keynote speech – Financial Services in Asia: The Road Ahead</p> <ul style="list-style-type: none"> Mr James H. Lau Jr, Under Secretary for Financial Services and the Treasury, Financial Services and the Treasury Bureau, The Government of Hong Kong SAR <p>Closing remarks</p> <ul style="list-style-type: none"> The Hon Andrew Robb AO MP, Special Trade Envoy <p><i>Venue: Grand Ballroom, Lower Lobby, Conrad Hong Kong Hotel</i></p>																		
14:00 – 14:15	<p>Assemble in the Conrad Hong Kong lobby with luggage from concierge</p> <p>Transport provided by Austrade.</p>																		
<p>Group 1: Depart hotel for Hong Kong Airport to Shanghai</p> <p style="text-align: center;">or</p> <p>Group 2: Depart hotel for Hong Kong Airport via Cyberport site tour and meetings</p>																			
14:15 sharp	<p>Group 1: Depart hotel for Hong Kong Airport</p>																		
15:15	<p>Arrive at Hong Kong Airport and check-in</p> <p>Fly to Shanghai Pudong Airport</p> <p>Preferred options – Note: Delegates are responsible for their own flight bookings.</p> <table border="1"> <thead> <tr> <th>Date</th> <th>From</th> <th>To</th> <th>Flight No.</th> <th>Depart</th> <th>Arrive</th> </tr> </thead> <tbody> <tr> <td>12 Apr</td> <td>Hong Kong</td> <td>Shanghai Pudong</td> <td>CX364</td> <td>17:35</td> <td>20:10</td> </tr> <tr> <td>12 Apr</td> <td>Hong Kong</td> <td>Shanghai Pudong</td> <td>KA872</td> <td>18:00</td> <td>20:40</td> </tr> </tbody> </table>	Date	From	To	Flight No.	Depart	Arrive	12 Apr	Hong Kong	Shanghai Pudong	CX364	17:35	20:10	12 Apr	Hong Kong	Shanghai Pudong	KA872	18:00	20:40
Date	From	To	Flight No.	Depart	Arrive														
12 Apr	Hong Kong	Shanghai Pudong	CX364	17:35	20:10														
12 Apr	Hong Kong	Shanghai Pudong	KA872	18:00	20:40														
20:10 – 20:40	<p>Arrive in Shanghai</p> <p>Transit to hotel. Transport provided by Austrade.</p>																		
21:40	<p>Depart Shanghai Pudong Airport</p>																		
22:40	<p>Arrive at hotel</p> <p>Recommended accommodation:</p> <p>Shangri-La Pudong Hotel</p>																		

Time	Details
	33 Fucheng Road, Pudong, Shanghai

14:15 Group 2: Depart for Hong Kong Airport via Cyberport Tour

Transport provided by Austrade.

15:00 – 17:00 Hong Kong site visit – [Cyberport ICT Inspiration Tour & Meetings](#)

Cyberport is a digital cluster comprising more than 650 members. It works to build entrepreneurial excellence and aims to be a leading global innovation and technology hub.

Venue: 100 Cyberport Road, Telegraph Bay, Hong Kong

17:10 Travel to Hong Kong Airport

Transport provided by Austrade.

18:10 Arrive at Hong Kong Airport

Preferred options – Note: Delegates are responsible for their own flight bookings.

Date	From	To	Flight No.	Depart	Arrive
12 Apr	Hong Kong	Shanghai	MU506	20:05	22:30
12 Apr	Hong Kong	Shanghai	KA870	21:15	23:40

Note: We highly recommend that all delegates book their flights according to the suggested airlines. **Airport pick-up will only be available for MU506.**

Any delegates not on this flight will need to arrange their own airport transfer to the hotel.

22:30 Arrive in Shanghai

Transit to hotel (meeting point to be provided).

Transport provided by Austrade for flight MU506.

23:15 Depart Shanghai Airport

24:00 Arrive at hotel

Recommended accommodation:

Shangri-La Pudong Hotel

33 Fucheng Road, Pudong, Shanghai

Wednesday 13 April 2016 – Shanghai

Time	Details
Please wear your AWIC delegate lanyard for security and identification during the day's events	
AM	Breakfast – included in room rate
08:15 – 08:25	Assemble at Shangri-La Pudong Hotel lobby for Grand Kempinski Shanghai Transport provided by Austrade. <i>Grand Kempinski Shanghai, 1288 Lujiazui Ring Road, Pudong</i>
	China-Australia Financial Services Dialogue: The Sequencing and Pace of Chinese Financial Market Reform and Integration The Chinese Government's focus on developing the nation's financial services market and implementing important reforms in the banking and financial sector offers unprecedented market access opportunities for Australian financial institutions. Reforms include interest rate liberalisation, loosening restrictions on cross-border investment flows, launching privately owned banks, the shift towards RMB convertibility, and movement towards a free floating exchange rate and a corresponding open capital account. The key themes to be addressed during the Shanghai program include: <ul style="list-style-type: none">• the sequencing and pace of reform in China's financial sector• opportunities and challenges in managing China's increasing economic wealth• RMB liberalisation and implications for financial markets• financial sector disruption from China's home-grown fintech firms. <i>Venue: Suncuba Grand Ballroom, 3/F, Grand Kempinski Shanghai</i>
08:45 – 09:30	Master of Ceremonies: Mr David Landers, General Manager, East Asian Growth Markets, Austrade Opening remarks: The Hon Steven Ciobo MP, Minister for Trade and Investment Welcome remarks: Shanghai Government official (invited) Keynote address: Mr Liao Min, Director General, China Banking Regulatory Commission
09:30 – 10:30	Part 1 – This session will focus on the ongoing reform of China's financial system. Topics may include development of the banking sector, equity and debt capital markets, expansion of the insurance sector and growth in the pension and funds management sector. <ul style="list-style-type: none">• Financial sector reform and opening is going to bring some bumps in the road. What, if any, are the implications of recent equity market volatility for the ongoing reform of China's financial system? How concerned are regulators about market volatility? Are market participants learning how to manage the increased volatility that may come from the international opening of China's financial system?• The banking system has experienced significant deregulation, and with that has come a rapid expansion of credit within both the traditional banking system and alternative providers of credit – including digital or internet providers. What are the innovations that are coming through in the banking system and what is the outlook for the sector?• How is the pension system and insurance sector changing under current reforms to meet

Please note this program is subject to change

Time	Details
	<p>the needs of China's ageing population? What further market reforms/deregulation are planned for the funds management and insurance sectors over the next five years?</p> <ul style="list-style-type: none"> • Are there specific areas within the financial services sector where Australian firms are seen as being able to add value as China advances its reform agenda? Are there specific areas of capability or capacity where Australia can assist in China's financial development? <p>Moderator: Ms Amy Auster, Executive Director, Australian Centre for Financial Studies</p> <p>Speakers (including scene-setting by the moderator):</p> <ul style="list-style-type: none"> • Mr Warwick Smith AM, Chairman of the Board, Greater China and Senior Managing Director, International & Institutional Banking, ANZ Banking Group • Mr Lian Ping, President, China Chief Economist Forum • Mr Yu Pingkang, Chief Economist, China Changjiang Pension • Mr Shao Yu, Chief Economist, China Orient Securities • Mr Mark Johnson AO, Senior Advisor, Gresham Investment House • Ms Shi Liya, Deputy Director General of Cross-border RMB Business Department, People's Bank of China Shanghai Branch • Mr Patrick D'Arcy, China Representative, Reserve Bank of Australia • Ms Lyn Cobley, Chief Executive Westpac Institutional Bank, Westpac Banking Corporation.
10:30 – 10:45	<p>Morning tea</p>
10:45 – 11:30	<p>Part 2 – This session will focus on the opening of China's financial system to international activity and capital flows, including RMB internationalisation, offshore access to China's domestic financial markets and potential future direction of outbound Chinese capital and investment flows.</p> <ul style="list-style-type: none"> • RMB liberalisation continues to progress, with the RMB now one of the top five currencies used globally to invoice trade. What are the next steps for RMB liberalisation, and how can Australia participate in that process? • What has been the experience of the Hong-Kong Shanghai Stock Connect, and what are the mechanisms to build relationships with exchanges such as the ASX in other offshore jurisdictions in the future? Are there particular areas of interest for collaboration between Australia and China in the financial markets – equities, debt, derivatives contracts or commodities? • What is likely to be the pace of China's financial opening in the future and what could this mean in terms of outbound flows of Chinese capital and investment heading to Australia? What does Australia need to do to ensure it remains an attractive destination for investment from China? How does investment in agriculture, commercial property and infrastructure fit into this picture? • How can ChAFTA be utilised to build deeper financial links between Australia and China? What are the major elements of the agreement that open up potential for greater two-way investment or trade in financial services? <p>Moderator: Ms Amy Auster, Executive Director, Australian Centre for Financial Studies</p> <p>Speakers:</p> <ul style="list-style-type: none"> • Mr Yu Pingkang, Chief Economist, China Changjiang Pension • Mr Lian Ping, President, China Chief Economist Forum

Time	Details
	<ul style="list-style-type: none"> • Mr Shao Yu, Chief Economist, China Orient Securities • Ms Sangeeta Venkatesan, Head of Renminbi (RMB) & China Solutions, Institutional Banking & Markets, Commonwealth Bank of Australia • Mr David Olssen, China Practice Consultant, King & Wood Mallesons • Mr Danny Armstrong, General Manager China, National Australia Bank, Shanghai.
11:30 – 12:30	<p data-bbox="347 465 1011 499">Changing Dynamics of the Chinese Fintech Industry</p> <p data-bbox="347 517 1490 730">This session will take a detailed look at the Chinese internet financing sector: the disruption and innovation it brings to the traditional market, the new distribution channels it helps to open and the regulatory and management challenges it faces. Key areas examined will include online payments and payment systems, combining insurance and wealth management with internet in China, the future growth outlook of the industry, and Australian fintech perspectives and experience sharing.</p> <ul style="list-style-type: none"> • What are the potential new distribution channels? • What are the regulatory and management challenges? • Online payments and payment systems • Combining insurance and wealth management with internet in China • Future growth outlook of the industry • Australian fintech perspectives and experience sharing. <p data-bbox="347 1048 1490 1081">Moderator: Mr Alex Scandurra, CEO, Stone & Chalk (an independent, not-for profit fintech hub)</p> <p data-bbox="347 1099 475 1133">Speakers:</p> <ul style="list-style-type: none"> • Yang Jichuan, CEO, Beijing Zhongguancun Ronghui Financial Information Service • Gao Hongliang, CEO, China Telecom Orange Finance • Ma Xiaodong, CEO, Tencent Tenpay.
12:40 – 13:55	<p data-bbox="347 1294 868 1328">Financial Services Networking Luncheon</p> <p data-bbox="347 1346 884 1379"><i>Venue: Havana, 2nd Floor, Grand Kempinski</i></p>
14:00 – 15:20	<p data-bbox="347 1415 1034 1449">Chinese Wealth and Asset Management Opportunities</p> <p data-bbox="347 1467 1490 1608">This session will take a detailed look at China's asset management system and current and emerging opportunities for Australian and local institutional investors, as well as trends in the outbound investment strategies of local insurers and asset managers, particularly in fixed income products.</p> <ul style="list-style-type: none"> • How can Australian fund managers structure their business ventures in China and partner with Chinese businesses? How do they navigate the regulatory and cultural environment? • What does ChAFTA mean for Australian and Chinese financial services firms in the wealth management sector? • Growth outlook for the asset management industry and the role of foreign asset managers • Inbound and outbound capital flows and cross-border investment mechanisms. <p data-bbox="347 1899 1082 1933">Moderator: Ms Sally Loane, CEO, Financial Services Council</p> <p data-bbox="347 1951 475 1984">Speakers:</p> <ul style="list-style-type: none"> • Mr Henry Wang, Deputy General Manager, AMP Capital Investors Advisory (Beijing) Ltd • Mr Andy Hutchings Broso, Chairman, APIR Systems Pty Ltd, APIR Group

Time	Details
	<ul style="list-style-type: none"> • Mr David Woods, Minister-Counsellor, Australian Embassy Beijing, Australian Treasury • Mr David Landers, General Manager, East Asian Growth Markets, Australian Trade Commission • Mr Yu Pingkang, Chief Economist, Changjiang Pension • Mr Tang Bin, Chairman, Fosun Capital • Mr Geng Jing, Chairman, Green Land Financial Holdings • Mr Pei Changjiang, Deputy Chairman, Haitong Securities • Mr Axel Maier, Head of Asia Business, Macquarie Capital Limited (Hong Kong) • Ms Jacqueline Zhang, Deputy General Manager, Ping'An Asset Management • Mr Evan Hughes, Policy and Strategy, Shed Enterprises • Mr Bob Zhang, Chief Risk Officer, Taiping Asset Management • Shen Shuo, Vice President, ZhongTai Trust <p><i>Venue: Suncuba Grand Ballroom, 3/F, Grand Kempinski Shanghai</i></p>

15:25 – 16:40

Financing Infrastructure Investment in China and Asia

Key areas examined will include infrastructure financing and procurement models (present status, growth, challenges and opportunities) and Australia's experience, which includes asset recycling, co-investment opportunities and the institutional eco-system.

- What is China's view on risk allocation finance and funding infrastructure within China, emerging markets and Australia?
- What are China's key infrastructure finance-related organisational priorities with respect to co-investment by foreign institutions?
- How can Australia's experience assist China to achieve its infrastructure priorities – public-private partnerships (PPPs), infrastructure bonds, securitisation and privatisations?

Moderator: Mr Mark Burgess, former Managing Director and President, Future Fund Management Agency

Speakers:

- Ms Pauline Vamos, CEO, Association of Superannuation Funds of Australia
- The Hon John Brumby, National President and Chairman (Independent Director of Huawei Australia), Australia China Business Council
- Zhu Xuesong, Vice President, China Development Bank
- Yang Guangyan, Deputy General Manager, China Investment Consulting Company Limited
- Mr Steve Boulton, Managing Director, CP2
- Mr Mark Johnson AO, Senior Advisor, Gresham Investment House
- Mr Stephen Anthony, Chief Economist, Industry Super Australia
- Mr Lai Zhenyuan, President, Long Yuan Construction Group
- Mr Ben Way, CEO, Macquarie Asia (MIRA)
- Ms Jacqueline Zhang, Deputy General Manager, Ping'An Asset Management.

Venue: Suncuba Grand Ballroom, 3/F, Grand Kempinski Shanghai

Time	Details
16:45	Closing remarks and networking Mr David Landers, General Manager, East Asian Growth Markets, Austrade
Evening	Delegates' own arrangements
18:30 – 20:00	Optional activity: AustCham Westpac Australia China Business Awards Gala Dinner Delegates are welcome to attend, at their own expense, this Gala Dinner. Tickets available for individual purchase at approx. A\$200 per head. For more information please refer to http://www.austcham-acba.com/
End of Wednesday program	

Thursday 14 April 2016 – Shanghai

Time	Details
Please wear your AWIC delegate lanyard for security and identification during the day's events	
AM	Breakfast – delegates' own arrangements
07:10 - 07:30	Assemble in the respective lobbies of Shangri-La Pudong Hotel, Grand Hyatt or Grand Kempinski Hotel for transfer to Shanghai Expo Centre Delegates will be shuttled by bus
07:30	Depart for Shanghai Expo Centre <i>Venue: Blue Hall, Shanghai Expo Centre</i>
09:00 – 09:20	Welcome Address by the Hon Steven Ciobo MP, Minister for Trade and Investment <i>Venue: Blue Hall, Shanghai Expo Centre</i>
09:20 – 10:15	Plenary session moderated by ACBC National President, the Hon John Brumby Guest speaker – Ms Jing Ulrich, Managing Director and Vice Chairman of Asia Pacific, JP Morgan Chase
10:15 – 10:30	Delegates to proceed to the Gold Hall Foyer, Shanghai Expo Centre
10:30 – 10:50	Pre-lunch networking refreshments <i>Venue: Gold Hall Foyer, Shanghai Expo Centre</i>
10:50 – 11:15	Delegates seated for Gala Lunch <i>Venue: Gold Hall, Shanghai Expo Centre</i>
11:30 – 13:30	Gala Lunch – Australia Week in China The Hon Malcolm Turnbull MP, Prime Minister of Australia, will host the Australia Week in China Gala Lunch.

Please note this program is subject to change

Time	Details
	<i>Venue: Gold Hall, Shanghai Expo Centre</i>
14:00 – 15:30	<p>Go to Gate 3 for transfer back to Shangri-La Pudong Hotel, Grand Hyatt or Grand Kempinski</p> <p>Delegates will be shuttled by bus</p>
15:30 – 18:00	Break in formal program
16:30 – 18:00	<p>Optional</p> <p>Advance, Telstra and Austrade partnered event “Digital Disruptors and the Power of Partnerships”</p> <p>A panel of business leaders and digital disruptors will discuss how technology is transforming global markets, organisational competitiveness and doing business. Panellists include executives from large organisations engaged in R&D and technology disruption as well as advisory and investment.</p> <p>Moderator: Mr Stephen Drummond, Y&R China, Chairman and Chief Strategy Officer</p> <p>Panellists:</p> <ul style="list-style-type: none"> • Dr Edward Tse, Founder & CEO, Gao Feng Advisory Company • Dr Ruey-Bin Kao, Greater China CEO, Telstra • Dr Peter Riddles, Member of the Board, CSIRO • Dr Min Zhou, Managing Partner of China Materialia. <p><i>Venue: China Hall 1, Shangri-La Pudong Hotel</i></p>
18:00 – 20:00	<p>Informal networking reception hosted by AustCham Shanghai</p> <p>Wrap up Australia Week in China at the largest ever Aussie Drinks. Austcham Member Price: 60 RMB, Non-Member Price: 120 RMB. Entry includes first drink. No RSVP required</p> <p><i>Venue: China Hall II, Level 3, Shangri-La Pudong Hotel</i></p>
End of Australia Week in China program	

In conjunction with Australia Week in China 11–15 April, 2016:

Two financial services events will be held in Hong Kong and Shanghai, China:

- **Stone & Chalk:** Fintech program will be held in Hong Kong on 11 April and in Shanghai, China on 13–15 April.
- **Association of Superannuation Funds of Australia:** Asia Pacific Pension Forum (APPF) will be held in Hong Kong on 12–13 April.

AUSTRALIA WEEK
CHINA
澳大利亚周·中国
11-15 APRIL 2016



Australian Government



Updated 7 April 2016

Health and Aged Care Program

Austrade contacts

Chuyang Liu (Beijing)

Program Leader

Chuyang.Liu@austrade.gov.au

T: +86 10 8532 8626

M: +86 139 1075 6137

Andre Zhu (Shanghai)

Program Coordinator

Andre.Zhu@austrade.gov.au

T: +86 21 6103 5626

M: +86 136 5189 6306

China has a rapidly ageing population with over 130 million people aged 65 years and over, exceeding 10 per cent of the total population. China is investing heavily in health and aged care, with expenditure expected to reach 6.5-7 per cent of GDP by 2020. At the same time, China is making concerted efforts to enhance service delivery through new technologies, such as internet-based solutions.

Austrade's health and aged care program will explore emerging trends and business opportunities in these sectors. The program is underpinned by the recently concluded China-Australia Free Trade Agreement (ChAFTA), which contains significant liberalising commitments for Australian health and aged care service providers.

Beijing is the policy centre for decisions shaping commercial opportunities in China's health and aged care sector. Delegates will have an opportunity to obtain firsthand insight on the latest policies and emerging market trends. Business networking sessions will build on the momentum achieved during the inaugural Australia-China International Aged Care Summit in Beijing in November 2015.

Hangzhou is home to Alibaba Group and China's hub for internet-based solutions. This program includes carefully designed seminars on smart health and smart ageing, a networking lunch and site visits.

Wuzhen is both an historic town and an emerging hub for China's health and aged care industries. It has been designated as the permanent site for the World Internet Conference. Delegates will visit Asia's largest aged care community (Greentown Ya Yuan), the Yada International Rehabilitation Hospital and China's first internet hospital.

En route to **Shanghai**, delegates will visit an aged care community jointly operated by an Australian company.

Sunday 10 April 2016 – Beijing

Time	Details
Afternoon	<p>Delegates arrive in Beijing</p> <p>Recommended accommodation: China World Summit Wing 1 Jianguomenwai Avenue Beijing, 100004, China Tel: +86 10 6505 2299</p> <p>Other hotel options (same street number as China World Summit Wing in adjacent buildings): China World Hotel, Beijing 1 Jianguomenwai Avenue Beijing, 100004, China Tel: +86 10 6505 2266</p> <p>Traders Hotel, Beijing 1 Jianguomenwai Avenue Beijing, 100004, China Tel: +86 10 6505 2277</p> <p>Note: Delegates are responsible for their own flight and accommodation bookings. Airport transfers from the airport to the hotel can be arranged by the hotel at additional cost. Please select a preferred transfer option when making your hotel booking. Delegates not staying at the recommended hotel are responsible for arranging their transfers and ensuring that they arrive at the designated assembly points throughout the program.</p>
17:00 – 21:00	<p>Registration desk opens</p> <p>Delegates can register early and collect their lanyard for security and identification during all AWIC 2016 events to avoid the need to register on Monday morning before the seminar.</p> <p><i>Venue: Level 3 Foyer, China World Summit Wing</i></p>
18:00 – 21:00	<p>Welcome drinks @ Centro Bar & Lounge, Kerry Hotel</p> <p>Join members of the Austrade team and meet your fellow delegates over a drink at the Kerry Hotel, located within easy walking distance of the China World Summit Wing Hotel. Drinks and food are at delegates' own expense.</p> <p><i>Venue: Centro Bar & Lounge, entry at Level 1 Lobby, Kerry Hotel, 1 Guanghua Rd, Beijing</i></p>
<hr/> <p style="text-align: center;">End of Sunday program</p> <hr/>	

Monday 11 April 2016 – Beijing

Time	Details
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Please wear your AWIC delegate lanyard for security and identification during the day's events

AM	<p>Breakfast – included in room rate</p> <p>Check-out of hotel (Delegates to store luggage with the concierge on the ground floor of the China World Summit Wing.)</p> <p>Note: Delegates not staying at the China World Summit Wing should bring their luggage to the hotel for storage with the concierge before the start of the day's program.</p>
07:30 – 08:10	<p>Delegate registration (for delegates not yet registered)</p> <p><i>Venue: Level 3 Foyer, China World Summit Wing</i></p>
08:10 – 08:30	<p>Delegate briefing session</p> <p><i>Venue: Summit Ballroom C, 3F, China World Summit Wing</i></p>
09:00 – 12:15	<p>Australia-China Health and Aged Care Industry Forum</p> <p>Cooperation and Opportunities (MC: Dr Chuyang LIU, Trade Commissioner, Austrade Beijing)</p> <p>09:00 – 09:05 Opening and housekeeping <i>Dr Chuyang LIU, Trade Commissioner, Austrade</i></p> <p>09:05 – 09:15 Welcome remarks <i>Speaker: The Hon Steven Ciobo MP, Minister for Trade and Investment</i></p> <p>09:15 – 09:35 Healthy ageing: Challenges and opportunities in China's aged care industry development <i>Speaker: Mr Zhaohua HE, Deputy Director General, Department of Family Development, National Health and Family Planning Commission</i></p> <p>09:35 – 09:55 Australian health and aged care: Innovative solutions for global challenges <i>Speaker: Mr Bruce Gosper, CEO, Austrade</i></p> <p>09:55 – 10:10 Smart Beijing: Implications for the health industry <i>Speaker: Mr Feng PAN, Director E-Government Department, Beijing Municipal Commission of Economy and Information Technology</i></p> <p>10:10 – 10:30 Tea break</p> <p>10:30 – 10:50 Fosun's global strategies: Opportunities to link Fosun and Australia <i>Speaker: Mr Tucson Dunn, Managing Director, Fosun Healthcare Holdings</i></p> <p>10:50 – 11:10 The growth of health services: Applying new learnings <i>Speaker: Mr Glenn Keys, Co-founder and Managing Director, Aspen Medical</i></p> <p>11:10 – 11:30 Investment opportunities between Australia-China health services industry <i>Speaker: Mr Bill DAI, Vice General Manager, Tasly Medical & Health Investment Management Co., Ltd</i></p> <p>11:30 – 11:50 Australia's relevance to aged care in China: An old hand in a new market <i>Speaker: Mr Paul Montgomery, Chairman, Royal District Nursing Service</i></p>

Please note this program is subject to change

Time	Details												
	<i>Limited (RDNS)</i>												
11:50 – 12:10	Comparison of long-term elderly care between China and Australia <i>Speaker: Dr Danxing WU, Dean of Institute of Health Industry, Beijing Geely University</i>												
12:10 – 12:15	Concluding remarks <i>Dr Chuyang LIU, Trade Commissioner, Austrade</i>												
	<i>Venue: Summit Ballroom, 3rd Floor, China World Summit Wing</i>												
12:20 – 14:00	Australia-China Health and Aged Care Industry Networking Lunch An opportunity for delegates and Chinese counterparts to share experiences in an informal environment. Delegates will be joined by seminar participants and Chinese guests. <i>Venue: China Ballroom, B1, China World Summit Wing</i>												
13:45 – 13:50	Australian delegates – business networking set-up Australian delegates are responsible for setting up their own tables (including displaying marketing collateral and pull-up banners) for the business networking session straight after lunch. A floor plan with table numbers will be displayed at the venue. <i>Venue: Summit Ballroom, 3F, China World Summit Wing</i>												
14:00 – 15:45	Australia-China Health and Aged Care Industry Business Networking Session An opportunity for delegates and Chinese counterparts to engage, share experiences and explore business opportunities. 14:00 – 14:05 Opening remarks <i>MC: Dr Chuyang LIU, Trade Commissioner, Austrade</i> 14:05 – 15:45 Networking <i>Venue: Summit Ballroom, 3F, China World Summit Wing</i>												
15:45 – 16:15	Collect luggage from concierge and assemble in the China World Summit Wing hotel lobby Transport provided by Austrade.												
16:15	Depart hotel for Beijing Capital International Airport Terminal 2												
17:15	Arrive at Beijing Capital International Airport Terminal 2												
18:50 – 21:00	Fly to Hangzhou Austrade will provide transportation for delegates on the preferred flight option. Preferred option:												
	<table border="1"> <thead> <tr> <th>Date</th> <th>From</th> <th>To</th> <th>Flight No.</th> <th>Depart</th> <th>Arrive</th> </tr> </thead> <tbody> <tr> <td>11 Apr</td> <td>Beijing (T2)</td> <td>Hangzhou (T3)</td> <td>CZ6163</td> <td>18:50</td> <td>21:00</td> </tr> </tbody> </table>	Date	From	To	Flight No.	Depart	Arrive	11 Apr	Beijing (T2)	Hangzhou (T3)	CZ6163	18:50	21:00
Date	From	To	Flight No.	Depart	Arrive								
11 Apr	Beijing (T2)	Hangzhou (T3)	CZ6163	18:50	21:00								
	Alternative flights (please note Beijing T2 and T3 are located approximately 8km apart):												
	<table border="1"> <thead> <tr> <th>Date</th> <th>From</th> <th>To</th> <th>Flight No.</th> <th>Depart</th> <th>Arrive</th> </tr> </thead> <tbody> <tr> <td>11 Apr</td> <td>Beijing (T3)</td> <td>Hangzhou (T1)</td> <td>CA1710</td> <td>19:40</td> <td>21:50</td> </tr> </tbody> </table>	Date	From	To	Flight No.	Depart	Arrive	11 Apr	Beijing (T3)	Hangzhou (T1)	CA1710	19:40	21:50
Date	From	To	Flight No.	Depart	Arrive								
11 Apr	Beijing (T3)	Hangzhou (T1)	CA1710	19:40	21:50								

Please note this program is subject to change

Time	Details					
	11 Apr	Beijing (T3)	Hangzhou (T1)	CA1714	21:10	23:20

Individual airport transfers will need to be arranged if you are not travelling on the preferred flight option. Airport transfers from the hotel to the airport can be arranged by the hotel at additional cost. Please select a preferred transfer option when making your hotel booking.

21:20 – 22:20

Arrive in Hangzhou

Transport to the hotel will be provided by Austrade for delegates' flight with CZ6163 and CA1710.

Recommended accommodation:

The Dragon Hotel
120 Shuguang Road
Hangzhou, China
Tel: +86 571 8799 8833

End of Monday program

Tuesday 12 April 2016 – Hangzhou

Time	Details
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Please wear your AWIC delegate lanyard for security and identification during the day's events

AM

Breakfast – included in room rate

08:00 – 08:50

Check-out of hotel – delegates to store luggage at The Dragon Hotel concierge.

Note: Delegates not staying at The Dragon Hotel should bring their luggage to the hotel for storage with the concierge before the start of the day's program.

09:00 – 12:00

Seminar: Smart Health and Ageing

MC: Dr Chuyang LIU, Trade Commissioner, Austrade Beijing

This seminar focuses on new trends in healthcare, aged care and technologies in China. Hangzhou's Commission of Commerce, Health and Family Planning Commission and Civil Affairs Bureau will be supporting this seminar.

09:00 – 09:15 Welcome remarks by Chinese and Australian government officials.

Speakers:

Mr Bruce Gosper, CEO, Austrade

Mr Shuangcheng XIE, Vice Mayor, Hangzhou Municipal Government

09:15 – 09:35 Developing the health industry on a comprehensive platform:

Alibaba Group's health initiatives

Speaker: Ms Li MA, Vice President, Ali-Health

09:35 – 09:55 Solutions for millions of customers:

Australian remote technologies for health and aged care

Speaker: Professor Stephen MacMahon, Principal Director, The George Institute for Global Health

09:55 – 10:15 Tea break

Please note this program is subject to change

Time

Details

The remaining part of the seminar consists of two concurrent sub-forums:

Smart Health	Smart Ageing
<p>MC: Mr Tim Dillon, Commissioner to Great China, Victorian State Government, Australia</p> <p>10:15 – 10:30 Health apps in China <i>Speaker: Mr Stanley Lee, President, Dingxiangyuan (DXY)</i></p> <p>10:30 – 10:45 ResMed’s cloud connected medical devices <i>Speaker: Mr Justin Leong, Vice President of Global Strategy, ResMed</i></p> <p>10:45 – 11:00 E-health platform development <i>Speaker: Mr Qingyu XIE, Deputy General Manager, China Telecom Medical ICT Application Base</i></p> <p>11:00 – 11:15 Customising software to the health system globally <i>Speaker: Ms Alison Hardacre, Co-Chief Executive Officer, Healthkit</i></p>	<p>MC: Ms Shupeí Chen, Business Development Manager, Austrade Beijing</p> <p>10:15 – 10:30 Thinking ahead in developing aged care projects <i>Speaker: Mr Patrick Ong, Principal for China and Malaysia Senior Living, Thomson Adsett (Victoria) Pty Ltd</i></p> <p>10:30 – 10:45 Improving aged care services – Australian practices and experience in dementia <i>Speaker: Mr Raymond Hee, Executive Director, Elite Health Care Australia</i></p> <p>10:45 – 11:00 Living better and longer – a learning aged care institution <i>Speaker: Ms Ziyíng XI, CEO, Bluetown Yiyang Group</i></p>
<p>11:15 – 11:45 Panel discussion: Evolution of e-Health and its implications <i>Moderator: The Hon John Brumby, National President and Chairman of Australia China Business Council; Independent Director, Huawei Australia</i></p> <p><i>Panellists:</i> <i>Mr Stanley LEE, President, (Dingxiangyuan) DXY</i> <i>Mr Justin Leong, VP of Global Strategy, ResMed</i> <i>Professor Kenneth Morgan, Retired Professor, University of Western Australia</i> <i>Ms Cecilia LOU, Partner, King & Wood Mallesons</i> <i>Ms Li MA, Vice President, Ali-Health</i> <i>Mr Qingyu XIE, Deputy General Manager, China Telecom Medical ICT Application Base</i></p> <p>11:45 – 11:50 MC wrap-up</p>	<p>11:00 – 11:40 Panel discussion: Challenges and opportunities in aged care sectors <i>Moderator: Mr Peter C. Hennessy, Director, Jeta Global</i></p> <p><i>Panellists:</i> <i>Ms Julie Jackson, General Manager, Aveo China Group</i> <i>Mr A J (Tony) Bridge, Managing Director, Bridge Advisory Group</i> <i>Mr John Liddicoat, General Manager, HGT Australia</i> <i>Ms Ziyíng XI, CEO, Bluetown Yiyang Group</i> <i>Mr Zhidong Yao, Executive Chairman, Guangdong Aged-Care Service Promotion Association</i></p> <p>11:40 – 11:45 MC wrap-up</p>

Venue: Crystal Ballroom, 1st Floor, The Dragon Hotel

12:00 – 13:30

**Health and Aged Care Industry Players Networking Lunch
(Sponsor: Victorian State Government)**

Please note this program is subject to change

Time	Details
	An opportunity for delegates and Chinese guests to network at a formal lunch. <i>Venue: 3rd Floor, Diamond Hall, The Dragon Hotel</i>
13:30 – 13:40	Collect luggage from concierge and assemble in the Dragon Hotel lobby Transport provided by Austrade.
13:40 – 15:00	Transit to Hangzhou Internet Hospital Surgery Centre
15:00 – 16:00	Visit Hangzhou Internet Hospital Surgery Centre Hangzhou Internet Hospital Surgery Centre is the first regional surgery centre in China, established by We Doctor Group for patients using its internet hospital platform. The surgery centre provides consultations with leading specialists from cities such as Beijing and Shanghai, and arranges operations and procedures for Chinese patients at overseas hospitals. <i>Venue: 728 Yu Cai Bei Road, Hangzhou</i>
16:00 – 17:30	Depart for Wuzhen Transport provided by Austrade.
17:30	Arrive in Wuzhen Recommended accommodation: Waterside Resort Wuzhen 118, Nvhong Street, Wuzhen West Scenic Zone, Tongxiang, Zhejiang, China Tel: +86 573 8873 1088
Evening	Delegates' own arrangements
End of Tuesday program	

Wednesday 13 April 2016 – Wuzhen and Shanghai

Time	Details
Please wear your AWIC delegate lanyard for security and identification during the day's events	
AM	Breakfast – included in room rate
08:00 – 08.40	Hotel check-out Assemble in the hotel lobby with luggage.
08:40 – 09:15	Depart for Wuzhen Internet Hospital Transport provided by Austrade.
09:15 – 09:45	Visit Wuzhen Internet Hospital Wuzhen Internet Hospital is the first internet hospital in China, established by We Doctor Group. The core business of this internet facility is online patient consultation for e-prescriptions and management of chronic diseases. <i>Venue: No 23 Hongqiao Road, Wuzhen, Tongxiang City, Zhejiang Province</i>

Please note this program is subject to change

Time	Details
09:45 – 10:15	<p>Depart for Greentown (Bluetown) Ya Yuan Community</p> <p>Transport provided by Austrade.</p>
10:15 – 12:15	<p>Visit Greentown Ya Yuan Community and Yada International Rehabilitation Hospital</p> <p>Greentown Ya Yuan Community is Asia's largest aged care community, equipped with facilities to meet the health, education and recreation needs of senior residents. Its 600,000 square metres of buildings are constructed across 43 hectares of land.</p> <p>Located adjacent to Greentown Ya Yuan Community, Yada International Rehabilitation Hospital is a new high-end hospital featuring advanced design and equipment. It provides rehabilitation technology introduced from Germany.</p> <p><i>Venue: East Zhennan Road, Wuzhen, Tongxiang City, Zhejiang Province</i></p>
12:15 – 13:00	<p>Lunch at Greentown Ya Yuan Community</p> <p>Delegates will have an opportunity to sample food provided to guests at the community. Please ensure you have Chinese cash to pay for lunch. Estimated payment: CNY 40–50 per person.</p>
13:00 – 15:00	<p>Depart for AVEO China Retirement Village</p> <p>Transport provided by Austrade.</p>
15:30 – 17:00	<p>Visit AVEO China Retirement Village</p> <p>AVEO China is a collaboration between AVEO Group, an Australian operator of retirement villages, and Tide Holdings (China) Ltd, a Chinese property development company. AVEO China's retirement village Tide Healthland Campus in Zhujiajiao Town, near Shanghai, has over 1,000 apartments and comprehensive facilities.</p> <p><i>Address: 888 Kangye Road, Zhujiajiao Town, Qingpu District, Shanghai</i></p>
17:00 – 18:30	<p>Depart for Shangri-La Hotel Pudong, Shanghai</p> <p>Transport provided by Austrade.</p>
Evening	<p>Arrive in Shangri-La Hotel Pudong, Shanghai</p> <p>Recommended accommodation:</p> <p>Shangri-La Pudong Hotel 33 Fucheng Road, Pudong Shanghai, 200120, China</p>
18:30 – 20:00	<p>Optional activity: AustCham Westpac Australia China Business Awards Gala Dinner</p> <p>Delegates are welcome to attend, at their own expense, this Gala Dinner. Tickets available for individual purchase at approx. A\$200 per head. For more information please refer to http://www.austcham-acba.com/</p>
End of Wednesday program	

Please note this program is subject to change

Thursday 14 April 2016 – Shanghai

Time	Details
Please wear your AWIC delegate lanyard for security and identification during the day's events	
AM	Breakfast – delegates' own arrangements
07:10 – 07:30	Assemble in the respective lobbies of Shangri-La Pudong Hotel, Grand Hyatt or Grand Kempinski Hotel for transfer to Shanghai Expo Centre Delegates will be shuttled by bus
07:30	Depart for Shanghai Expo Centre <i>Venue: Blue Hall, Shanghai Expo Centre</i>
09:00 – 09:20	Welcome aAddress by the Hon Steven Ciobo MP, Minister for Trade and Investment <i>Venue: Blue Hall, Shanghai Expo Centre</i>
09:20 – 10:15	Plenary session moderated by ACBC National President, the Hon John Brumby Guest speaker – Ms Jing Ulrich, Managing Director and Vice Chairman of Asia Pacific, JP Morgan Chase
10:15 – 10:30	Delegates to proceed to the Gold Hall Foyer, Shanghai Expo Centre
10:30 – 10:50	Pre-lunch networking refreshments <i>Venue: Gold Hall Foyer, Shanghai Expo Centre</i>
10:50 – 11:15	Delegates seated for Gala Lunch <i>Venue: Gold Hall, Shanghai Expo Centre</i>
11:30 – 13:30	Gala Lunch – Australia Week in China The Hon Malcolm Turnbull MP, Prime Minister of Australia, will host the Australia Week in China Gala Lunch. <i>Venue: Gold Hall, Shanghai Expo Centre</i>
14:00 – 14:30	Assemble at drop-off point
14:30 – 15:30	Transit to Ethos World (optional) Transport provided by Austrade.
15:30 – 16:30	Ethos World opening ceremony and welcome reception (optional) Ethos Orthodontics is one of Australia's largest privately owned and operated orthodontic groups. Ethos has registration approval to open the first Australian dental clinic in China. Its experience in entering the China market will be useful to both health and aged care industry players. <i>Venue: Ground Floor 01, Tower 3, The HUB, 17 Suhong Road, Minhang District, Shanghai</i>
16:30 – 17:30	Transfer to hotel

Please note this program is subject to change

Time	Details
	Transport provided by Austrade.
18:00 – 20:00	Informal networking reception hosted by AustCham Shanghai <i>Venue: China Hall II, Level 3, Shangri-La Pudong Hotel</i>

End of Australia Week in China program

At their own cost and arrangement, delegates have the option of extending their stay in Shanghai to participate in three events: PharmChina, CMEF and APICChina 2016, which will be held from 17–20 April 2016.

Optional – AWIC follow-up program

Health Industry Summit

The Health Industry Summit (tHIS) is a major medical trade show and conference to be held in Shanghai from 17–20 April 2016. Further details are available at <http://www.thishealthsummit.com/en/index.jhtml>.

Austrade welcomes delegates to extend their stay for the Health Industry Summit event and is able to provide assistance on a fee-for-service basis. Please contact **Andre Zhu**, Senior Business Development Manager, andre.zhu@austrade.gov.au for further details.

AUSTRALIA WEEK CHINA 澳大利亚周·中国 11-15 APRIL 2016



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Innovation Program

Austrade contacts

Julie-Anne Nichols (Guangzhou)

Program Leader

julie-anne.nichols@austrade.gov.au

T: +86 20 2887 0101

M: +86 138 0297 6217

Jessica Shih (Guangzhou)

Business Development Manager

jessica.shih@austrade.gov.au

T: +86 20 2887 0116

M: +86 138 0295 9925

China is investing heavily in R&D and technology and is forging partnerships with many of the world's leading players for market testing and rapid commercialisation. It is also the birthplace of some of the world's most rapid disruptors such as Tencent and Alibaba. The country has dynamic startup ecosystems, including some of the largest incubator centres in the world. Local funds and investors are seeking overseas investment opportunities. The Innovation program provides a unique opportunity to connect this supply and demand equation through a series of targeted briefings, roundtables, site visits and networking events. Delegates will gain valuable insights into China's innovation regime, where it's headed, key players and the opportunities this presents for Australia. The three city locations are major innovation centres of China. They boast high levels of investment in R&D, are home to leading technology companies, and have comprehensive innovation ecosystems including capital to support international innovation cooperation.

Join the Innovation program to:

- hear about the challenges faced by China's leading public and private sector organisations and how they are looking to foreign technology and R&D partners
- visit China's leading incubator and accelerator centres including Shenzhen, China's first national-level 'city' incubator; the Zhongguancun Technology Park in Beijing (China's Silicon Valley); and Shanghai's Zhangjiang Technology Park
- connect with movers and shakers, disruptors and makers in China's innovation ecosystem – meet technology sector investors, IP experts, successful startups and their mentors and advisers and key government agencies
- network with Australian peers and like-minded entrepreneurs.

Background

- **Guangdong Province – Shenzhen:** Guangdong and Shenzhen are aggressively investing in and seeking out new technology partners from all around the world. Last year, R&D investment in Guangdong reached 2.5 per cent of the province's GDP. Shenzhen is in the heart of the global manufacturing hub of the Pearl River Delta, and expenditure on R&D in this 10-million-plus city reached 4 per cent of GDP in 2014. Shenzhen is home to

some of China's largest and most innovative companies, including internet pioneer Tencent, telecommunications giants Huawei and ZTE, genomics power BGI Shenzhen and battery and vehicle manufacturer BYD. Shenzhen accounts for more PCT applications than any other city in China, some 48.5 per cent of the national total in 2014. The city also has a vibrant and growing investor and venture capital (VC) community, many with existing international links.

- **Beijing** has China's largest concentration of leading universities and research institutes and a large R&D talent pool. Leading Chinese tech companies including Lenovo, Xiaomi and Baidu are headquartered in the Zhongguancun technology park (described as China's Silicon Valley). In 2014, an estimated 49 technology startup companies were launched every day in Beijing alone.
- **Shanghai** is an important hub for life sciences and has China's largest concentration of life science companies and the R&D operations of 11 of the 14 largest global pharmaceutical companies, many in the Zhangjiang technology park. Shanghai also has a vibrant technology investor and VC community. Last year Shanghai was home to nearly 400 R&D centres, as well as being the regional headquarters for a reported 525 multinational corporations. Shanghai has a reported annual investment in R&D of around US\$13 billion.

Sunday 10 April 2016 – Shenzhen

Time	Details
Afternoon	<p>Delegates arrive in Shenzhen</p> <p>Recommended accommodation: Grand Hyatt Shenzhen 1881 Baoan Nan Road, Luohu District Shenzhen 518001, China T: +86 755 2218 7831</p> <p>Note: Delegates are responsible for their own flight and accommodation bookings. Airport transfers from the airport to the hotel can be arranged by the hotel at an additional expense. Please select a preferred transfer option when making your hotel booking. Delegates not staying at the recommended hotel are responsible for arranging their transfers and ensuring that they are at the designated assembly points throughout the program.</p>
15:00 – 15:30	<p>Registration and informal networking</p> <p>An opportunity for Australian delegates to meet and network.</p> <p>Delegates will register and collect their lanyard for security and identification during all AWIC 2016 events. <i>Note that the keynote speaker will be departing the event early, so please be on time to maximise your networking opportunity.</i></p>
15:30 – 18:30	<p>China's innovation drive – welcome briefing and keynote speech from McKinsey Global Institute</p> <p>Opening remarks by the Australian Consul General, Guangzhou and high-level commentary on the Australia-Guangdong relationship.</p> <p>Discussion on China's innovation agenda, and insights and advice on engaging with China as an innovation and investment partner.</p> <ul style="list-style-type: none"> • Keynote speaker: Mr Jeongmin Seong, Senior Fellow, McKinsey Global Institute (MGI). MGI publications include "The China effect on global innovation" (October 2015) and "China's digital transformation" (July 2014).

Time	Details
	<p>Panellists:</p> <ul style="list-style-type: none"> - Mr Jeongmin Seong, Senior Fellow, McKinsey Global Institute - Mr Sean Starmer, Counsellor (Science & Industry), Australian Embassy in Beijing - Dr Ruey-Bin Kao, Greater China CEO, Telstra - Dr James Zeng, Partner, King & Wood Mallesons - Professor Xu, Founder and CEO, Innohub (accelerator). <p>Audience Q&A.</p> <p><i>Venue: Salon Du Theatre, Level 2, Grand Hyatt Hotel</i></p>

End of Sunday program

Monday 11 April 2016 – Shenzhen

Time	Details
Please wear your AWIC delegate lanyard for security and identification during the day's events	
AM	Breakfast – delegates' own arrangements
08:30 – 09:30	<p>Registration for Chinese guests</p> <p>(Networking opportunity for delegates)</p> <p><i>Venue: Reception area outside of the Grand Ballroom, Grand Hyatt</i></p>
09:20	All guests are invited to take their seats inside the ballroom
9:30 – 10:30	<p>Australia-China Innovation Exchange Plenary</p> <p>Opening remarks by Chinese and Australian government officials:</p> <ul style="list-style-type: none"> • Presentation on Guangdong's innovation agenda and "Why Shenzhen?" • Presentation on Australia's credentials and collaboration opportunities and overview of the delegation by the head of the AWIC Innovation mission, Dr Peter Riddles – Member of the Board, CSIRO <p><i>Venue: Grand Ballrooms 2&3, level 2, Grand Hyatt</i></p>
10:30 – 11:00	<p>Morning tea</p> <p><i>Venue: Foyer outside of Grand Ballroom</i></p>
11:00 – 13:00	<p>Four concurrent sessions – delegates to attend one session from the following options:</p> <p>R&D Partnership Roundtables</p> <p>Three discrete, moderated roundtable sessions held concurrently in different rooms, bringing participating R&D Australian delegates together with Chinese enterprises and research institutions.</p> <p>At each roundtable session, Chinese technology companies will present on the state of play in</p>

Please note this program is subject to change

their technology sector (China trends in that sector) and share insights into their R&D focus and examples of collaboration.

Agenda:

- Group introduction of the Australian delegation
- Presentations from Chinese speakers (5 minutes each)
- Presentations from Australian delegation representatives on Australia's R&D credentials, sectoral insights and collaboration models (8 minutes each)
- Open discussion and Q&A.

Roundtable themes:

- Advanced manufacturing and new materials
- ICT/digital
- Biotech and life sciences.

Venue: Level 2, Grand Hyatt hotel rooms TBA

Australia-China Start-Up Ecosystem Exchange

Panellists from South China's innovation investment and acceleration industry will discuss technology startup acceleration, crafting your pitch for China, and local trends and business practices. Chinese guests attending this session (as part of the audience with the Australian delegates) will include angel and venture capitalists/private equity investors, accelerator founders and managers, government departments supporting accelerators and international cooperation, and successful Chinese startups from selected accelerators. The Australian delegation will be profiled (group introduction) during this session, ahead of the networking lunch, to set the scene for engagement and discussion during lunch.

The session will begin with presentations by the:

- Shenzhen Incubator Association
- Ms Han WU, Chief Economist, Guangdong Technology Finance Group
- Mr Xiaofeng ZHAN, Chairman, Guangdong Private Equity Association.

This will be followed by a panel discussion featuring:

- Ms Chongchong FENG, Overseas Investment Director, Dreamspace under Qianhai Equity Exchange Centre (incubator)
- Professor Xu, Founder and CEO, Innohub (incubator and investor)
- Mr John O'Loughlen, Business Development Director, Alibaba
- Ms Annie Parker, Co-Founder, Muru-D
- Mr Stephen Baxter, Founder, River City Labs.

Venue: Grand Ballroom 3, Grand Hyatt

13:00 – 14:15

Business networking lunch

Chinese guests will have the opportunity to engage with Australian delegates over a stand-up buffet lunch. A discrete area within the ballroom will be set up for R&D delegates to mingle with interested Chinese contacts, and another area for startups and accelerators to connect with investor and accelerator contacts.

Venue: Salon Du Theatre, Level 2, Grand Hyatt

14:30 – 14:45

Assemble in the Grand Hyatt Hotel foyer for site visit

Transport provided by Austrade.

14:45 – 15:00

Depart for site visit

15:00 – 17:30

Concurrent site visit – delegates to join the program of their choice

Gain firsthand insights into South China's innovation ecosystem by participating in one of the following site visits:

Connect with a leading Chinese technology company (site tour and briefing)

This program will provide a platform for Australian delegates with R&D capability to connect with a corporate buyer of foreign technology and R&D based in Shenzhen, to learn about that business's R&D operations and the problems they are looking to solve through R&D acquisition or partnerships. Delegates can select from up to three site visit options to meet with a company operating in the area of advanced manufacturing/new materials, ICT and life sciences.

Beijing Genome Institute (BGI)

BGI is one of the world's premier genome sequencers of human, plant and animal DNA. BGI accounts for at least 20 per cent of all DNA data produced globally and describes itself as partly private and partly public, receiving funds from both private investors and the Chinese Government.

Venue: Block 7, BGI Park, No. 21, Hong'an 3rd Street, Yantian District, Shenzhen

Huawei

Huawei is a global leader in ICT solutions. Huawei is committed to enhancing customer experiences and creating maximum value for telecom carriers, enterprises and consumers. Huawei's telecom network equipment, IT products and solutions, and smart devices are used in 170 countries and regions. In 2015, the company's revenue reached approximately US\$60 billion. Huawei invests over 10 per cent of its annual sales revenue in R&D and more than 79,000 of its 176,000 employees are engaged in R&D. Huawei established an Australian headquarters in 2004. The company has since grown to a team of over 800 employees. Huawei Australia works with all major telecoms operators, including Optus, Vodafone, Telstra and TPG.

Venue: Huawei Headquarters, Huawei Industrial Base, Bantian Longgang, Shenzhen

Shenzhen Institutes of Advanced Technology (SATI)

The Shenzhen Institutes of Advanced Technology (SATI) aims to enhance the innovative capacity of the equipment manufacturing and service industries in the Guangdong-Hong Kong region and the development of emerging industries possessing their own proprietary intellectual property. SATI focuses on low-cost healthcare, service robots, digital cities and new energy. According to SATI, it has established partnerships with some of China's leading technology companies. SATI also manages an investment fund and incubates high-technology companies.

Venue: 1068 Xueyuan Boulevard, University Town of Shenzhen, Xili Nanshan, Shenzhen

Incubator / accelerator tour

Australian startup and accelerator delegates will visit an incubator. This site visit aims to provide Australian delegates with firsthand insight into startups acceleration, including an opportunity to connect with a leading incubator in Shenzhen and learn about their investor networks and international collaboration interests.

HAX Accelerator

HAX Accelerator (formerly HAXLR8R) is a seed accelerator focused on hardware startups based in Shenzhen and San Francisco, USA (HAX Boost). HAX was founded in 2011 by Cyril Ebersweiler and Sean O'Sullivan. Through an open application process, accelerator program providers take 'batches' of startups consisting of small teams. These batches are supported with

funding, mentoring, training and events for a definite period (usually three months), in exchange for equity. Ninety per cent of its startup investments are from overseas (50 per cent from the US) and about 10 per cent from China. HAX was the first accelerator to focus on hardware startups, leveraging its unique access to Shenzhen's ecosystem.

Venue: Rm 2101A, 21/F, Office Century Plaza, No. 3018, Shennan Blvd. Futian District, Shenzhen

17:30 – 18:30	Depart site visit for Grand Hyatt Hotel
18:30 – 19:00	Approximate time back at hotel
Evening	Delegates' own arrangements
Note: Delegates should complete their express <u>check-out of the hotel</u> on Monday evening to facilitate an on-time departure from the hotel early Tuesday morning.	
End of Monday program	

Tuesday 12 April 2016 – Beijing

Time	Details												
Please wear your AWIC delegate lanyard for security and identification during the day's events.													
06:00	<p>Delegates assemble in the Grand Hyatt lobby and load their luggage onto group bus</p> <p><i>Note: Delegates not staying at the Grand Hyatt Hotel and seeking to take Austrade-provided transportation must be at the hotel by 6:00am to avoid missing the bus.</i></p> <p><i>Please also note that breakfast boxes will be provided for delegates on the bus given the early morning start (as breakfast is included in the room rate).</i></p>												
06:15	Depart hotel for Shenzhen Airport. Group transport provided by Austrade												
07:15	Arrive at the airport and group check-in												
08:30 – 12:15	<p>Fly to Beijing – Note: Delegates are responsible for their own flight bookings.</p> <p>Preferred options:</p> <table border="1"> <thead> <tr> <th>Date</th> <th>From</th> <th>To</th> <th>Flight No.</th> <th>Depart</th> <th>Arrive</th> </tr> </thead> <tbody> <tr> <td>12 Apr</td> <td>Shenzhen</td> <td>Beijing (T2)</td> <td>CZ3151</td> <td>08:30</td> <td>11:35</td> </tr> </tbody> </table> <p>Note: Austrade will arrange buses in Beijing to meet delegates who have travelled on the preferred flight option. Individual airport transfers will need to be arranged if you are <u>not</u> travelling on that flight.</p>	Date	From	To	Flight No.	Depart	Arrive	12 Apr	Shenzhen	Beijing (T2)	CZ3151	08:30	11:35
Date	From	To	Flight No.	Depart	Arrive								
12 Apr	Shenzhen	Beijing (T2)	CZ3151	08:30	11:35								
12:00 – 12:30	Collect luggage and go to arrivals area for group airport pick-up												
12:30 – 12:45	Buses depart Beijing Airport Terminal 2 (T2) for group travel to Zhongguancun technology park. Transport provided by Austrade.												
12:45 – 14:30	Transit from Beijing Airport to Zhongguancun technology park												

14:30 – 17:30

Zhongguancun (Z-park) immersion program

Zhongguancun was established in 1999 and is one of the most intensive scientific, education and talent bases in China. Many world-renowned technology companies operate their Chinese headquarters and research centres in Zhongguancun, such as Google, Intel, AMD, Oracle Corporation, Motorola, Sony and Ericsson. Local giants Baidu and Lenovo are also based there.

Welcome briefing and Z-park innovations tour

14:30 – 15:30

A Zhongguancun official will provide an overview briefing. Delegates will have the opportunity to learn about some of the technological innovations developed in Z-park through a guided tour of the exhibition centre showcase area.

Venue: Zhongguancun Exhibition Centre, 2 Xinjiangongmen Rd, Haidian, Beijing

15:30 – 17:30

Concurrent site visit: delegates to join the program of their choice

Gain firsthand insights into Zhongguancun's innovation ecosystem by participating in one of the following three site visits:

Connect with a leading technology company (site tour and briefing)

This program will provide a platform for Australian delegates with R&D capability to connect with corporate buyers of foreign technology and R&D based in Zhongguancun, to learn about the business's R&D operations and the problems they are looking to solve through R&D acquisition or partnerships. Delegates can select from two site visit options to meet with a company operating in the advanced manufacturing/new materials, and broad consumer electronics, ICT and mobile industries.

Xiaomi Inc.

Xiaomi is one of China's leading internet, software and smartphone companies, with a head office in the Haidian district of Beijing. Founded in 2010, Xiaomi is the world's third largest mobile phone manufacturer and a leading innovator in China. Established in 2015, Xiaomi Finance (a Xiaomi Group company) provides consumers with integrated financial services covering loans, financing and insurance. Delegates will have an opportunity to visit and tour the head office of Xiaomi, and receive a briefing from a senior company representative of Xiaomi Finance on why Xiaomi decided to diversify into financial services, the research and development capabilities of the business, and the future direction of the industry in China.

Venue: Hua Run Wu Cai City Tower, No. 68 Qinghe Zhong Jie, Haidian District, Beijing

Advanced Technology & Materials Co., Ltd (AT&M)

AT&M is owned by China Iron & Steel Research Institute Group (CISRI) and Unisplendour Corporation. Founded in 1998, AT&M specialises in advanced materials research, development and manufacture. The company is listed on the Shenzhen Stock Exchange. Ongoing research and development of new and improved metallic materials is a core focus of the business, including in the areas of amorphous and nano-crystalline, energy storage and power generation, and refractory materials. AT&M provides products for a diverse range of sectors including aeronautics, telecommunications, metallurgical machinery and petrochemicals. Delegates will visit the AT&M technology centre, and hear a presentation from Deputy Director Dr Kuang Chunjiang, before visiting an AT&M technology hub and lithium battery research centre.

Venue: No.12 Yong Cheng Bei Lu, Yong Feng Industrial Base, Zhongguancun, Haidian District, Beijing

Incubation working space tour: Connect with an accelerator founder in Beijing and startups in residence

This site visit aims to connect Australian delegates with key players engaged in startups acceleration including incubator owners and investor networks operating within Zhongguancun.

Innovation Works

Innovation Works was founded in September 2009 by Dr Kai-Fu Lee (previously head of Google China and founder of Microsoft Research Asia) with the purpose of fostering a new breed of Chinese entrepreneurs. Innovation Works manages an early stage venture capital fund (according to Innovation Works this is valued at RMB\$500 million or the equivalent of over A\$100 million). Innovation Works provides incubation services and seed financing, as well as a range of value-added operational services including mentoring, design/production facilitation, social media marketing, human resources, legal, government relations and startups networking.

Venue: Dinghao Tower A, 10th Floor, No. 3 Haidian Street, Haidian District, Beijing

18:00 **Depart site visit for hotel**

19:30 **Arrive hotel**

Recommended accommodation:

China World Summit Wing, Beijing
No.1 Jianguomenwai Avenue, Beijing, 100004, China

Note: Please consider a Tuesday night check-out to facilitate an on-time departure from the hotel to the airport on Wednesday.

End of Tuesday program

Wednesday 13 April 2016 – Beijing

Time	Details
Please wear your AWIC delegate lanyard for security and identification during the day's events	
07:00	Check out of hotel and store luggage with concierge Note: Delegates not staying at the China World Summit Wing should bring their luggage to the hotel for storage with the concierge before the start of the day's program.
07:45	Delegate registration (for delegates not already registered)
08:00 – 09:00	Intellectual property (IP) protection and business models briefing session A panel of legal and business advisory practitioners will share insights into IP protection and business considerations for companies engaging in technology partnerships with China. Panellists: <ul style="list-style-type: none">- Mr David Allison, Counsel, China and Hong Kong, Bird & Bird- Ms Deanna Wong, Partner, Beijing, Hong Kong, Hogan Lovells- Mr Graham Brown, Partner, Liuming International- Mr State Shi, Director, Tax, KPMG- Mr Brendan Mason, CEO, SinoSA. <i>Venue: Level 3, Ballroom C, China World Summit Wing, Beijing</i>
08:30 – 9:30	Networking with invited guests from Beijing (Australian delegates can join in from 9.00am) <i>Venue: Reception area outside of the Ballroom, Level 3, China World Summit Wing, Beijing</i>

Please note this program is subject to change

Australia Week in China: Innovation Program > 8

09:30 – 10:15

Australia-China Innovation Exchange Plenary

The plenary session is an opportunity for delegates to hear from senior Chinese government officials from the Chinese Academy of Science (CAS) and the Chinese Ministry of Science and Technology (MOST) on China's regulatory regime, innovation agenda and international cooperation strategy. Chinese guests from Beijing's government, private and state-owned enterprises, research institutes, and accelerator and investor communities will learn about Australia's credentials as an innovation partner through a keynote speech by the head of the Australian delegation.

Opening remarks by Chinese and Australian government officials:

- Presentation on China's innovation agenda and "Why Beijing?"
- Presentation on Australia's credentials and collaboration opportunities and overview of the delegation by the head of the AWIC Innovation mission, Dr Peter Riddles – Member of the Board, CSIRO.

Venue: Level 3, Ballroom C, China World Summit Wing, Beijing

10:15 – 10:30

Morning tea

Venue: Reception area outside of the Ballroom, Level 3, China World Summit Wing, Beijing

10:30 – 12:30

Concurrent sessions – delegates to select one session from the following three options:

Advanced Manufacturing and New Materials R&D Partnership Dialogue

At this moderated session, Chinese technology companies will present on the state of play in their technology sector (China trends in that sector) and share insights into their R&D focus and examples of collaboration.

Agenda:

- Group introduction of the Australian delegation
- Presentations from Chinese speakers (5 minutes each)
- Presentations from Australian delegation representatives on Australia's R&D credentials, sectoral insights and collaboration models (8 minutes each)
- Open discussion and Q&A.

Venue: Rooms 33-34, Level 3, China World Summit Wing, Beijing

ICT, Digital and Life Sciences R&D Partnership Dialogue

At this moderated session, Chinese technology companies will present on the state of play in their technology sector (China trends in that sector) and share insights into their R&D focus and examples of collaboration.

Agenda:

- Group introduction of the Australian delegation
- Presentations from Chinese speakers (5 minutes each)
- Presentations from Australian delegation representatives on Australia's R&D credentials, sectoral insights and collaboration models (8 minutes each)
- Open discussion and Q&A.

Venue: Room 35, Level 3, China World Summit Wing, Beijing

Australia-China Start-Up Ecosystem Exchange

Panellists from Beijing's innovation investment and acceleration industry will discuss fundraising,

local trends and business practices. Chinese guests attending this session will include angel and venture capital/private equity investors, accelerator founders and managers, government departments supporting accelerators and international cooperation, and successful Chinese startups from selected accelerators. The Australian delegation will be profiled (group introduction) during this session, ahead of the networking lunch to set the scene for engagement and discussion during lunch.

Panellists:

- Mr Wang Zhaohui, Co-founder and Spokesman, Innovation Works
- Mr William Wei, Chairman, Australia China Investment Group
- Mr Zhu Lei, Partner, Cybernaut Investment Group
- Mr Charles Qu, Chairman, Angel100 (angel investor network)
- Mr Deon de Saladanha, COO , iAccelerate
- Dr Sarah Pearson, CEO and Founder, Canberra Innovation Network.

Venue: Level 3, Ballroom C, China World Summit Wing, Beijing

12:30 – 13:45

Business networking lunch

Chinese guests will have the opportunity to engage with Australian delegates over a stand-up buffet lunch. A discrete area within the ballroom will be set up for R&D delegates to mingle with interested Chinese contacts, and another area for startups and accelerators to connect with investor and accelerator contacts.

Venue: Level 3, Ballroom C, China World Summit Wing, Beijing

13:45

Delegates to collect luggage from concierge and assemble in the China World Summit Wing lobby

14:00 (sharp)

Buses depart hotel lobby for Beijing Airport

Group bus transport provided by Austrade.

15:30

Arrive at Beijing Capital International Airport, check-in and go through security

17:00 – 19:40

Fly to Shanghai – Note: Delegates are responsible for their own flight bookings.

Preferred options:

Date	From	To	Flight No.	Depart	Arrive
13 Apr	Beijing	Shanghai	MU5120	17:00	19:15
13 Apr	Beijing	Shanghai	CA1855	17:30	19:40

Note: Austrade will arrange buses in Shanghai to meet delegates who have travelled on the preferred options. Individual airport transfers will need to be arranged if you are not travelling on the preferred options.

*Note: Delegates wishing to attend the **AustCham Westpac Australia China Business Awards Gala Dinner** in Shanghai at 7:00pm will need to depart for the airport at around 11.30am – own arrangements. Austrade is not able to provide transport to/from the airport. Flight choices:*

- CA1521 14:30 – 16:40
- MU5116 15:00 – 17:10
- CA1515 15:30 – 17:40.

19:45 – 20:15 **Arrive in Shanghai**
Collect luggage and go to arrivals area for group airport pick-up
Travel to hotel
Recommended accommodation:
Shangri-La Pudong Hotel
33 Fucheng Road, Pudong, Shanghai, China

21:30 – 22:00 **Arrive at hotel**

End of Wednesday program

Thursday 14 April 2016 – Shanghai

Time	Details
Please wear your AWIC delegate lanyard for security and identification during the day's events	
AM	Breakfast – delegates' own arrangements
07:10 – 07:30	Assemble in the respective lobbies of Shangri-La Pudong Hotel, Grand Hyatt or Grand Kempinski Hotel for transfer to Shanghai Expo Centre Delegates will be shuttled by bus
07:30	Depart for Shanghai Expo Centre <i>Venue: Blue Hall, Shanghai Expo Centre</i>
09:00 – 09:20	Welcome address by the Hon Steven Ciobo MP, Minister for Trade and Investment <i>Venue: Blue Hall, Shanghai Expo Centre</i>
09:20 – 10:15	Plenary session moderated by ACBC National President, the Hon John Brumby Guest speaker – Ms Jing Ulrich, Managing Director and Vice Chairman of Asia Pacific, JP Morgan Chase
10:15 – 10:30	Delegates to proceed to the Gold Hall Foyer, Shanghai Expo Centre
10:30 – 10:50	Pre-lunch networking refreshments <i>Venue: Gold Hall Foyer, Shanghai Expo Centre</i>
10:50 – 11:15	Delegates seated for Gala Lunch <i>Venue: Gold Hall, Shanghai Expo Centre</i>
11:30 – 13:30	Gala Lunch – Australia Week in China The Hon Malcolm Turnbull MP, Prime Minister of Australia, will host the Australia Week in China Gala Lunch. <i>Venue: Gold Hall, Shanghai Expo Centre</i>

Please note this program is subject to change

Australia Week in China: Innovation Program > 11

Time	Details
14:00 – 15:30	<p>Go to Gate 3 for transfer back to Shangri-La Pudong Hotel, Grand Hyatt or Grand Kempinski</p> <p>Delegates will be shuttled by bus</p>
16:30 – 18:00	<p>Advance, Telstra and Austrade partnered event “Digital Disruptors and the Power of Partnerships”</p> <p>A panel of business leaders and digital disruptors will discuss how technology is transforming global markets, organisational competitiveness and doing business. Panellists include executives from large organisations engaged in R&D and technology disruption as well as advisory and investment.</p> <p>Moderator: Mr Stephen Drummond, Y&R China, Chairman and Chief Strategy Officer</p> <p>Panellists:</p> <ul style="list-style-type: none"> - Dr Edward Tse, Founder & CEO, Gao Feng Advisory Company - Dr Ruey-Bin Kao, Greater China CEO, Telstra - Dr Peter Riddles, Member of the Board, CSIRO - Dr Min Zhou, Managing Partner of China Materialia. <p><i>Venue: China Hall 1, Shangri-La Pudong Hotel</i></p>
18:00 – 20:00	<p>Informal networking reception hosted by AustCham Shanghai</p> <p>Wrap up Australia Week in China at the largest ever Aussie Drinks. Austcham Member Price: 60 RMB, Non-Member Price: 120 RMB. Entry includes first drink. No RSVP required</p> <p><i>Venue: China Hall II, Level 3, Shangri-La Pudong Hotel</i></p>

End of Australia Week in China program

Friday 15 April 2016 – Shanghai (optional program for Innovation delegates only)

Time	Details
Please wear your AWIC delegate lanyard for security and identification during the day’s events	
AM	Breakfast – delegates’ own arrangements
07:45 – 8:00	Assemble in the lobby of Shangri-La Pudong Hotel
08:00	<p>Depart hotel for site visit to Zhangjiang Technology Park</p> <p>This site visit aims to connect Australian delegates with key players operating within the Park, including incubators and investor networks (venture capitalists, funds) as well as broader contacts from Shanghai’s innovation community.</p> <p>Zhangjiang Technology Park was established in 1992 as one of the first of its kind in China. The park stretches over nearly 80 square kilometres and is home to around 10,000 Chinese and international companies engaged in science and technology, innovation organisations and several incubators. According to Chinese government statistics, over 200,000 people work inside the park and the total</p>

Please note this program is subject to change

Time	Details
	<p>industrial output value is around A\$40 billion. Several national-level industry hubs are also based there, including those in the fields of biotechnology and medicine, and ICT including information security, software, gaming and multimedia.</p> <p><i>Venue: i-Cube, Shanghai Pudong Boyun Road 111</i></p>
09:00 – 09:30	Approximate arrival time and event registration for invited Chinese guests
09:30 – 10:30	<p>Opening remarks and presentations</p> <ul style="list-style-type: none"> • Shanghai Science & Technology Commission and Zhangjiang Technology Park representatives on Shanghai's innovation agenda and Zhangjiang • Australian government representative on Australia's innovation agenda and delegation overview.
10:30 – 11:15	<p>Startup Ecosystem session</p> <p>Incubator and technology entrepreneurs will discuss the technology startups scene and ecosystem in Shanghai, followed by Q&A. The audience will include Australian delegates, Shanghai venture capitalists and angel investor networks, and technology park incubators.</p> <p>Panellists:</p> <ul style="list-style-type: none"> - Mr Daniel Shi, Founder & CEO, 23 Seed - Mr Charlie Hung, Managing Director & Co-founder, Rocket-internet - Mr Bob Zheng, Founder, People Squared - Mr Gang Lu, Founder & CEO, TechNode. <p>There will be a 30-second introduction by each of the Australian delegates (name, company and technology focus), followed by networking and free discussion.</p>
11:15 – 12:15	<p>Networking and Shanghai Startup Shark Tank Room (Australian delegates only)</p> <p>During the free discussion period, Australian delegates will have the opportunity to meet one-on-one with the panellists for a confidential appraisal in a small boardroom, where they can pitch their startup and receive tips on tailoring their business to the Chinese market. Austrade will advise delegates on the schedule and each company's individual time slot during this period. When not in the 'shark tank', delegates can network with invited guests in the main networking area.</p> <p>Panellists:</p> <ul style="list-style-type: none"> - Mr Daniel Shi, Founder & CEO, 23 Seed - Mr Bob Zheng, Founder, People Squared - Mr Charles Huang, Managing Director & Co-founder, Rocket-internet.
12:15 – 12:30	Delegates depart site and return to Shangri-La Pudong Hotel. Group bus transportation provided.

End of Australia Week in China program

AUSTRALIA WEEK CHINA 澳大利亚周·中国 11-15 APRIL 2016



Australian Government



Updated 7 April 2016

Premium Food & Beverage and Consumer Program

Austrade contacts

Anna Lin (Guangzhou)

Program Leader

anna.lin@austrade.gov.au

T: +86 20 2887 0102 M: +86 139 0227 9240

Brent Moore (Shanghai)

Program Leader, E-commerce

brent.moore@austrade.gov.au

T: +86 21 6103 5614 M: +86 138 0170 4762

Stephen Wu (Beijing)

Business Development Manager

stephen.wu@austrade.gov.au

T: + 86 10 8532 8608 M: +86 136 0128 4048

Cathy Lu (Hangzhou)

Business Development Manager

cathy.lu@austrade.gov.au

T: +86 21 6103 5635 M: +86 186 2169 8165

Stephanie Zhou (Project Leader for Shanghai)

Business Development Manager

stephanie.zhou@austrade.gov.au

T: +86 20 2887 0121 M: +86 139 2228 4551

Growth in household spending among China's 146 million-strong middle class helped consumption to become the largest driver of the Chinese economy in 2015, overtaking investment-driven activity. For the first time in decades, the value of China's food and fibre imports has exceeded mineral ores.

Australia's competitive position as a key food supply partner is underscored by its strong reputation for quality and safety, combined with the gradual elimination of tariffs under the China-Australia Free Trade Agreement (ChAFTA). With ongoing developments in cold-chain logistics and online retail redefining commercial realities, the market opportunity for premium Australian red meat, dairy, wine, seafood, packaged foods, wellness and consumer products has never been better.

The AWIC 2016 Premium Food & Beverage and Consumer program is designed to help exporters of these products understand and capitalise on these opportunities.

In **Beijing**, delegates will gain a sound understanding of China's fast-moving regulatory environment as well as insights and practical advice on accessing the world's largest e-commerce market. Networking opportunities with e-commerce players, distributors and retailers will be complemented by site visits to JD.com's Beijing distribution centre, China National Cereals Oils and Foodstuffs Corporation (COFCO)'s Smart Farm and a tour of Wumart's flagship Beijing store.

Hangzhou is the birthplace of e-commerce in China. Delegates will visit a working cross-border logistics centre to witness the duty-free clearance and dispatch of Australian products. In addition to a networking opportunity with local businesses, delegates will be received by senior management at the headquarters of e-commerce giants, Alibaba and Netease Kaola.

Please note this program is subject to change

The **Shanghai** program will deliver the latest insights into China's retail and consumer landscape and expose delegates to contemporary marketing and branding strategies in China. Delegates will have the opportunity to tour the Australian Business Chamber Products and Services Showroom and leading retailer Sogo to view its Australian Product Retail Promotion.

Sunday 10 April 2016 – Beijing

Time	Details
Afternoon	<p>Delegates arrive in Beijing</p> <p>Recommended accommodation: China World Summit Wing, Beijing No.1 Jianguomenwai Avenue Beijing, 100004, China</p> <p>Note: Delegates are responsible for their own flight and accommodation bookings. Airport transfers from the airport to the hotel can be arranged by the hotel at an additional expense. Please select a preferred transfer option when making your hotel booking. Delegates not staying at the recommended hotel are responsible for arranging their transfers and ensuring that they are at the designated assembly points throughout the program.</p>
17:00 – 21:00	<p>Registration desk opens</p> <p>Delegates can register early and collect their lanyard for security and identification during all AWIC 2016 events to avoid the need to register on Monday morning before the seminar.</p> <p><i>Venue: Basement Level 1, China World Summit Wing, No.1 Jianguomenwai Avenue, Beijing</i></p>
18:00 – 21:00	<p>Welcome drinks @ Centro Bar & Lounge, Kerry Hotel</p> <p>Join members of the Austrade team and meet your fellow delegates over a drink at the Kerry Hotel, located within easy walking distance of the China World Summit Wing Hotel. Drinks and food are at delegates' own expense.</p> <p><i>Venue: Centro Bar & Lounge, entry at Level 1 Lobby, Kerry Hotel, 1 Guanghua Rd, Beijing</i></p>
End of Sunday program	

Monday 11 April 2016 – Beijing

Time	Details
Please wear your AWIC delegate lanyard for security and identification during the day's events	
AM	Breakfast – included in room rate
07:30 – 08:30	<p>Registration For delegates not yet registered. <i>Venue: Level 3, Summit Ballroom, China World Summit Wing, Beijing</i></p>
08:30 – 09:00	<p>Seminar keynote speech and briefing</p> <ul style="list-style-type: none"> - The Hon Steven Ciobo MP, Minister for Trade and Investment - Ms Anna Lin, Food Beverage and Consumer AWIC stream leader and Trade Commissioner. <p><i>Venue: Level 3, Summit Ballroom, China World Summit Wing, Beijing</i></p>

Please note this program is subject to change

Time	Details
09:00 – 10:45	<p>Food, Beverage and Consumer market access and insights seminar</p> <p>Australia is recognised by local consumers as having a clean and green environment with premium-quality products and brands. Many Australian exporters have taken advantage of this competitive edge by establishing a position as suppliers of processed food, meat, dairy and other products.</p> <p>Keeping pace with China's fast-evolving regulatory environment is essential to ensure that your products meet China's strict import and food safety requirements.</p> <p>Delegates will hear from experts on key regulatory issues and from market leaders on growing channels to market for Australian business. This will be followed by a panel discussion.</p> <p>Topics will include:</p> <p>09:00 – 09:15 China's new food safety law – Mr Li Weixin, China Food and Drug Administration</p> <p>09:15 – 09:30 F&B sales and distribution: Challenges and opportunities – Mr Frank Gibson, Director, Vision Management Consultants</p> <p>09:30 – 09:45 Challenges for imported food – Mr Anthony Liang, Deputy General Manager Food Service, Intertek</p> <p>09:45 – 10:00 Winning China's offline retail business – Ms Xuying, President, Wumart</p> <p>10:00 – 10:15 The booming Chinese e-commerce channel: Accessing opportunities online – Ms Carol Fung, President, JD.com FMCG Division</p> <p>10:15 – 10:45 Moderated panel discussion</p> <p><i>Venue: Level 3, Summit Ballroom, China World Summit Wing, Beijing</i></p>
10:45 – 12:30	<p>Industry networking</p> <p>Delegates will have an opportunity to meet representatives of major importers, distributors and retailers from both consumer-facing and food service channels at an industry-level networking event. Major Beijing-based e-commerce platforms such as JD.com, Amazon, Koala.com, SF Best, Chunbo and ICBC e-Buy will meet with delegates.</p> <p>The function will be broadly divided by industry to facilitate more targeted discussions, and e-commerce platforms will be represented at designated tables.</p> <p>Please note that while Austrade is not able to facilitate tailored one-on-one business matching, delegates should come prepared with plenty of business cards and a clear pitch for their company's offerings.</p> <p>Light refreshments will be served.</p> <p><i>Venue: Level 3, Summit Ballroom and lobby area, China World Summit Wing, Beijing</i></p>
12:30	<p>Please collect your lunch box from outside the seminar hall on your way out. Lunch can be eaten on the bus during transit to site visits.</p> <p><i>Assemble in the ground floor lobby of China World Summit Wing</i></p>
13:00	<p>Depart for afternoon site visits</p> <p>Ensure that you are on the correct bus for a 13:00 sharp departure. Buses will be clearly marked.</p>
13:00 – 15:00	<p>Travel to site visits</p> <p>Transport organised by Austrade.</p>

Time	Details
15:00 – 17:00	<p>Site visits (three groups)</p> <p>Delegates will travel in three groups to their respective site visits. Please note that due to restrictions on the number of people that can be accommodated at each site, delegates will be notified in advance about which site visit they have been allocated. We regret if your first preference was not available.</p> <p>Option one: JD.com distribution centre – China’s largest online direct sales company</p> <p>Delegates will take part in a guided tour of the JD.com distribution centre and discuss emerging consumer trends in the world’s largest e-commerce market with senior company representatives. JD.com is China’s largest online direct sales company, with over 3,500 delivery stations in almost 2,000 districts across China. JD.com allows merchants to open individual shopfronts and is also licensed to import food, beverage products, apparel and shoes directly from Australia. A cross-border service, JD Worldwide, enables merchants who don’t have a Chinese presence to sell direct to Chinese consumers.</p> <p>Delegates taking part in this site visit will undergo security screening similar to an airport check. Personal items such as watches, jewellery, rings, mobile phones, and food and consumer products cannot be taken into the facility. Austrade strongly encourages delegates to store such items in a secure location prior to departure as on-site storage options are limited.</p> <p><i>Venue: E-commerce Industry Park, Lang Fang City, Gu’an, Hebei Province</i></p> <p>Option two: COFCO Smart Farm – China’s largest integrated food products company</p> <p>COFCO is China’s largest diversified food and beverage company, with operations throughout the supply chain including planting, cultivation, food processing, finance, warehouse, transportation, port facilities and an e-commerce platform. Located in the Fangshan District of Beijing, COFCO Smart Farm demonstrates new agricultural technologies for wider application throughout China. The facility, when complete, will also include an advanced food and beverage manufacturing centre. Delegates will take part in a guided tour of the facility, as well as listen to insights from representatives of COFCO’s e-commerce platform Womai and other company executives on China’s consumption trends and future directions for the industry.</p> <p><i>Venue: Lui Tao Road, Bo Li He Zhen Xing Li Cun, Fangshan District, Beijing</i></p> <p>Option three: Wumart Flagship Store</p> <p>Opening its first store in 1994, Wumart now has almost 500 stores across Beijing, Tianjin and Hebei Province. The stores sell food and general merchandise under local and Western brands, and are known for value for money and convenience. Delegates will tour a recently opened Wumart members-only flagship store, with imports accounting for 30 per cent of all products sold. Senior Wumart executives will brief the delegation on the future direction of the business.</p> <p><i>Venue: No.28 Choayang District, Beijing</i></p>
17:00 – 19:00	<p>Travel back to China World Summit Wing</p> <p>Note: Please consider a Monday night check-out to facilitate an on-time departure from the hotel early Tuesday morning.</p>
<p>End of Monday program</p>	

Tuesday 12 April 2016 – Beijing to Hangzhou

Time	Details
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Please wear your AWIC delegate lanyard for security and identification during the day's events

For delegates taking HU7277

05:30	Assemble in the China World Summit Wing lobby Delegates check-out, collect their luggage and assemble in the lobby of the China World Summit Wing to board the bus for the airport. Please arrive promptly. Transport provided by Austrade.
05:50 sharp	Depart hotel for Beijing Airport
07:00	Estimated arrival at Beijing Airport

For delegates taking CA1595

06:00	Assemble in the China World Summit Wing lobby Delegates check-out, collect their luggage and assemble in the lobby of the China World Summit Wing to board the bus for the airport. Please arrive promptly. Transport provided by Austrade.
06:20 sharp	Depart hotel for Beijing airport
07:20	Estimated arrival at Beijing Airport
08:25 – 11:00	Fly to Hangzhou – Note: Delegates are responsible for their own flight bookings.

Preferred options:

Date	From	To	Flight No.	Depart	Arrive
12 Apr	Beijing (T3)	Hangzhou	CA1595	08:45	11:00
12 Apr	Beijing (T1)	Hangzhou	HU7277	08:25	10:35

Note: We highly recommend that all delegates book their flights according to the suggested airlines. Airport pick-up will only be available for these two flights – CA1595 and HU7277.

Any delegates not on these two flights may miss the cross-border warehouse tour as there are tight restrictions in the bonded area.

11:30 – 12:00	Arrive in Hangzhou and pick-up at Hangzhou Airport Delegates to collect their luggage and assemble at the exit gate. Austrade staff will be waiting at the exit gate and will escort delegates to the bus. Austrade will provide all transportation in Hangzhou.
12:00 – 12:45	Transfer to Hangzhou Xiasha Cross-border Bonded Warehouse Xiasha Cross-border Bonded Warehouse, located in the Hangzhou Cross-border E-commerce Industrial Park, is one of the first five government-approved cross-border e-commerce pilot zones in China since 2014. Hangzhou Cross-border E-commerce Industrial Park is dubbed the "pilot among all pilot zones". Many cross-border e-commerce policies are tested in this area before being rolled out to other cross-border e-commerce zones across the country. Major cross-border e-commerce platforms, such as Kaola.com and Tmall Global, have their stock processed from this warehouse. The tour of the warehouse will help delegates understand the mechanics of

Please note this program is subject to change

Time	Details
	<p>how cross-border e-commerce works.</p> <p>Lunch boxes will be provided on the bus.</p> <p><i>Address: No. 12 Avenue, Hangzhou Economic Development Area</i></p>
12:45 – 13:15	<p>Briefing on Cross-border E-commerce Development in Hangzhou</p> <p>Speaker: Mr Jie XUAN, Deputy Director, Hangzhou E-commerce Development on Cross-border Trading Office</p> <p><i>Venue: No. 12 Avenue, Hangzhou Economic Development Area</i></p>
13:15 – 14:15	<p>Tour of Hangzhou Xiasha Cross-border Bonded Warehouse</p> <p>Delegates will be divided into groups of 50 to inspect a working cross-border bonded warehouse to see popular Australian products being 'picked-and-packed' for expedited clearance and distribution to users of multiple e-commerce marketplaces.</p>
14:15 – 15:15	<p>Travel to The Dragon Hotel, Hangzhou</p> <p><i>Address: 120 Shuguang Road, Hangzhou</i></p> <p>Note: Keycards for The Dragon Hotel will be distributed on the bus and passports collected at the same time. Passports will be returned upon check-out from the hotel. The Dragon Hotel has provided an early check-out option on the evening of 12 April. Delegates are highly advised to arrange evening check-out after 9pm on 12 April to avoid congestion on the morning of 13 April. An early morning start is scheduled for 13 April.</p>
15:15 – 16:00	<p>Delegates arrive at The Dragon Hotel, Hangzhou and settle into their rooms</p>
16:00 – 17:00	<p>Seminar on Consumer Marketing and Brand Development in China</p> <p>Welcome remarks by the Hon Martin Hamilton-Smith, South Australian Minister for Trade and Investment.</p> <p>Presenters:</p> <ul style="list-style-type: none"> - Mr Andrew Kuiler, Managing Director, The Silk Initiative - Mr Jason Spencer, Managing Director, Incite China. <p>At the national level, Australian food and beverage has a solid reputation for quality and safety. However, individual brands and products often enter the Chinese market without a strong understanding of the nuances of what Chinese consumers are looking for. As a result, ineffective packaging and marketing efforts can often undermine market entry ambitions. In this brief delegate-only seminar, two Shanghai-based Australian market research experts, Andrew Kuiler and Jason Spencer, will share their insights into how imported products can effectively reach and connect with Chinese consumers.</p> <p><i>Venue: Crystal Ballroom, The Dragon Hotel</i></p>
17:00 – 19:00	<p>E-commerce Industry Networking</p> <p>Delegates will have an opportunity to meet representatives of 18 major e-commerce platforms, importers and service providers.</p> <ul style="list-style-type: none"> • 193Guo.com • 61warehouse.com • Accel E-commerce Co.,Ltd • Ajya Guru Group • AliHealth • Anhui XingMaoTong E-commerce Ltd

Please note this program is subject to change

Time	Details
	<ul style="list-style-type: none"> • BPH • CarePlus Australia • Fengqu.com • Guangzhou Ruoyuchen Technology Co., Ltd • Kaola.com • Leqee.com • Shineville Asset Management Company (Australian Pavillion on KJT.com) • Suning Group • Tianjin Sinobo Supply Chain Management Co., Ltd. • 5CTONG (Zhejiang Material) • Zhejiang Sowow E-commerce Co., Ltd • Zhengzhou Zhouzhouhai Best Ecommerce Co., Ltd. <p>Please note that while Austrade is not able to facilitate tailored one-on-one business matching, delegates should come prepared with plenty of business cards and a clear pitch on their company's products and services.</p> <p><i>Venue: Crystal Ballroom, The Dragon Hotel</i></p>
Evening	<p>Delegates' own arrangements</p> <p>Reference distance from the hotel to West Lake: 20 minute walk.</p>
21:00 – 24:00	<p>Early check-out available at the Dragon Hotel</p>
<p>End of Tuesday program</p>	

Wednesday 13 April 2016 – Hangzhou

Time	Details
<p>Please wear your AWIC delegate lanyard for security and identification during the day's events</p>	
06:15 – 07:30	<p>Breakfast – included in room rate</p>
07:30 – 07:45	<p>Delegates return keycards and assemble in The Dragon Hotel lobby with their luggage</p>
07:45 – 08:00	<p>Board buses</p> <p>Delegates and their luggage to board the bus. Please arrive promptly.</p> <p>Transport provided by Austrade for the whole day.</p>
08:00 – 09:00	<p>Travel to NetEase (parent company of Kaola.com)</p>
09:00 – 09:45	<p>Kaola.com</p> <p>Kaola.com is the imported brands e-commerce marketplace for Nasdaq-listed NetEase's 760 million registered users. Kaola procures international brands from suppliers around the world and ships them to its various bonded warehouses around China. Kaola also arranges tariff clearance and sells online to targeted Chinese customer segments based on NetEase's big data via multiple apps and channels, and provides support for partner branding in China via NetEase media.</p> <p>09:00 – 09:05 Welcome remarks from Mr Bruce Gosper, CEO, Austrade</p>

Please note this program is subject to change

Time	Details
	<p>09:05 – 09:10 Welcome remarks from Mr William Ding, CEO & Founder, NetEase (TBC)</p> <p>09:10 – 09:20 NetEase company introduction – Ms Juliet Yang, Investor Relations Manager</p> <p>09:20 – 09:35 Cross-border e-commerce policy and Kaola.com introduction – Lei Zhang, CEO, Kaola.com</p> <p>09:35 – 09:50 How to open a PoP store on Kaola.com – Shenling Yang, Business Development Director, Kaola.com</p> <p>09:50 – 10:15 NetEase campus tour led by NetEase ambassadors.</p> <p><i>Address: No. 599 Wangshang Road, Binjiang District, Hangzhou</i></p>
10:15 – 11:30	Travel to Alibaba Xixi Campus
11:30 – 13:00	<p>Alibaba Xixi Campus</p> <p>Alibaba Group is China's largest e-commerce company that provides C2C, B2C and B2B sales services via web portals. It also provides electronic payment services, a shopping search engine and data-centric cloud computing services. Taobao and Tmall, the two major e-commerce platforms under Alibaba Group, account for more than 80 per cent of total online sales in China. The group began in 1999 when Jack Ma founded the website Alibaba.com, a B2B portal to connect Chinese manufacturers with overseas buyers.</p> <p>11:30 – 11:35 Welcome speech from Alibaba senior management</p> <p>11:35 – 11:40 Welcome remarks from The Hon Anastacia Palaszczuk, Premier of Queensland</p> <p>11:40 – 11:45 Welcome remarks from Mr Andrew Robb AO MP, Special Envoy for Trade</p> <p>11:45 – 12:05 Presentation on China e-commerce market by Ms Maggie Zhou, Managing Director of Australia and New Zealand, Alibaba Group</p> <p>12:05 – 12:25 Introduction on Tmall (including Tmall Global, Tmall Fresh and Wholesale Direct) by Mr John O'Loughlen, Business Development Director, Australia and New Zealand, Alibaba Group</p> <p>12:25 – 12:40 Introduction on electronic payment and e-commerce (Alipay Australia) by Ms Lela Li, Director, Alipay International</p> <p>12:40 – 13:20 Parallel seminars hosted by Tmall Global, Tmall Fresh and Wholesale Direct</p> <p>13:20 – 14:00 Networking lunch provided on-site.</p> <p><i>Address: 969 West Wenyi Road, Yuhang District, Hangzhou</i></p>
14:00 – 17:00	Travel from Hangzhou to Shanghai
17:00 – 17:30	<p>Your bus will arrive at one of the following three hotels. Further information will be provided by Austrade staff.</p> <ol style="list-style-type: none"> 1. Shangri-La Pudong Hotel, Shanghai (<i>33 Fucheng Road, Pudong, Shanghai</i>). 2. Grand Hyatt Shanghai (<i>88 Century Avenue, Pudong, Shanghai</i>). 3. Grand Kempinski Hotel Shanghai (<i>1288 Lujiazui Ring Road, Pudong, Shanghai</i>)
Evening	<p>Optional activity: AustCham Westpac Australia China Business Awards Gala Dinner</p> <p>Delegates are welcome to attend, at their own expense, this Gala Dinner. Tickets available for individual purchase at approx. A\$200 per head. For more information please refer to http://www.austcham-acba.com/</p>

Time

Details

End of Wednesday program

Please note this program is subject to change

Thursday 14 April 2016 – Shanghai

Time	Details
Please wear your AWIC delegate lanyard for security and identification during the day's events	
AM	Breakfast – delegates' own arrangements
07:10 – 07:30	Assemble in the respective lobbies of Shangri-La Pudong Hotel, Grand Hyatt or Grand Kempinski Hotel for transfer to Shanghai Expo Centre Delegates will be shuttled by bus
07:30	Depart for Shanghai Expo Centre <i>Venue: Blue Hall, Shanghai Expo Centre</i>
09:00 – 09:20	Welcome address by the Hon Steven Ciobo MP, Minister for Trade and Investment <i>Venue: Blue Hall, Shanghai Expo Centre</i>
09:20 – 10:15	Plenary session moderated by ACBC National President, the Hon John Brumby Guest speaker – Ms Jing Ulrich, Managing Director and Vice Chairman of Asia Pacific, JP Morgan Chase.
10:15 – 10:30	Delegates to proceed to the Gold Hall Foyer, Shanghai Expo Centre
10:30 – 10:50	Pre-lunch networking refreshments <i>Venue: Gold Hall Foyer, Shanghai Expo Centre</i>
10:50 – 11:15	Delegates seated for Gala Lunch <i>Venue: Gold Hall, Shanghai Expo Centre</i>
11:30 – 13:30	Gala Lunch – Australia Week in China The Hon Malcolm Turnbull MP, Prime Minister of Australia, will host the Australia Week in China Gala Lunch. <i>Venue: Gold Hall, Shanghai Expo Centre</i>
14:00 – 15:30	Go to Gate 3 for transfer back to Shangri-La Pudong Hotel, Grand Hyatt or Grand Kempinski (or take the optional afternoon tour – information below) Delegates will be shuttled by bus
15:30 – 18:00	Break in formal program
18:00 – 20:00	Informal networking reception hosted by AustCham Shanghai Wrap up Australia Week in China at the largest ever Aussie Drinks. Austcham Member Price: 60 RMB, Non-Member Price: 120 RMB. Entry includes first drink. No RSVP required <i>Venue: China Hall II, Level 3, Shangri-La Pudong Hotel</i>

Please note this program is subject to change

Time	Details
Optional activities	
Options 1 & 2 – Delegates can join the following site visits or networking function following the Gala Lunch in the late afternoon	
14:30 – 16:00	<p>Assemble in the Expo Centre lobby for transfer to site visits. Transport organised by Austrade.</p> <p>Option 1: Site visit to the Export Growth China, Australian Business Chamber Products and Services Showroom NSW Business Chamber has over 50 years of experience with international trade, including verification of authenticity as an Australian product. Its International Trade team is located in Shanghai and Sydney. It has invested significant resources in staff and built a local presence with an intention to deliver authentic, high quality Australian products and services to Chinese businesses. Products and services can be viewed in the Shanghai showroom and online platform. <i>Venue: 3B16 & 3B18, ShanghaiMart, No. 2299 Yan An Road</i></p> <p>Option 2: Site visit to Sogo Department Store Sogo Co. Ltd. is a department store chain that operates an extensive network of branches in Japan. It once owned stores in diverse locations around the world but most of these international branches are now operated by independent franchises. The Shanghai Sogo, also called Jiuguang Department Store, was established in 2004, and is a joint venture between Lifestyle International Holdings of Hong Kong, the owner of Sogo Hong Kong, and the state-owned Joinbuy Group of Shanghai. The department store features the high-end supermarket Freshmart and is located in the fashionable Jing'an District adjacent to the Jing'an Temple, on West Nanjing Road. Delegates will visit Sogo's Australian Product Retail Promotion, which is taking place in April. <i>Venue: Nanjing West Road, Jing'an District</i></p>
16:00 – 17:00	Depart site visits to return to the hotel
17:00 – 18:00	<p>Food and Beverage industry mixer with AustCham Food and Beverage Committee <i>Venue: China Hall II, Level 3, Shangri-La Pudong Hotel</i></p>
18:00 – 20:00	<p>All-stream delegate networking reception hosted by AustCham Shanghai Wrap up Australia Week in China at the largest ever Aussie Drinks. Austcham Member Price: 60 RMB, Non-Member Price: 120 RMB. Entry includes first drink. No RSVP required <i>Venue: China Hall II, Level 3, Shangri-La Pudong Hotel</i></p>
End of Thursday program	

Friday 15 April 2016 – Shanghai

Time	Details
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Please wear your AWIC delegate lanyard for security and identification during the day's events

Invitation-only event: Premium Australia Lunch and Showcase

The Premium Australia Lunch and Showcase is an invitation-only, sponsored event showcase. Delegates with an official invitation can gain access to this event.

End of Australia Week in China program

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Spoken Questions on Notice from **Gallacher, Alex** to Austrade

Question Number 4

Tourism Demand Driver Infrastructure program

Hansard Page – 118-120

1. **Senator CAROL BROWN:** My first question is to Austrade, about the grant to the Hilton hotel in Darwin under the Tourism Demand-Driver Infrastructure scheme. ... I wanted to know when the grant was approved ... What date was that?

2. **Senator CAROL BROWN:** Brief me, if you can, on what the eligibility criteria [for the Tourism Demand Driver Infrastructure program] are.

3. **Senator CAROL BROWN:** Do you know, in each case, whether the matched funding [for projects receiving grants under the Tourism Demand Driver Infrastructure program] is from government or from the business?

Mr Boyer: Yes, we do.

Senator CAROL BROWN: What was the case in this instance [Hilton Hotel project in Darwin]?

4. **Senator CAROL BROWN:** Has this [Hilton Hotel project in Darwin] been completed?

5. **Senator CAROL BROWN:** Before you hand out taxpayer grants is any consideration given to how profitable an enterprise is?

Mr Boyer: We would expect that that sort of risk analysis would be conducted by the states and territories rather than by us. That is part of the process associated with the TDDI program.

Senator CAROL BROWN: A media article I have read said the Hilton reported a \$348 million profit.

Mr Boyer: I could not comment on that. But the profitability of the organisation is not one of the requirements of the program. I am happy to provide on notice the requirements for the TDDI program.

Answer

See response to Austrade Question on Notice No.12 from Senator Brown.

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Spoken Questions on Notice from **Brown, Carol** to Austrade

Question Number 5

Cradle Mountain Master Plan

Hansard Page – 121-122

1. **Senator CAROL BROWN:** I now go to the Cradle Mountain master plan ... The feasibility study—the Turnbull government had the election commitment of \$1 million. Has the study been completed

Mr Boyer: The feasibility study has not been completed but the money has been given to the Tasmanian government to manage that project ...

Senator CAROL BROWN: ... So the \$1 million has been given to the state government and they are doing all the work in putting together the feasibility study ... What do you know of it? Are they telling you what they are doing?

Mr Boyer: The progress to date?

Senator CAROL BROWN: Yes.

Mr Boyer: The agreement was signed between Minister Ciobo and Premier Hodgman in February this year. The money was paid by Austrade to the department of state growth, from memory—or was it early April?—and the department of state growth is currently going through a process to conduct the study. I am not sure if we have time frames associated with that? ... I can seek an update on notice, if you like, from the Tasmanian government, around time frames and expectations.

2. **Senator CAROL BROWN:** Do you know what process the Tasmanian government is going through?

Mr Boyer: I believe they are going through a selection exercise for project personnel to conduct the study, but I am not across the detail of exactly how they are approaching it; my apologies. I would prefer to take it on notice and give you a bit more information, if that is okay.

Senator CAROL BROWN: Okay. If you can tell me what that process involves—I am assuming it will be external consultants.

Mr Boyer: We can approach the Tasmanian government and get some advice from them.

3. **Senator CAROL BROWN:** Is there a time frame that the feasibility study has to be completed by?

Mr Boyer: I am sorry: I do not have the actual partnership document in front of me. I am sure there is, but I would like to take it on notice just to make sure that I do not get it wrong.

Answer

1. The Tasmanian Government has created a steering committee to oversee the project which includes development of a full business case, economic impact statement, detailed design work, engineering advice and preliminary environmental assessments. A project manager will manage the delivery of the various project components outlined above. Work has commenced on the design aspects of the project. In accordance with the National Partnerships Project Agreement, the Tasmanian Government will provide performance reports on a six monthly basis through to completion of the project.
2. The process to deliver the project is being overseen by a steering committee comprising state and industry representatives, with day to day management by a project director.

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Spoken Questions on Notice from **Brown, Carol** to Austrade

Delivery of the various aspects of the project will be undertaken by both the Tasmanian Government and external contractors.

3. The National Partnerships Project Agreement expires on 30 June 2018 or on completion of all projects covered by the project agreement.

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Spoken Questions on Notice from **Brown, Carol** to Austrade

Question Number 6

Expenditure on food and wine – tourism

Hansard Page – 124

Senator CAROL BROWN: There was a report that, since the campaign started, food and wine spending by international travellers to Australia has increased by A\$1 billion.

Mr O’Sullivan: That is right. When we launched Restaurant Australia in 2014, total expenditure by international visitors, according to the international visitor survey, on food and wine was around \$4.2 billion. It is now approximately \$5.4 billion.

CHAIR: In what time frame?

Mr O’Sullivan: That particular expenditure was over two years.

Senator CAROL BROWN: Are you able to provide some further information regarding where you get that information from?

Mr O’Sullivan: Certainly. It is in the IVS. I would probably direct that question to Austrade, because that is administered through Tourism Research Australia.

Mr Boyer: There is a very handy app that you can put on your phone if you would like to get all sorts of great breakdowns of tourism data, including spend data and what people are spending their money on. We also have it available through the Tourism Research Australia website. But I can provide more information on notice about breakdowns. ... It comes from the international visitor survey. ... year ending December 2014 to year ending December 2016 from the international visitor survey.

Answer

The data was obtained from the International Visitor Survey conducted by Tourism Research Australia.

The survey asks international travellers about the amount of money they spent on food and drink during their stay. The amount spent on food and drink in the year ending December 2014 was \$4.4 billion. This amount increased to \$5.4 billion by the year ending December 2016, an increase of \$1 billion.

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Spoken Questions on Notice from **Brown, Carol** to Austrade

Question Number 7

Survey of Tourist Accommodation

Hansard Page – 128

Senator CAROL BROWN: The last time we talked, Mr Boyer, you said:
... we would expect to finalise our evaluation of the tenders by the end of this calendar year.
That was in October 2016.

Mr Boyer: Yes, Senator.

Senator CAROL BROWN: What has actually gone to the minister?

Mr Boyer: The assessment of the private sector solution has been finalised. There is necessarily quite a degree of consultation required because of the engagement with state and territory tourism organisations. That has been done and we have presented a position to the minister.

Senator CAROL BROWN: When did that go to the minister?

Mr Boyer: I would have to take that on notice, sorry, Senator. I do not have the exact date in front of me.

Answer

Austrade provided the most recent brief to the Minister's office on 26 July 2017.

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Written Question on Notice from **Brown, Carol** to Austrade

Question Number 8

2017 Budget

1. The 2017 Budget also included an increase in visa application charges in line with CPI. Was either Austrade or Tourism Australia consulted about this? If so, on what date were you notified about this decision by the Government?
2. Has Tourism Australia or Austrade conducted any research or economic modelling on what impact this will have on visitor numbers?

Answer

1. Austrade was consulted ahead of the Government's budget announcement. Formal notification was received on 9 May 2017.
2. Austrade has not conducted any research or economic modelling relating to this decision.

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Written Question on Notice from **Brown, Carol** to Austrade

Question Number 9

457 Visas

Have either Tourism Australia or Austrade conducted any research more broadly on the impact of abolishing the 457 visa program on tourism across Australia? What will be the impact? In what area is it expected to be most keenly felt?

Answer

Austrade has not conducted research on the impact of abolishing the 457 visa program on the tourism sector.

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Written Question on Notice from **Brown, Carol** to Austrade

Question Number 10

Cradle Mountain

1. The Turnbull Government committed \$1 million for a feasibility study on the Cradle Mountain Masterplan in the 2016 Federal Election campaign. What progress has been made on this feasibility study?
2. Will it be publicly released?
3. Why was a feasibility study required when Deloitte/Access Economics had already conducted this analysis?
4. Has the Tasmanian Government made any representations to the Commonwealth about contributing to the costs of this project? Please provide a copy of any written correspondence.
5. Has any other authority or organisation made any kind of representation to the Commonwealth for funding the project?

Answer

See answers to Question 34.

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Written Question on Notice from **Brown, Carol** to Austrade

Question Number 11

Public transport use

Has there been any research into public transport use by tourists? How many tourists use public transport in Australia each year?

Answer

Tourism Research Australia (TRA) conducts the International and National Visitor Surveys. In 2017 TRA introduced questions to the surveys on the types of local transport used.

Results for the first quarter of 2017 are in the table below:

Local transport used	International	Domestic Overnight	All overnight trips
Train	48%	5%	9%
Bus	45%	6%	9%
Tram	25%	3%	5%
Ride share service	24%	3%	4%
Taxi or chauffeur driven hire car	35%	7%	10%
Ferry	24%	2%	4%
Did not use local transport	18%	81%	76%

Source: TRA - International Visitor Survey and National Visitor Survey

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Written Question on Notice from **Brown, Carol** to Austrade

Question Number 12

TDDI – Hilton Hotel Darwin Grant

The TDDI program principles state that proponents “must be able to show that the project will demonstrate a return on the government’s investment across the tourism supply chain”.

1. What will the return on the government’s investment in “optional Chinese hotel and guest services information platform through internet Protocol Television (IPTV) in all 235 guest rooms in the Hilton Darwin” be?
2. How will the return be measured after the installation of this taxpayer-funded equipment in the Hilton Hotel?
3. How will the information about the return on investment be conveyed to government by the Hilton Hotel? What reporting is required by the Hilton Hotel?
4. Did the Hilton Hotel provide an estimate of its estimated increase in profits which would occur as a result of the injection of taxpayer funds into its
5. What date was the grant to the Hilton Hotel Darwin approved?
6. Did Minister Ciobo sign off on this grant? If so, on what date?
7. What projects were recommended by the NT Government in total for TDDI funding prior to the decision being made to provide funds to the Hilton Hotel? Please provide a full list.
8. Did the Minister or anyone in the Minister’s office raise any concerns prior to the signing of the grant about the nature of subsidising Hilton Hotels as a large profitable multinational?
9. Has Hilton Hotel contributed funding to the project? If so, how much?
10. How do providing taxpayer funds to highly profitable private multinational corporations such as Hilton Hotels generate taxpayer value for money?

Answer

1. Under the TDDI program principles, states and territories are required to demonstrate that each project will yield a return on the Commonwealth’s investment across the tourism supply chain. At the time of submission of the project, the Northern Territory government advised the Chinese guest services platform at Hilton Darwin project (Project 24) aligned with the *Tourism 2020* strategic areas of growing demand from Asia and improving quality. The project will result in improved services to meet the expectations of Chinese visitors, increasing occupancy and customer satisfaction, and providing flow on benefits to the tourism sector in Darwin and the Northern Territory.
2. TDDI funding is provided to states and territories for approved projects through a National Partnerships Project Agreement. States and territories are responsible for delivering projects and reporting on milestones set out in the Project Agreement Schedule.

The milestone requirements set out the Project Agreement Schedule for the Northern Territory require confirmation that the scheduled stages of the projects have been completed. The Northern Territory government has met this requirement in relation to Project 24.

States and territories may enter into funding agreements with project proponents where relevant. These agreements may include additional reporting requirements. Queries relating to individual project proponent reporting and contracts between the proponent and state or territory should be directed to the relevant state or territory.

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 Written Question on Notice from **Brown, Carol** to Austrade

3. See question 2.
4. See question 2.
5. TDDI funding is provided to states and territories for approved projects through a National Partnership Project Agreement. An amendment to the Northern Territory Project Agreement Schedule, as requested by the Northern Territory government, was approved when Chief Minister Giles countersigned the Project Agreement Schedule on 3 August 2016.
6. Minister Ciobo approved the revised Northern Territory Project Agreement Schedule on 29 July 2016.
7. Projects submitted by the Northern Territory Government for TDDI funding prior to the approval of Project 24 are listed below. Projects 20 to 28 were submitted at the same time as Project 24.

Project	Description	TDDI funding amount and timing
2014–15 Submissions		
Project 1 - Strategic improvements within Central Australia	This project has two parts: (i) Installation of 3 x 7 berth accommodation cabins at the Wauchope Hotel to double accommodation capacity and better cater for families/ large groups (ii) Upgrade vehicle access to the Standley Chasm entrance.	\$132,990 2014–15 financial year
Project 2 - Alice Springs Tourist Attraction Upgrades	This project has two parts: (i) Reclad the exterior, renovate the interior and general appearance improvements to the Reptile Centre; (ii) Infrastructure upgrade to the Royal Flying Doctor Service (tourist attraction) audio-visual theatre, including creating hologram technology and new presentation material.	\$82,698 2014–15 financial year
Project 3 – Wild bush luxury bird hide	Construction of an elevated wild bush luxury bird hide on the edge of Swim Creek floodplain.	\$67,167 2014–15 financial year
Project 4 – Cooking demonstration kitchen	Construction of an interactive cooking demonstration kitchen that can seat up to 60 people on the Darwin waterfront.	\$40,632 2014–15 financial year

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Project	Description	TDDI funding amount and timing
Project 5 – Supporting Gove through strategic investment in the tourism industry	This project has three parts: (i) Refitting a cargo vessel for a new passenger cruise service (ii) Infrastructure upgrades to the fishing lodge on Wigram Island to improve the visitor experience (iii) Upgrade Daliway Road into four coastal recreation areas so that traditional owners can incorporate these areas of natural beauty into touring products.	\$229,371 2014–15 financial year
Project 6 – Injalak Art Centre	Creation of a visitor interpretive centre at the Injalak Art Centre by refurbishing a workshop and providing audio-visual screens, interpretive boards, signage, pathways, external shade areas and areas for lectures and workshops.	\$71,818 2014–15 financial year
Project 7 – Leaders Creek fishing base	Upgrade the Leaders Creek Fishing Base by removing the old building, installing a new building and landscaping the garden.	\$50,000 2014–15 financial year
Project 8 – Mobile applications	Development of two mobile applications: a) foreign language commentary in Italian, Mandarin and Japanese for popular NT tours of Kakadu and Litchfield and b) audio tour of the Stuart Highway.	\$56,140 2014–15 financial year
Project 9 – Larapinta Trail campsite	Construction of a new semi-permanent campsite along the Larapinta Trail to increase capacity.	\$45,404 2014–15 financial year
Project 10 – Tiwi Islands walking trail	Construction of a walking-trail and interpretative signage linking key tourist sites on Bathurst Island.	\$22,727 2014–15 financial year
TOTAL (Projects 1-10)		\$798,950
2015-16 submissions		
Project 11 - Lorella Springs Wilderness Park expand visitor accommodation	Build five new air-conditioned double bedrooms with en-suite facilities, at Lorella Springs Wilderness Park. The new rooms will meet the requirements for accommodation from current tour groups and Chinese tour companies. The air-conditioned accommodation will enable the season to be extended.	\$46,273 2015-16 financial year
Project 12– Meeting and events area in the Nitmiluk Visitor Centre (Replaced by Project 19)	The project will see the development of a new meeting and events area through the refurbishment of an under-used portion of an existing building. The Nitmiluk Visitor Centre (which includes a café and retail area) will be updated to hold the new meeting and events area and revitalised interpretive display.	\$77,500

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Project	Description	TDDI funding amount and timing
Project 13 - Multi-purpose space at Glen Helen	This project will see the renewal of the Glen Helen entry area with improved accessibility for people with a disability, the development of a multi space terrace area to enhance viewing opportunities, the construction of trellis for vines to grow over to create a natural shade area, the installation of a sunken terrace with fire pit in amphitheatre style for presentations, performances and other functions and the creation of spaced steps leading towards the Glen Helen Gorge pathway to encourage visitors to explore the gorge and waterhole.	\$83,727 2015-16 financial year
Project 14 - Upgrade of rooms at Seven Spirit Bay to facilitate development of a west Arnhem touring route	As part of a larger scheme (\$1,750 million), this project will see the addition of en-suite facilities to existing accommodation at Seven Spirits Bay. The refurbishments of the accommodation rooms will be part of the overall work to bring Seven Spirit Bay up to date.	\$200,000 2015-16 financial year
Project 15 - Upgrading the Gove Yacht Club to improve it as an entry point for marine based tourism on the Gove Peninsula.	The project will see a number of aspects of the Gove Yacht Club updated and renewed. The work includes: a) upgrades to an existing ablutions block; b) removal of dated storage sheds; c) clearing land and landscaping of the site of an intended camp ground (to be completed under different funding); d) installation of new entry doors to the club building; and e) installation of a new cool room for use by patrons and to hold items available for sale.	\$65,986 2015-16 financial year
Project 16 - Standley Chasm walking track upgrade	This project will see an AS 2165.1 Grade 1 pathway created, which will be wheelchair accessible from the kiosk/car park to the Chasm viewing area. The pathway will: be constructed with local stone and finished with red shale-stone to ensure it has a weatherproof surface; have steel/timber handrails and boardwalks where necessary; and include woodland seating, interpretative signage and discreet lighting.	\$196,915 2015-16 financial year
Project 17 - Conference room refurbishment at Crab Claw Island	This project will see the refurbishment of the existing conference room, to make it more attractive and to be able to host larger groups of people. The work will include installing video conferencing facilities, a sound system, and energy efficient lighting; improving internet connectivity (for all visitors to the resort); and replacing the ceiling and doors.	\$45,000 2015-16 financial year

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Project	Description	TDDI funding amount and timing
Project 18 - Permanent Exhibition of the Borella Ride memorabilia in Tennant Creek	This project will deliver a permanent memorial to Albert Borella in Tennant Creek. The Borella memorial will be one component of the history trail that Tourism NT is developing. This is part of the Northern Territory government commitment (of \$3 million over three years) to upgrade military and pioneering historical sights.	\$59,599 2015-16 financial year
Project 19 - Year Round Tent Style Accommodation (Replaced project 12)	This part of a two stage overarching \$344,500 project to provide powered and air conditioned budget tent accommodation. The 30 twin and 10 family permanent tents will enable Coinda Lodge to provide budget accommodation year round. Stage one will procure the custom-made tents and furnishings. Stage two is for site preparation including bringing electricity to the site, and installation of the tents, air conditioning units, lighting and surrounding landscaping.	\$77,500 2015-16 financial year
TOTAL (Projects 11-19)		\$775,000
2016-17 submissions		
Project 20 - Flexible accommodation business to service the NT	Establish a permanent NT operations base for Flash Camp to manage their “pop-up” temporary accommodation / high level “glamping”. The accommodation is available for tourism operators, events, festivals and corporate and incentive groups to increase their inventory during the peak season. Flash Camp offers a new and unique experience in locations that have previously been unable to provide such services.	\$92,500 2016-17 financial year
Project 21 - Alice Springs major venue investment	This project will see the design and construction of an open air shade shelter with a 200 seat capacity at the Chifley Alice Springs Resort. The shelter will provide a unique space for Indigenous cultural presentations by local Arrernte artists, as well as other events including group dinners, functions, exhibitions, cinema, theatre, music, dance and other entertainment.	\$129,500 2016-17 financial year
Project 22 - Developing East Arnhem Limited Hero Experience Development Mentoring Program	The Hero Experience Development Program in East Arnhem Land, is aimed at enhancing the skills and product offering of all tourism operators in the region, and improving industry capability and capacity. The program involves mentoring 12 tourism businesses over a six month period in the development of ‘hero experiences’. The businesses learn how best to share the Yolngu story as it relates to their business.	\$33,000 2016-17 financial year

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Project	Description	TDDI funding amount and timing
Project 23 - Tourism Industry Crisis Management System	Development of a Top End Tourism Industry Crisis Management System which will boost industry preparedness and resilience in dealing with unforeseen crisis events. Project outcomes include a Crisis Response Management System document, mobile App, online Crisis Control Centre (content management system) and training for Tourism Top End staff and operators.	\$20,000 2016-17 financial year
Project 24 - Chinese guest services platform at Hilton Darwin	This project will see the upgrade of information services and entertainment facilities available at the Hilton Darwin. The upgrade will meet the demands of the increasing Asian market through the development and installation of an optional Chinese language hotel and guest services information platform available throughout the hotel.	\$100,000 2016-17 financial year
Project 25 - Kings Canyon Resort Expansion	To assist Kings Canyon Resort meet the rising accommodation quality and quantity demands, this project will assist to create new luxury style accommodation options. These include 14 powered and en-suite sites for caravans and RV, as well as landscaped native gardens surrounding. In addition to the en-suite facilities, the sites will include barbeques and tables and chairs.	\$100,000 2016-17 financial year
Project 26 - Development of significant Darwin attraction - Crocodylus Park (Stage 2)	This project is for Stage 2 of an extension at Crocodylus Park. It will see the construction of an outdoor exhibit for large exotic cats. The exhibit will include an escarpment waterfall feature to deliver a "Taste of the Top End" to visitors who cannot travel outside Darwin. Stage 1 is underway and funded separately.	\$100,000 2016-17 financial year
Project 27 - Redevelopment to revitalise Kakadu region - Manbiyarra Hostel	This project is to refurbish the Manbiyarra Hostel (Border Store) from an unused facility into tourism accommodation. This redevelopment will improve and revitalise touring and accommodation options in the northern Kakadu region. The new accommodation will enable the facility to increase opening time from six months a year, to nine months a year.	\$100,000 2016-17 financial year
Project 28 - Enhancing Indigenous Art Tourism in Katherine	This project will see the construction of a purpose-built art gallery for the Top Didj Cultural Experience & Art Gallery (Top Didj) Indigenous artwork and artists. It will meet the increased facility demands at the gallery and in the area. The additional gallery space will support increased activities offered at the facility, including artist residency programs and workshops, as well as providing additional Indigenous tourism experiences.	\$100,000 2017-18 financial year
TOTAL (Projects 20–28)		\$775,000

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8. Austrade is not aware of any concerns being raised.
9. Yes. Matched funding of \$107,272 was committed by Hilton Hotel Darwin.
10. The TDDI program supports infrastructure projects that contribute to *Tourism 2020* outcomes by driving demand, improving quality and increasing tourism expenditure. Funding is provided to states and territories for projects which align with the TDDI Principles. States and territories are responsible for determining the process by which TDDI funds will be allocated including eligibility and assessment criteria, and which projects will receive funding. An outline of the overarching TDDI program principles and project eligibility criteria is available on the Austrade website at:
<https://www.austrade.gov.au/Australian/Tourism/Policy-and-Strategy/Infrastructure-and-Investment/tourism-demand-driver-infrastructure-program>.

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Question Number 13

TDDI – Program design

1. What date did Minister Ciobo sign the program guidelines for the TDDI fund?
2. Are proponents required to calculate or disclose how many jobs will be created as part of project applications for the TDDI?
3. How many jobs will be created by each project approved for funding under the TDDI?
Please provide a list of projects and number of jobs created.

Answer

1. The TDDI program is delivered through a National Partnerships Project Agreement between the Commonwealth and all states and territories. State, territory and federal Tourism Ministers agreed to the Program Principles as outlined in the Project agreement in July 2014.
2. States and territories are responsible for determining the process by which TDDI funding will be allocated in their own jurisdiction. This includes application requirements. Queries relating to application requirements should be directed to the relevant state or territory.
3. Refer to Question 2 above.

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Question Number 14

TDDI – Update

1. How many projects have been approved since 2 March 2017 when the last update was provided?
2. How many projects have been approved in total?
3. Please list each project with project name, proponent, address, state, federal electorate, project description, commonwealth contribution, details of any other funding including source, total project cost, number of jobs expected to be created during and post construction, date of approval, date of public announcement, expected project start date, whether commenced, and expected completion date or completion date, details of any openings or events attended by the minister with date, title of event, location of event, attendee list and copies or links to all media coverage including newspaper articles. Please also provide a link to relevant ministerial media release eg joint release with state minister, local MP.
4. What is the total expenditure to date for this program?
5. How much funding remains unallocated? Please provide a breakdown by state.
6. What is the forward plan to allocate remaining funds? Please provide a timeline.
7. Please provide an updated list of all accommodation operators funded under this program including state or territory, proponent, name of project, value of grant, nature of grant (ie what will funding be spent on within the project). Please indicate whether the company is Australian or foreign owned.
8. Of the TDDI projects which have been approved to date:
 - a) are any owned or operated by foreign companies or proprietors? Please list.
 - b) please provide the ACN or ABN for Australian-based businesses, companies or entities in receipt of a grant
9. Has any proponent or associated entity in receipt of a TDDI grant ever made a donation to the Liberal Party of Australia or the National Party of Australia? Please provide a full list including date and amount donated.

Answer

1. From 2 March 2017 to 1 June 2017, 26 projects have been approved by the Federal Government.
2. As at 1 June 2017, 181 projects have been approved in total. Four of these projects were withdrawn after approval.
3. Details of all approved projects are published on the Treasury website <http://www.federalfinancialrelations.gov.au/content/npa/other.aspx>. Copies of approved schedules are provided to Treasury for publication as they are approved.

Media releases relating to TDDI have been issued for the following states:

New South Wales	http://www.richardcolbeck.com.au/2016-media-releases/-480000-to-support-the-thriving-tourism-industry-in-new-south-wales- https://www.kevinhumphries.com.au/media/media-releases/tourism-funding-boost-cobar-and-lightning-ridge
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Northern Territory	http://www.richardcolbeck.com.au/2015_media_releases/federal-funding-to-build-new-tourism-infrastructure-in-the-nt http://www.tourismnt.com.au/en/industry-support/grants-and-funding/tddi-201617
Queensland	http://trademinister.gov.au/releases/Pages/2015/ar_mr_150430.aspx http://statements.qld.gov.au/Statement/2015/10/9/cash-injection-for-new-queensland-tourism-projects http://www.richardcolbeck.com.au/2016-media-releases/building-better-tourism-businesses-in-queensland http://www.richardcolbeck.com.au/2016-media-releases/supporting-jobs-and-growth-in-queenslands-tourism-industry-
South Australia	http://www.tourism.sa.gov.au/media/two-million-funding-boost-to-build-tourism-infrastructure.aspx http://ministers.dfat.gov.au/richardcolbeck/releases/Pages/2016/rc_mr_160217.aspx?w=JIVZj%2FiVk%2FHILzODERE2aA%3D%3D http://www.premier.sa.gov.au/index.php/geoff-brock-news-releases/7223-1-4m-predator-experience-to-be-built-at-monarto-zoo http://www.tourism.sa.gov.au/media/major-funding-boost-for-sa-tourism-infrastructure-project-on-the-limestone-coast.aspx
Tasmania	http://trademinister.gov.au/releases/Pages/2015/ar_mr_150508b.aspx http://www.richardcolbeck.com.au/2016-media-releases/-85000-to-enhance-tourism-in-hobart http://www.richardcolbeck.com.au/2016-media-releases/blue-derby-mountain-bike-trail-to-receive-additional-federal-funds-for-new-tracks http://www.richardcolbeck.com.au/2016-media-releases/coalition-government-supports-growing-tourism-in-lyons http://www.richardcolbeck.com.au/2016-media-releases/cutting-the-ribbon-on-improved-amenities-for-derwent-bridge- http://www.richardcolbeck.com.au/2016-media-releases/driving-tourism-demand-on-the-east-coast http://www.richardcolbeck.com.au/2016-media-releases/flinders-island-safe-harbour-project-awarded--40000-tourism-infrastructure-grant http://www.richardcolbeck.com.au/2016-media-releases/supporting-tasmanias-iconic-tourism-industry- http://www.richardcolbeck.com.au/2016-media-releases/supporting-tasmanias-tourism-industry
Victoria	http://ministers.dfat.gov.au/richardcolbeck/releases/Pages/2016/rc_mr_160218.aspx?w=JIVZj%2FiVk%2FHILzODERE2aA%3D%3D

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Western Australia	http://trademinister.gov.au/releases/Pages/2015/ar_mr_150520.aspx http://www.richardcolbeck.com.au/clients/richard/downloads/item940/160105_colbeck_hames_-_joint_media_release_-_tourism_demand_drives_infrastructure_funding_.pdf
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4. Total expenditure for the TDDI program, from commencement to 1 June 2017, is \$23,870,308.
5. Unallocated funding by state as at 1 June 2017 is listed below.

Jurisdiction	Funding remaining
ACT	\$250,025
NSW	\$3,220,420
NT	\$775,025
QLD	\$400,019
SA	\$638,825
TAS	\$1,418,550
VIC	\$2,613
WA	\$351,725
Total	\$7,057,202

6. States and territories are responsible for determining the process for selecting projects for funding. All remaining funding must be expended by 30 June 2018.
7. Approved project details are provided below. Queries relating to individual project proponents should be directed to the relevant state or territory.

Proponent	Project title	Grant value	Project description
Australian Capital Territory			
Urban Stays	Urban Stays Tourism 2020 Strategy – Young International Travellers	\$285,750	This project will see the refurbishment of accommodation facility in Canberra - Urban Stays. Improvements include energy efficient upgrades and refurbishment of dormitories, kitchen, laundry and recreation rooms and fixtures.

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Proponent	Project title	Grant value	Project description
New South Wales			
All Sustainable Futures	Jerriewerri Indigenous Eco Tourism Enterprise Development Project	\$149,000	This project will contribute to a viable Indigenous ecotourism industry in Jervis Bay, through a feasibility report, land management plan, operational plan and infrastructure design for camping, glamping and eco-cabin facilities on Aboriginal owned land. When implemented the project will support the area to develop a sustainable employment income as well as opportunities for upskilling.
Curtin Raiser Pty Ltd	Copper City Hotel and Conference Centre	\$375,000	This project will construct a conference facility in Cobar to meet the need of NSW's Far West. The completed venue will be able to host a 220 person conference or can be split into three 60 person venues. The project will provide employment for local Aboriginal people.
Lightning Ridge Opal and Fossil Centre	Field Study Centre (Design, Development Application and Business Case package)	\$45,000	This project is for the design, DA approval and business case development for investment into a 50 person, dormitory style accommodation at Walgett. The proposal will be targeted toward educational groups which place high demand on the limited existing accommodation.
Northern Territory			
Wauchope NT Pty Ltd Angkerle Atwatye Aboriginal Corporation	Strategic improvements within Central Australia	\$132,990	This project has two parts: (i) Installation of 3 x 7 berth accommodation cabins at the Wauchope Hotel to double accommodation capacity and better cater for families/large groups (ii) Upgrade vehicle access to the Standley Chasm entrance.
World Expeditions Travel Group Pty Ltd	Larapinta Trail campsite	\$45,405	Construction of a new semi-permanent campsite along the Larapinta Trail to increase capacity.
Lorella Springs Wilderness Park	Lorella Springs Wilderness Park expand visitor accommodation	\$46,273	Build five new air-conditioned double bedrooms with ensuite facilities, at Lorella Springs Wilderness Park. The new rooms will meet the requirements for accommodation from current tour groups and Chinese tour companies. The air-conditioned accommodation will enable the season to be extended.

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Proponent	Project title	Grant value	Project description
Seven Spirit Bay Eco-wilderness Resort	Upgrade of rooms at Seven Spirit Bay to facilitate development of a west Arnhem touring route	\$200,000	As part of a larger scheme (\$1.750 million), this project will see the addition of ensuite facilities to existing accommodation at Seven Spirit Bay. The refurbishments of the accommodation rooms will be part of the overall work to bring Seven Spirit Bay up to date.
Kakadu Tourism	Year Round Tent Style Accommodation	\$77,500	Construct 30 x twin style and 10 x family style permanent accommodation tents; with power, lighting and air conditioning in a landscaped area at Coinda Lodge. The tents will provide a new unique, year round, budget accommodation option within Kakadu National Park.
Hilton Hotel Darwin	Chinese guest services platform at Hilton Darwin	\$100,000	Upgrade to information services and entertainment facilities to meet the demands of the Asian market, by way of installing an optional Chinese hotel and guest services information platform through internet Protocol Television (IPTV) in all 235 guest rooms in the Hilton Darwin.
Kings Canyon Resort	Kings Canyon Resort Expansion	\$100,000	Meet rising accommodation quality and quantity demands at Kings Canyon Resort by developing a new luxury style accommodation option; 14 deluxe, powered ensuite caravan sites, with landscaped native garden dividers, offering spectacular and personal views of Carmichael's Crag and George Gill ranges. The sites will be large enough to accommodate RVs and exclusive facilities include barbeques, tables and chairs. This will bring a new standard of facility to the region.
Djabulukgu Association Inc	Redevelopment to revitalise Kakadu region - Manbiyarra Hostel	\$100,000	Refurbish the Manbiyarra Hostel (aka Border Store) situated on the East Alligator River from an unused training facility into tourism accommodation to improve and revitalise touring and accommodation options in northern Kakadu, enhancing existing and new product development in the region.

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Proponent	Project title	Grant value	Project description
South Australia			
South Australian Department of Environment, Water and Natural Resources	Yangie Bay Campground Redevelopment	\$114,000	This project will redevelop the Yangie Bay Campground in Coffin Bay National Park. Work will improve traffic flow to the campground, increase the number of camp sites, make facilities more accessible and revegetate the areas surrounding the camping sites
Tasmania			
Southern Midlands Council	Large Scale Accommodation Business Case and Prospectus for Oatlands	\$20,000	Preparation of a business case and prospectus to attract private sector investment to build and operate a large-scale four star tourism accommodation facility in Oatlands, Tasmania. The project will provide a quantifiable measure of the full social, economic and cultural impacts of an accommodation facility to a potential private sector investor and to the state.
Victoria			
Montarosa Pty Ltd	Princetown Project	\$650,000	Eco-accommodation comprising 20 room private lodge with private dining room and 20 family style eco-cabins. A restaurant and food facility, soft adventure activity hub and retail centre will also be included.
Spa Country Pty Ltd	The Club Hotel Clunes	\$300,000	Restoration and re-opening of The Club Hotel in Clunes to include a 7-day per week café (60 seat), restaurant, function space, outdoor dining and eight luxury accommodation suites (self-contained).
Pebble Point	Pebble Point Lodge	\$350,000	This project will see the construction of seven additional accommodation rooms, a commercial kitchen, a dining room and a new visitor services area at the lodge.
Axedale Tavern	The Axedale Tavern	\$470,000	Construction of a 150 person capacity stand-alone function centre and an eight unit accommodation building to enhance the capacity of the Axedale Tavern to cater for domestic and international visitors.

8. TDDI funding is provided to states and territories for approved projects. Queries relating to individual project proponents should be directed to the relevant state or territory.
9. TDDI funding is provided to states and territories for approved projects. Queries relating to individual project proponents should be directed to the relevant state or territory. Queries related to donation activity should be directed to the parties in question and the Australian Electoral Commission (AEC) or the AEC's jurisdictional counterpart agency.

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Question Number 15

Ministerial meetings with China

Has Minister Ciobo met with his Chinese counterpart or any representative of the Chinese Government regarding tourism during his time as Minister for Tourism? Please provide a list of dates, locations, subject of meetings and outcomes achieved.

Answer

Yes. For 2017 to date; the following face-to-face meetings have occurred:

Date	Location	Subject	Whom	Outcomes
5 February 2017	Sydney	China-Australia Bilateral Year of Tourism Opening Ceremony, including bilateral Ministerial meeting	<ul style="list-style-type: none"> - Ambassador of the Embassy of the People's Republic of China - Chairman, China National Tourism Administration (Guest-of-Government) - Vice-Chairman, China National Tourism Administration - Consul-General (Ambassadorial Rank), Consulate-General of the People's Republic of China in Sydney 	<p>Official launch of the China-Australia Bilateral Year of Tourism.</p> <p>Update on bilateral tourism relationship, including plans for the Year of Tourism.</p>
20 February 2017	Beijing	Tourism Business Delegation lunch hosted by Chairman, National Development and Reform Commission	<ul style="list-style-type: none"> - Director General, Dept. of Policy Studies - Director General, Dept. of National Economy - Director General, Dept. of Western Region Development - Director General, Dept. of Trade - Deputy Director General, Dept. of International Cooperation - Deputy Director General, Dept. of Foreign Capital Utilization and Overseas Investment - Director, Dept. of International Cooperation 	Discussion on the global economy and bilateral economic agenda.
20 February 2017	Beijing	Meeting with Administrator, Civil Aviation Administration of China	<ul style="list-style-type: none"> - Administrator, Civil Aviation Administration of China - Director General, International Affairs - Director General, Air Transport - Director General, Air Traffic Regulation - Director General, Aviation Security - Deputy Director, International Affairs 	Discussion on new air services arrangements between Australia and China, and ensuring local regulatory environments can support increased services.
20 February 2017	Beijing	China-Australia Bilateral Year of Tourism Gala Dinner	250 event guests, including the Chairman of the China National Tourism Administration, Chinese tourism officials, airlines and tour operators, local tourism industry media, online tour providers and booking agents, and travel industry professionals.	Significant local (and social) media attention boosting the focus of Australia as a premium tourism destination.

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Question Number 16

Australia Week Event - India/ Indonesia Australia Business Week

1. What is the Budget for both Australia Week events in India and Indonesia? Please provide a breakdown of expected hospitality costs, accommodation, number of ministerial staff likely to attend, and other costs.
2. Will the Minister attend both of these?

Answer

1. A budget of \$751,000 was set to deliver Indonesia Australia Business Week, including \$220,000 to deliver the gala event and \$32,911 for accommodation for Austrade staff. As at the end of May 2017, year-to-date IABW expenditure totals \$485,022. The difference is due to cheaper transport costs, the lower cost of stream events in cities outside Jakarta, Austrade's ability to secure better priced hotel accommodation and an adjustment to the contracted fee for the event organiser.

As the delegation leader, the Hon Steven Ciobo MP, Minister for Trade, Tourism and Investment, participated in IABW and was accompanied by two ministerial staff.

In addition:

- Assistant Minister Luke Hartsuyker, Assistant Minister to the Deputy Prime Minister, participated in the agrifood supply chain program and was accompanied by one ministerial staff
- Assistant Minister Karen Andrews, Assistant Minister for Vocational Education and Skills, participated in the VET stream and was accompanied by one ministerial staff
- Minister Fiona Nash, Minister for Regional Development, Local Government and Territories and Regional Communications, participated in the resilient cities stream (as one part of a larger visit to the region) and was accompanied by four ministerial staff.

The costs of Ministerial participation are covered elsewhere.

Australia Business Week in India 2017 (ABWI) will be held from 28 August to 1 September 2017 and will feature five industry stream programs being delivered across six Indian cities including New Delhi and Mumbai. A budget of \$913,656 has been set to deliver Australia Week in India 2017 which includes an allocation of \$172,416 for the gala event and \$182,593 in travel accommodation and meals. Anticipated sponsorship revenue for this event is \$70,000. Invitations have been extended to relevant Federal Ministers and all State and Territory First Ministers. The number of ministerial staff likely to attend ABWI is not yet clear.

2. Yes, the Minister for Trade, Tourism and Investment attended Indonesia Australia Business Week in March 2017 and is expected to attend Australia Business Week in India in late August 2017 as the leader of the Australian business delegation.

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Question Number 17

Tourism Refund Scheme

Has Austrade met with any further stakeholders or third parties in relation to the TRS since last estimates? If so please list meetings with names, dates, time, location, agenda and minutes.

Answer

Since last estimates, Austrade met with Global Blue (Mr Nathan Brown) on 16 March 2017, between 10:30am-11:15am, at 25 National Circuit, Forrest, Canberra.

As it was an informal meeting, no agenda or minutes were prepared.

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Question Number 18

Stakeholder Meetings

Which tourism stakeholders has Austrade met with since last estimates? Please list meeting date, company/organisation, nature of meeting and topics discussed.

Answer

Information on official, multilateral meetings with tourism stakeholders is at **Attachment A**. In addition, Austrade officials across the organisation meet continually with tourism stakeholders on an individual basis, at conferences and other forums as part of day-to-day operational activities. This includes meetings and forums more broadly focused on trade and investment matters (such as infrastructure investment).

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Major tourism stakeholder meetings between 2 March 2017 and 2 June 2017

Date	Company/Organisation	Nature of meeting	Topics discussed
22/3/2017	<p>ADS Advisory Panel is an industry meeting chaired by Austrade in regards to the administration of the Approved Destination Status (ADS) Scheme. Members include Department of Immigration and Border Protection, Tourism Australia, industry associations, state tourism organisations and inbound tourism operators who are ADS approved. Secretariat support is provided by Austrade officials.</p> <p>Location: Sydney, NSW</p>	Government and industry forum to discuss the administration of the ADS scheme and initiatives to improve the ADS scheme.	Updates provided on ADS visa statistics, compliance monitoring, Tour guides and general industry updates.
24/3/2017	<p>National Sea Passenger Facilitation Committee attendees included representatives from: Department of Immigration and Border Protection (DIBP), Inchcape Shipping Services, Ports Australia, Carnival Australia, Port of Newcastle, Victorian Ports Corporation (Melbourne), RCL Cruises, Cruise Lines International Association (CLIA) Australasia, NZ Customs Service, Department of Agriculture and Water Resources, Department of Infrastructure and Regional Development, Austrade, Australian Border Force.</p> <p>Location: Melbourne, VIC</p>	Government and industry committee on passenger facilitation and border processing issues in the marine environment.	Main topics of discussion included current DIBP operational and policy issues, and the future direction of technology at Australia's maritime border.
28/3/2017	<p>Tourism and Hospitality Labour and Skills Roundtable was established in 2016. The Roundtable comprises stakeholders from the Australian and state and territory governments and industry. The Roundtable was chaired by Austrade during its inaugural year and is now chaired by industry representative, Mr John Hart.</p> <p>Location: Canberra, ACT</p>	Government and industry communication forum to collaborate on labour and skills issues in the tourism industry.	The five established working groups of the Roundtable agreed to develop a combination of short and long term recommendations for governments and industry to action in response to key industry issues..

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4/4/2017	<p>National Passenger Facilitation Committee attendees included representatives from: Department of Immigration and Border Protection (DIBP); Austrade; Department of Health; Australian Chamber National Tourism Council; Australian Border Force; Brisbane Airport Corporation; Australian Airports Association; Department of Agriculture and Water Resources; Canberra Airport; Board of Airline Representatives; Department of Infrastructure and Regional Development; Department of Finance; Cairns Airport; Virgin Australia; Office of Transport Security; Perth Airport; Airport Coordination Australia; Department of Foreign Affairs and Trade; Adelaide Airport Ltd; Tourism and Transport Forum; New Zealand High Commission; QANTAS; International Air Transport Association; Australian Federal Police; Sydney Airport Corporation; and Northern Territory Airports.</p> <p>Location: Canberra, ACT</p>	Government and industry committee on passenger facilitation and border processing issues.	Main topics of discussion included current DIBP operational and policy issues, and the future direction of technology at Australia's border.
5/4/2017	<p>Tourism Visa Advisory Group is led by the Department of Immigration and Border Protection. Members include industry associations, airlines, state tourism organisations, Austrade, Department of Foreign Affairs and Trade and Tourism Australia representatives.</p> <p>Location: Canberra, ACT</p>	Government and industry forum to discuss issues impacting on Australia's visa regime from a tourism perspective.	Visitor visa statistics, Work and Holiday visas statistics, updates on visa products and traveller facilitation initiatives.
6-7/4/2017	<p>Tourism Research Committee meeting attendees included Austrade, Tourism Australia, research managers from each State Tourism Organisation (STO) and the Ministry of Business Innovation & Employment (New Zealand).</p> <p>Location: Adelaide, SA</p>	Meeting with Tourism Australia, New Zealand and STO research colleagues to discuss strategic issues related to tourism research and research activity across each agency.	Main topics of discussion included research updates from each agency, the national tourism surveys, sub-regional tourism satellite accounts and regional research, the TA Consumer Demand Project, Research Roundtables and the 2017-18 Service Level Agreement between TRA and STOs.

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20/4/2017 to 29/5/2017	<p>Tourism Research Roundtables are chaired by Tourism Industry Councils. Attendees included Austrade, state tourism organisations, Tourism Australia, industry associations, operators, researchers and academics. Secretariat support provided by Austrade officials. Nine roundtables have been held so far.</p> <p>Locations: Melbourne, Brisbane, Sydney, Darwin, Gold Coast, Adelaide, Canberra</p>	Government, industry and academia forum to discuss tourism research	Research and data needs.
19/5/2017	<p>Australian Standing Committee on Tourism (ASCOT) chaired by Austrade, attended by CEOs of State Tourism Organisations and Deputy Secretary level representatives from tourism policy departments, Tourism Australia and Department of Foreign Affairs and Trade.</p> <p>Location: Sydney, NSW</p>	Bi-annual meeting of Commonwealth and state and territory officials to progress the <i>Tourism 2020</i> strategy.	ANAO <i>Tourism 2020</i> performance audit, regional tourism infrastructure investment strategy, labour and skills roundtables, China-Australia Year of Tourism, Beyond 2020, and tourism data.
25/5/2017	<p>National Sea Passenger Facilitation Committee attendees included representatives from: Department of Immigration and Border Protection (DIBP), Austrade, Port Authority of NSW, Ports Australia, NZ Immigration, NZ Customs Service, CLIA, Carnival Cruises, Department of Agriculture, Border Force Australia, Department of Infrastructure and Regional Development, Wilhelmsen Shipping Services, Inchcape Shipping Services, Royal Caribbean Cruises.</p> <p>Location: Sydney, NSW</p>	Government and industry working group on future passenger facilitation initiatives in the marine environment	Main topics of discussion included the future sea traveller industry and operator environment.

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Question Number 19

Tourism Research Australia

Please provide a list of all [Tourism Research Australia] staffing changes including overall numbers, date, reason since the February Estimates.

Answer

As at 31 May 2017, Tourism Research Australia had 19.52 Full Time Equivalent (FTE) staff. The changes since February estimates are shown below:

Reason	March	April	May	Total
Ceased	2.8	0	0	2.8
Commenced	2	1	0	3
Total FTE Changes	4.8	1	0	5.8

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Question Number 20

Tourism Division Staffing

Please provide a list of all [Tourism Division] staffing changes including overall numbers, date, reason since the February Estimates.

Answer

As at 31 May 2017, Tourism Division had 47.11 Full Time Equivalent (FTE) staff. The changes since February estimates are shown below:

Reason for Change	March	April	May	Total
Ceased	3.4	1	1.8	6.2
Commenced	4	2	0	6
Temp Transfer out of Tourism	0	2	0	2
Permanent Transfer within Tourism	0	0	4	4
Total FTE Changes	7.4	5	5.8	18.2

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Question Number 21

Research

1. Have there been any changes to the expected publication schedules since last estimates?
2. If yes, please detail with original expected publication date and actual publication date.
3. Does Austrade or Tourism Australia anticipate any additional delays to publications over the next year aside from those detailed in last estimates answers? If so, please detail publication, reason, and expected length of delay.

Answer

1. Yes.
2. The original release date was May 2017 with the actual release date being June 2017.
3. Austrade does not anticipate any additional delays to publications over the next year.

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Question Number 22

Research Roundtables

1. Answers provided to QON from the last estimates indicated that Research Roundtables have replaced the Tourism Research Advisory Board. How many of these Research Roundtables have been held this year?
2. Is there a forward schedule for Research Roundtables for 2017?
3. What topics/areas of research are the Roundtables prioritising?
4. Please detail what 'insights' have been provided to the TRA and Tourism Research Committee to date.
5. Are there Terms of Reference for the Research Roundtables? If so, please provide.

Answer

1. There have been nine roundtables held so far this year.
2. The final roundtable for 2017 is scheduled for Perth on 25 July.
3. The 2017 roundtables have focused on data and research needs, including the investigation of alternative data sources and scoping of a research portal/collaboration space, which was a key outcome from the 2016 roundtables.

4. Key insights from the 2017 roundtables include:

Alternative Data

- Governments, industry and academia are investigating the use of alternative data sources to augment traditional data sources (especially in regard to regional data), however they acknowledge the limitations and challenges of using data for a purpose it was not originally intended.
- Stakeholders highly value TRAs existing data sets and the national data collections (International and National Visitors Surveys) and use them extensively, but there is a need to make the information we have more accessible through data visualisation.

Collaboration space/portal

- Data and research will need to be curated.
 - Smaller operators need encouragement to use and share their information
 - The space should allow for a "marketplace" for ideas on research needs and matching capabilities to answer the questions raised.
 - Portal development should be phased and scalable.
5. Terms of Reference were developed for the 2016 roundtables and are at **Attachment A**.

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Tourism Research Roundtables

Terms of Reference 2016

Background

The National Tourism Council and Tourism Research Australia are working together to establish a series of tourism research roundtables as a mechanism to bring industry, government and the research community together in order to develop a high-powered, joined-up national research capability and framework.

Tourism has been identified as one of Australia's super-growth sectors to drive Australia's future prosperity. It is one of our largest export earners (\$27.2 billion in 2013-14), directly employs over half a million people, and contributes 2.7 per cent of our GDP. It is an industry worth investment in research and development (R&D).

Global competition in tourism is fierce. While Australia has a lot of comparative advantages with its natural endowments of beautiful beaches, unspoiled landscapes, a diverse and friendly population and a reputation for safety and security, we cannot be complacent. In order to maintain and grow our share of world tourism, we must continually invest in improving our quality offering.

The Jackson report released in 2009 properly identified the need for a high-powered national research capability which covered both the demand and supply sides of the tourism industry. Since then, despite the efforts of the (now disbanded) Tourism Research Advisory Board and others, research and development in this important industry has continued to be fragmented, disjointed and difficult to access. It is also difficult to determine whether there is the appropriate level of investment in R&D as there is no national strategy with clear budgets associated with delivering on the strategy.

It is time for a new approach.

If Australia is to stay ahead of the game and strive for the upper bound of the Tourism 2020 targets, industry, government and the research community must work together to build a high-quality, evidence base to practically address key priorities, risks and knowledge gaps. This evidence base needs to be a practical resource for tourism operators and policy-makers nationwide for the industry to understand the trends, take advantage of the opportunities and become more innovative in order to grow our competitive advantage.

Aims and Objectives

The objective of the Tourism Research Roundtables is for the tourism industry, government and the research community to work together to build a joined-up, high quality evidence base which addresses key industry priorities, risks and knowledge gaps. The 2016 Roundtables will:

- Conduct a stocktake of current (and recent) research and data sources undertaken or provided by government, industry and academia, and determine what the industry's core research/data requirements are.
- Enhance understanding and dissemination of what research and data is already available.
- Develop a greater understanding of industry requirements by both government and academia in the short, medium and long term.
- Develop an understanding of the current level of investment in tourism R&D, and what it needs to be, in order for Australia to remain competitive.

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- Determine **who** is best placed to do **what** research and data collection – industry, government, the research community or a collaboration between all or some of the partners in tourism research (a National Tourism Research Framework).

Membership

Ongoing members will be senior representatives from key tourism industry associations, relevant Australian and State and Territory government agencies and key players in the tourism research community. The attendees will be developed in consultation with the TICs, however some suggested organisations are listed below:

- Australian Chamber of Commerce and Industry and the National Tourism Council (along with its State/Territory associations)
- Australian Federation of Travel of Travel Agents
- Australian Tourism Export Council
- Tourism Transport Forum
- Australian Regional Tourism Network
- Accommodation Association of Australia
- Tourism Accommodation Australia
- Restaurant and Catering Australia
- Cruise Lines International Australia
- Business Events Council Australia
- Ecotourism Australia
- Bus Industry Confederation of Australia
- Caravan Industry Association of Australia
- Commonwealth government agencies (Tourism Research Australia, Tourism Australia, Australian Bureau of Statistics)
- State and Territory tourism organisations (STOs)
- Australian Local Government Association
- Council for Australasian Tourism and Hospitality Education (CAUTHE)

Members will also include tourism business leaders and individual researchers. The Tourism Industry Councils will nominate business leaders and academics to participate in relevant roundtables.

Meeting Arrangements

It is proposed that roundtables are held in each state and territory over the rest of 2016 and chaired by the respective Tourism Industry Council's (TIC) (or equivalent) CEO. Tourism Research Australia (TRA) will provide secretariat support to the roundtables. TRA and respective STOs may help with providing appropriate venues and catering support. The respective TIC will be responsible for issuing invitations and follow-up.

It is proposed that roundtables will be held each year as a way of updating the industry on the latest research and identifying further areas to investigate to ensure Australian tourism remains competitive.

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Question Number 23

Australian Standing Committee on Tourism (ASCOT)

1. Who attended the last meeting of ASCOT? What date was this held?
2. What was discussed?
3. What were the outcomes?
4. Have there been any changes to membership since the last estimates?
5. Please provide the Terms of Reference for the review of Tourism 2020, which has been developed as indicated in answers to QON from last Estimates.
6. When will the next meeting be? Please provide forward schedule of meetings.

Answer

1. The last ASCOT meeting was held on 19 May 2017. A list of attendees is at **Attachment A**.
2. ASCOT members discussed: Australian National Audit Office (ANAO) *Tourism 2020* Performance Audit and *Tourism 2020* Review; Regional Tourism Infrastructure Investment Attraction Strategy; Tourism and Hospitality Labour and Skills Roundtable; China-Australia Year of Tourism; beyond *Tourism 2020*; tourism data needs; and the next Tourism Ministers' Meeting.
3. ASCOT agreed to:
 - provide input into the *Tourism 2020* Review
 - support the development of the next long term tourism strategy beyond 2020
 - develop a data plan through the Tourism Research Committee
 - support ongoing events as part of the 2017 China-Australia Year of Tourism.
4. New ASCOT members since last estimates:
 - Ms Jill Pattison, Director, Tourism Policy and Projects, NSW Department of Industry
 - Mr Jeff McAlister, Deputy Director-General, Tourism, Queensland Department of Tourism, Major Events, Small Business and the Commonwealth Games.
5. The Terms of Reference developed following the May 2016 ASCOT meeting and agreed by ASCOT are at **Attachment B**.
6. At this time, the next ASCOT meeting is expected to be held in mid November 2017.

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Attachment A

CHAIR		
Aust Govt	Ms Jane Madden	Executive Director, Tourism, International Education and Programs, Austrade
MEMBERS		
Aust Govt	Mr Dan Williams	A/g General Manager, Tourism Division, Austrade
	Ms Janice Wykes	Assistant General Manager, Tourism Research Australia, Austrade
	Mr Robert Owen-Jones	Assistant Secretary, Australian Competitiveness Branch, Department of Foreign Affairs and Trade (DFAT)
	Ms Karen Halbert	Executive General Manager, Corporate Affairs, Government and Industry, Tourism Australia (TA)
	Mr Tim Mahony	General Manager, Government, Tourism Australia
ACT	Mr Ian Hill	Director, Visit Canberra
	Ms Jo Verden	Deputy Director, Visit Canberra
NSW	Ms Sandra Chipchase	Chief Executive Officer, Destination NSW
	Ms Jill Pattison	Director, Tourism Policy and Projects, NSW Department of Industry
	Ms Deborah O'Connor	Manager, Tourism Development, Destination NSW
NT	Ms Angela Collard	Executive Director, Tourism NT Operations
QLD	Ms Therese Phillips	Director, Destination Partnerships, Tourism and Events Queensland
	Mr Jeff McAlister	Deputy Director-General, Tourism, Department of Tourism, Major Events, Small Business and the Commonwealth Games
SA	Mr Rodney Harrex	Chief Executive Officer, South Australian Tourism Commission
TAS	Mr John Fitzgerald	Chief Executive Officer, Tourism Tasmania
	Ms Lisa Punshon	Manager, Projects and Policy, Cultural and Tourism Development, Department of State Growth
VIC	Mr John Dalton	Director, Tourism, Events and Visitor Economy, Visit Victoria
	Ms Melanie De Souza	Director, Marketing, Visit Victoria
WA	Mr Campbell Fletcher	Policy and Planning Manager, Tourism WA
SECRETARIAT		
Aust Govt	Ms Megan Street	Senior Policy Officer, Strategic Policy, Austrade
	Ms Amy Stedman	Policy Officer, Strategic Policy, Austrade
OBSERVERS		
Aust Govt	Mr Phil Georgios	A/g Manager, Transport and Access, Austrade
	Mr Joel Anderson	Policy Officer, Transport and Access, Austrade

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Attachment B

Tourism 2020 Review – Terms of Reference

Released in December 2011, *Tourism 2020* brought together the National Long-term Tourism Strategy and Tourism Industry Potential. It is a whole-of-government approach – working with industry – which aims to ensure that Australia has a globally competitive tourism industry.

At the mid-point in *Tourism 2020*, it is timely to review progress to date and consider next steps beyond 2020 to ensure the ongoing and long-term success of the industry.

The Review will highlight:

- Key *Tourism 2020* achievements from 2009–10 – 2015–16
- Progress against *Tourism 2020* targets for the 6 years 2009–10 – 2015–16
- The economic contribution of the tourism sector over this period
- The interaction between the demand and supply side issues under *Tourism 2020*
- Analysis of supply side and demand side gaps still to be addressed to meet the objectives of *Tourism 2020*
- The impact of initiatives developed by the National Long-term Tourism Strategy working groups
- Highest priority actions for the remainder of the *Tourism 2020* period
- Possible key issues and opportunities to be considered for a future tourism strategy beyond 2020.

The Review will consider:

- International competitiveness of the Australian market globally and the future outlook to 2020
- Global events impacting on travel trends
- Key changes in the tourism operating environment from 2009–10 – 2015–16 (including emergence of the collaborative economy)
- Differences between regional areas and major gateways
- Key challenges likely to be faced by industry up to 2020
- Any differences between the 2009–10 visitor and the 2015–16 visitor, and how these difference might develop to 2020
- Emerging economies and travel trends
- Infrastructure and other factors required to meet the needs of growing numbers of visitors by 2020.

The Review will utilise:

- The Australian National Audit Office (ANAO) progress audit of *Tourism 2020* (due to be finalised May 2017)
- TRA's State of the Industry framework, utilising data from 2009–10 – 2015–16
- TRA's tourism forecasts
- TA's market data and analysis
- DFAT's analysis of international benchmarking
- State, territory and local input on key game changers
- ASCOT and TMM *Tourism 2020* progress reports provided by jurisdictions.

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Question Number 24

Tourism Major Project Facilitation service

1. How many projects are currently being facilitated? What progress has been made since last estimates?
2. How many of these projects are now under construction?
3. Please provide detailed updates on the status of all projects utilising the service including project name, proponent name, value of project, expected start and completion date and funding partners.

Answer

1. Six. Construction of the Cairns Aquarium is due to be completed in the second half of 2017. The Pacificus project has further progressed its final approvals process.

2. One.

3. Project name: Cairns Aquarium
Proponent name: Cairns Aquarium and Reef Research Centre
Value of project: \$50 million
Expected start and completion dates: construction is underway, completion is expected in the second half of 2017.

Project name: Pacificus
Proponent name: Eaton Place Pty Ltd
Value of project: \$950 million
Expected start and completion dates: dependent on the achievement of remaining requisite approvals.

Project name: Ella Bay Resort
Proponent name: Ella Bay Pty Ltd
Value of project: \$1 billion
Expected start and completion dates: dependent on the achievement of requisite approvals.

Project name: Turtle Street Resort
Proponent name: QRE Pty Ltd
Value of project: \$130 million
Expected start and completion dates: dependent on the achievement of requisite approvals.

Project name: Brampton Island Resort
Proponent name: Brampton Enterprises Pty Ltd
Value of project: \$50 million
Expected start and completion dates: dependent on the achievement of requisite approvals.

Project name: Toondah Harbour
Proponent name: Walker Group Holdings Pty Ltd
Value of project: \$1.3 billion
Expected start and completion dates: dependent on the achievement of requisite approvals.

Disclosure of funding arrangements is a matter for project proponents.

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Question Number 25

Tourism Research Committee (TRC)

1. When was the last committee meeting? What actions have been taken as a result?
2. Please detail any changes to membership since the last estimates?
3. Please provide the forward schedule of meetings for 2017.

Answer

1. The last Tourism Research Committee (TRC) meeting was held in Adelaide on 6-7 April 2017. Actions included enhancements to the national tourism surveys, development of a sub-regional tourism satellite account model, discussion of a future program for destination research and negotiations for 2017–18 Service Level Agreement between TRA and State Tourism Organisations.
2. There have been no membership changes since the last estimates.
3. The next meeting is scheduled for Canberra 27-29 September 2017.

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Question Number 26

Stakeholder Meetings

Which tourism stakeholders have Austrade met with since last estimates? Please list meeting date, company/organisation, nature of meeting and topics discussed.

Answer

See response to Austrade Question on Notice No. 18.

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Question Number 27

Minister

Has Minister Ciobo visited the offices of Austrade, Tourism Australia or Tourism Research Australia since the last Estimates? If yes, what dates and what was the nature of the visits?

Answer

Minister Ciobo has regular meetings with representatives from all departments and agencies within his portfolio. The Minister recently visited an Austrade office in June 2017.

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 Written Question on Notice from **Brown, Carol** to Austrade

Question Number 28

Tourism 2020

1. Please provide an update on the progress made on each of the main key performance indicators adopted for Tourism 2020 (increase in overnight visitor spend, increase in international and domestic aviation capacity, increase in visitor accommodation, increase in number of jobs, increase in visitor numbers from key Asian markets). How regularly are both Tourism Australia and Austrade updated on these figures?
2. The ANAO audit titled ‘Strengthening Australia’s Tourism Industry’ said that ‘the lack of an assessment of the overall economic impact of Tourism 2020 is a gap in the performance information’. How does Tourism Australia [and Austrade] intend to address this finding going forward?

Answer

1. Table 1 shows progress of demand and supply side measures against *Tourism 2020* upper and lower bound targets.

TABLE 1: TRACKING OF SUPPLY & DEMAND TARGETS

INDICATOR	UNIT	BASE	2020 TARGETS		CURRENT	% TARGET ACHIEVED	
		2009	Upper	Lower	Mar-17	Upper	Lower
OVERNIGHT VISITOR EXPENDITURE							
All sectors	\$ billion	71.2	140.0	115.0	101.6	44	69
International expenditure	\$ billion	25.5	63.4	52.0	39.8	38	54
Domestic overnight expenditure	\$ billion	45.6	76.6	62.9	61.7	52	93
ACCOMMODATION							
Room supply*	Rooms ('000)	231.4	251.4	237.4	249.1	88	295
AVIATION							
Domestic air capacity	Available seat kms (billion)	70.8	94.2	87.1	88.4	75	108
International air capacity	Seats available (million)	16.6	24.8	23.2	25.0	102	127
LABOUR							
Tourism employment*	Persons employed ('000)	539.8	691.8	595.8	580.2	27	72

Source: Tourism Research Australia (TRA), Canberra, 2017

Note: * numbers are based on 2015-16 data

Visitors from key Asian markets have continued to grow. Comparing the year ended March 2017 with Calendar Year 2009 visitors from:

- China have increased 245 per cent
- India have increased 130 per cent
- Malaysia have increased 93 per cent
- Japan have increased 22 per cent
- Korea have increased 55 per cent.

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Tourism 2020 tracking figures are updated quarterly with the release of TRA's National Visitor Survey data. However, employment and accommodation indicators rely on data which is updated less frequently.

2. Austrade, in consultation with Tourism Australia, will undertake a review of *Tourism 2020*, including an assessment of the overall economic impact of *Tourism 2020*.

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Question Number 29

Regional Tourism Infrastructure Investment Attraction Strategy

1. Is the Regional Tourism Infrastructure Investment Attraction Strategy a public document? Please provide.
2. What progress has been made on this strategy since it commenced in October 2016? Please provide details.
3. Are there any written guidelines for this Strategy? Please provide.
4. How much funding is allocated to this Strategy? Please provide a breakdown of this funding on a state by state basis.
5. Which regional business cases have been developed? Please list state, region, project name, nature of project etc.

Answer

1. No.
2. Actions progressed under this five year strategy include establishing a working group and governance arrangements, scoping research and project planning activities.
3. To assist jurisdictions select pilot regions, Austrade provided a number of criteria based on feedback gained from investors and internal research. This included considering a region's outstanding natural attributes, accessibility and supporting infrastructure, strong brand recognition and existing marketing support, and evidence of regulatory barriers to tourism infrastructure investment.
4. The Strategy is incorporated into Austrade and Tourism Australia's business-as-usual investment attraction and facilitation work.
5. All jurisdictions have developed regional business cases. However, jurisdictions have not publicly announced pilot regions, with the exception of the Queensland Government which has announced the Whitsundays region.

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Question Number 30

Tourism Access Working Group

1. In response to QON at the last Senate Estimates it was advised there were 'no firm meeting dates for TAWG currently scheduled for the remainder of 2017'. Do you have a schedule for the year yet?
2. How many times does the TAWG meet each year?
3. How far in advance is notice provided for TAWG meetings?
4. Please provide a list of all TAWG outcomes and achievements since September 2013.

Answer

1. The schedule is still being developed.
2. The Tourism Access Working Group (TAWG) meets as required. It met most recently on 14 February 2017.
3. Where possible, the TAWG Secretariat aims to provide members with four weeks notice of an upcoming meeting.
4. TAWG's targeted focus on transport and access policy facilitates strategic and relevant dialogue between industry and Government. It is an effective vehicle for industry engagement through direct access to government on tourism issues.

Since September 2013, TAWG discussions have resulted in tangible outcomes for the tourism industry, including, but not limited to: the development of a 'Growth Potential for Foreign Airlines' table; and the establishment of a regular government-industry stakeholder forum on Australia's bilateral air services negotiations.

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Question Number 31

Survey of Tourist Accommodation

1. Please detail the recommendations Austrade has put to the Minister regarding the future of the STA?
2. Will there be a 2017 STA?
3. Who is responsible for deciding on the future of the STA?

Answer

1. This question goes to policy advice to government.
2. This question should be directed to the Government.
3. This question should be directed to the Government.

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Question Number 32

Craft Brewery Tourism

1. What potential do you see for craft beer tourism in Australia?
2. Have any stakeholders raised the issue of craft beer tourism? If so please provide details including name, state or territory, nature of issue raised.
3. Has the Minister raised the topic of craft beer tourism with either Austrade or Tourism Australia?
4. Has there been any research conducted into the craft beer industry in Australia and its relationship with the tourism industry? Is any research into this area planned?
5. Has Tourism Australia spent any money on marketing craft beer tourism? Please provide details.
6. Has there been any request for funding to grow the craft beer tourism industry in Australia? Please provide details.

Answer

1. Whilst the tourism aspect of craft beer has not been widely explored, Austrade is working with the industry to support growth and expansion into international markets. In March this year Austrade organised an official craft beer mission to China. This mission had strong interest among the 300 trade visitors that attended the roadshow across four Chinese cities—Guangzhou, Kunming, Shanghai and Beijing.

The craft beer culture is rapidly taking hold across China and the premium beer segment is growing at more than 50 per cent per year. Business relationships forged during the roadshow will play an important role in getting Australian beers on the menu in Chinese bars and restaurants over the next 12 months.

2. The tourism aspect has not been raised by stakeholders.
3. The Minister has raised interest in the official craft beer mission and the outcomes of the roadshows.
4. No, research towards the tourism relationship has not been conducted but Austrade continues to support the industry in various ways
5. Refer to response provided by Tourism Australia.
6. Not to Austrade's knowledge.

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Written Question on Notice from **Farrell, Don** to Austrade

Question Number 33

Market research in 2016–17

For the 2016-17 financial year, what was the total amount spent by the Department/agency on market research (either as a whole contract or as part of a contract)?

For each contract for market research in 2016/2017, can you please provide:

- (a) The subject of the market research;
- (b) The supplier;
- (c) Whether the supplier has been engaged previously and if so, for which contracts;
- (d) The total value of the contract;
- (e) The term of the contract (time);
- (f) The date that the decision was taken to seek market research on the topic;
- (g) The date the contract was opened to tender or selection process;
- (h) The date the supplier was engaged;
- (i) Whether the contract was subject to a tender process, including whether there was a full, partial or closed tender process;
- (j) Does the supplier exist on a pre-approved supplier list, if so, when were they added to that list;
- (k) Whether the Minister, or the Minister's Office, requested that the research be conducted;
- (l) Whether the Minister approved the decision to conduct market research;
- (m) Whether the Minister approved the contract with the supplier;
- (n) Whether the Minister or the Minister's office was consulted on questions asked;
- (o) Whether the Minister or the Minister's office received a copy of the market research;
- (p) If the decision to conduct research was initiated by the department or agency, was the Minister or their office consulted before the decision was taken to conduct research, if so – in what form did that consultation take (written, verbal other);
- (q) If the decision to conduct research was initiated by the department or agency, did Minister or their office make any amendments or changes to the Department's proposal for market research to be conducted, if so, what changes and to what aspects were they made;
- (r) At any stage in the life of the proposal to conduct market research were other departments or agencies consulted?
- (s) At any stage in the life of the proposal to conduct market research were other Ministers, or the Prime Minister consulted?
- (t) At any stage in the life of the proposal to conduct market research did the expected cost change, if so how?
- (u) At any stage in the life of the proposal to conduct market research did the scope, questions or supplier of the research change?
- (v) Have any topics or questions of market research been conducted and subsequently conducted again by the same or different supplier?

Answer

Contracts awarded by Austrade valued at over \$10,000 (including for market research) are available on the Austender website. Information on payments to market research organisations will also be published in Austrade's 2016-17 Annual Report.

Austrade's purchasing was undertaken in accordance with the *Public Governance, Performance and Accountability Act 2013* and the Commonwealth Procurement Rules.

Foreign Affairs, Defence and Trade

Budget Estimates 2017 - 2018

Written Question on Notice from **Urquhart, Anne** to Austrade

Question Number 34

Cradle Mountain Masterplan

I note the Turnbull Government committed \$1 million for a feasibility study on the Cradle Mountain Masterplan in the 2016 Federal Election campaign. In its 2017-18 Budget, the Tasmanian Government allocated an additional \$6.8 million for the Cradle Mountain Masterplan, bringing the State's contribution up to \$21.8 million.

1. Can you detail why a feasibility study was/is required when Deloitte/Access Economics has already conducted this analysis and the Tasmanian Government has increased its contribution in its 2017-18 Budget?
2. Has the Government completed this feasibility study?
 - IF NOT, has the Commonwealth Government started the feasibility study?
 - IF NOT, will the Commonwealth Government not move forward with the feasibility study and invest that money directly into infrastructure upgrades for the Cradle Mountain Masterplan?
3. Has the Tasmanian Government made any representations to the Commonwealth about contributing to the costs of this project?
4. Has any other authority or organisation made any kind of representation to the Commonwealth for funding of this project?

Answer

1. The \$1 million in funding was committed to bring the Cradle Mountain Master Plan to an investment ready stage. Funding will be used to engage a project director, develop a full business case, economic impact statement, detailed design work, engineering advice and preliminary environmental assessments. Austrade is unable to comment on Tasmanian Government decisions.
2. Through the National Partnerships Project Agreement, the Tasmanian Government is responsible for delivering this project.
3. No representations have been made to Austrade.
4. No representations have been made to Austrade.

Foreign Affairs, Defence and Trade
Budget Estimates 2017 - 2018
Written Question on Notice from **Gallacher, Alex** to Austrade

Question Number 35

Garden service

Does any office use a garden service for indoor or outdoor pot plants/flowers maintenance?

- (a) Who are the contracts with?
- (b) How much does each contract cost?
- (c) How often do they visit?

Answer

See response to Austrade Question on Notice No. 14 from the 2016–17 Additional Estimates round (forwarded to Committee secretariat on 27 April 2017).

Foreign Affairs, Defence and Trade
Budget Estimates 2017 - 2018
Written Question on Notice from **Gallacher, Alex** to Austrade

Question Number 36

Floral displays

Have any floral displays or indoor plants or pot plants been hired or leased for display in any offices?

- (a) Who were the contracts with?
- (b) How much was each contract cost?

Answer

See response to Austrade Question on Notice No. 14 from the 2016–17 Additional Estimates round (forwarded to Committee secretariat on 27 April 2017).

Foreign Affairs, Defence and Trade
Budget Estimates 2017 - 2018
Written Question on Notice from **Gallacher, Alex** to Austrade

Question Number 37

Online subscriptions

What was the total cost of all subscriptions by you and your staff to online news services, newspapers, magazines, journals and periodicals in the last 12 months?

(a) What are these services / newspapers / magazines / journals / periodicals?

Answer

With offices in over 90 locations, Austrade subscribes to many local newspapers and industry and business based magazines. Other online business, news services and global business reporting databases are procured centrally and made available to all Austrade offices globally. These business subscriptions provide reports, fact sheets, industry updates and other relevant business intelligence.

Individual details from every office are not recorded, however the total cost of all subscriptions from 1 June 2016 to 31 May 2017 was \$1.4 million.

Foreign Affairs, Defence and Trade
Budget Estimates 2017 - 2018
Written Question on Notice from **Gallacher, Alex** to Austrade

Question Number 38

Gifts

What was the total value of all gifts purchased for use by the department in the last 12 months?

- (a) What were the gifts purchased?
 - i. Who were they gifted to?

Answer

Gifts are made in limited circumstances in accordance with Austrade's gift policy, mostly in conjunction with an Austrade promotional activity or events. The total value of all gifts and benefits to external entities from 1 June 2016 to 31 May 2017 was \$30,684.

- a) Examples of gifts that were purchased include bottles of wine, chocolates, flowers, books and other small tokens of appreciation.
 - i. Gifts are usually made to guests and speakers at Austrade's promotional events.

Foreign Affairs, Defence and Trade
Budget Estimates 2017 - 2018
Written Question on Notice from **Gallacher, Alex** to Austrade

Question Number 39

Bottled water

Do you purchase bottled water or provide coolers for your department?

(a) What is the monthly cost of this?

Answer

See response to Austrade Question on Notice No. 18 from the 2016–17 Additional Estimates round (forwarded to Committee secretariat on 27 April 2017).

Foreign Affairs, Defence and Trade
Budget Estimates 2017 - 2018
Written Question on Notice from **Gallacher, Alex** to Austrade

Question Number 40

Fruit

Do you provide fruit for your department?
(a) What is the monthly cost of this?

Answer

See response to Austrade Question on Notice No. 19 from the 2016–17 Additional Estimates round (forwarded to Committee secretariat on 27 April 2017).

Foreign Affairs, Defence and Trade
Budget Estimates 2017 - 2018
Written Question on Notice from **Gallacher, Alex** to Austrade

Question Number 41

Vehicle hire

What is the total bill for your department in the last 12 months:

- (a) Taxi hire
- (b) Limousine hire
- (c) Private hire care
- (d) Hire car rental
- (e) Ridesharing services.

Answer

The total expenditure on ground transport, which includes costs associated with taxis, rail, buses and other ground transport costs, excluding vehicle hire, for the period 1 June 2016 to 31 May 2017, was \$1.253 million.

The total expenditure on vehicle hire, which includes costs associated with the hire of cars, vans and buses in the period 1 June 2016 to 31 May 2017, was \$0.109 million.

Foreign Affairs, Defence and Trade
Budget Estimates 2017 - 2018
Written Question on Notice from **Gallacher, Alex** to Austrade

Question Number 42

Media staff

1. How many media or public relations advisers are employed in the department?
2. What is the forecast for the current financial year for the number of media or public relations advisers to be employed and their total cost?

Answer

1. Four.
2. The forecast total cost of Austrade's four media advisers, including payroll on-costs, is \$528,636 for the financial year 2017–18.

Foreign Affairs, Defence and Trade
Budget Estimates 2017 - 2018
Written Question on Notice from **Gallacher, Alex** to Austrade

Question Number 43

Media monitoring

What is the total cost of media monitoring services used by Department?

Answer

See response to Question on Notice No. 63.

Foreign Affairs, Defence and Trade
Budget Estimates 2017 - 2018
Written Question on Notice from **Gallacher, Alex** to Austrade

Question Number 44

Facebook

How much did your department spend on Facebook advertising or sponsored posts in the last 12 months?

Answer

The Austrade gross media spend on Facebook in Australia for the period 1 June 2016 to 31 May 2017 for all paid advertising was \$393.

While there has been expenditure overseas during this period, offshore advertising for Facebook is not coordinated centrally and to provide details of this expenditure would entail a significant diversion of resources.

Foreign Affairs, Defence and Trade
Budget Estimates 2017 - 2018
Written Question on Notice from **Gallacher, Alex** to Austrade

Question Number 45

Legal costs

How much has the Department spend in legal costs since in the last 12 months?

- (a) For what specific purposes or matters was legal advice sought?

Answer

Austrade has spent \$574,341 on external legal services between 1 July 2016 and 30 June 2017.

- (a) Reasons for seeking legal advice are covered by privilege.

Foreign Affairs, Defence and Trade
Budget Estimates 2017 - 2018
Written Question on Notice from **Gallacher, Alex** to Austrade

Question Number 46

Consultants

Has the Department engaged any consultants to provide the following services or advice in the last 12 months?

- (a) Social media
 - And the cost of these services
- (b) Photography
 - And the cost of these services
- (c) Acting training
 - And the cost of these services
- (d) Ergonomics
 - And the cost of these services.

Answer

During 1 June 2016 to 31 May 2017:

- (a) Yes
 - \$116,507.83
- (b) Yes
 - \$33,363.00
- (c) No
 - Not applicable
- (d) Yes
 - \$11,746.93.

Foreign Affairs, Defence and Trade
Budget Estimates 2017 - 2018
Written Question on Notice from **Gallacher, Alex** to Austrade

Question Number 47

Redundancies - Paid work/services

1. Have any staff who received a redundancy from the Department in the last two years undertaken any paid work or provided any paid services for the Department?
 - (a) What was the nature of these works/services?
 - (b) What was the total cost of these works or services?
2. How many redundancies were processed by the Department in the last 12 months?
 - (a) Of these redundancies, how many were:
 - Voluntary?
 - Forced?
3. What was the total cost of all redundancies?

Answer

1. One staff member who received a redundancy from Austrade in the last two years undertook paid work for Austrade.
 - (a) The work was covering a short term leave vacancy providing executive assistant and administrative support duties.
 - (b) The total cost of these services was \$4,011.
2. Sixteen redundancies were processed by Austrade in the last 12 months between 1 June 2016 to 31 May 2017.
 - (a) Of these redundancies:
 - i. nine voluntary
 - ii. seven involuntary.
3. The total cost of all redundancies in the last 12 months was \$1,241,849.35.

Foreign Affairs, Defence and Trade
Budget Estimates 2017 - 2018
Written Question on Notice from **Gallacher, Alex** to Austrade

Question Number 48

iTunes account

Does the department have an iTunes account?

- (a) What is the total expenditure in the last 12 months on iTunes?
- (b) What applications/subscriptions/services were purchased through iTunes?

Answer

See response to Austrade Question on Notice No. 29 from the 2016–17 Additional Estimates round (forwarded to Committee secretariat on 27 April 2017).

Foreign Affairs, Defence and Trade
Budget Estimates 2017 - 2018
Written Question on Notice from **Gallacher, Alex** to Austrade

Question Number 49

Android account

Does the department have an Android account?

- (a) What was the total expenditure in the last 12 months on Android?
- (b) What applications/subscriptions/services were purchased through Android?

Answer

See response to Austrade Question on Notice No. 30 from the 2016–17 Additional Estimates round (forwarded to Committee secretariat on 27 April 2017).

Foreign Affairs, Defence and Trade
Budget Estimates 2017 - 2018
Written Question on Notice from **Gallacher, Alex** to Austrade

Question Number 50

Domain names

1. What were the top 20 most utilised (by data sent and received) unique domain names accessed by the department in the last 12 months?
2. What were the top 20 most accessed (by number of times accessed) unique domain names accessed by the department in the last 12 months?

Answer

1a. Top 20 distinct URL hosts by MB upload (data sent) - 1 June 2016 – 31 May 2017:

1. www.facebook.com
2. www.google.com.au
3. outlook.live.com
4. mail.google.com
5. www.linkedin.com
6. ping.chartbeat.net
7. www.google-analytics.com
8. austrade.csod.com
9. austrade.pws.gov.au
10. www.google.com
11. upload.youtube.com
12. twitter.com
13. fairfaxau.demdex.net
14. DFAT site*
15. www.austrade.gov.au
16. storage-ap-133.sharefile.com
17. storage-ap-132.sharefile.com
18. secure-au.imrworldwide.com
19. www.smh.com.au
20. logx.optimizely.com

1b. Top 20 distinct URL hosts by MB download (data received) - 1 June 2016 – 31 May 2017:

1. www.facebook.com
2. Security Update Site*
3. ping.chartbeat.net
4. metrics.brightcove.com
5. www.google.com.au
6. System Update Site*
7. www.google-analytics.com
8. fonts.googleapis.com
9. twitter.com
10. DFAT Site*
11. newscorpau.hb.omtrdc.net

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Written Question on Notice from **Gallacher, Alex** to Austrade

12. www.google.com
 13. mail.google.com
 14. img.stb.s-msn.com
 15. nhkonline.hb.omtrdc.net
 16. www.austrade.gov.au
 17. ffxapm-a.akamaihd.net
 18. Security Update Site*
 19. www.youtube.com
 20. secure-au.imrworldwide.com
2. Top 20 distinct URL hosts by number of times accessed - 1 June 2016 – 31 May 2017:
1. www.google.com.au
 2. www.facebook.com
 3. ping.chartbeat.net
 4. www.google-analytics.com
 5. odc.officeapps.live.com
 6. www.google.com
 7. www.linkedin.com
 8. mail.google.com
 9. clients5.google.com
 10. hangouts.google.com
 11. nexus.officeapps.live.com
 12. twitter.com
 13. s.youtube.com
 14. secure-au.imrworldwide.com
 15. www.google.com.sg
 16. en-au.appex-rf.msn.com
 17. Security Update Site*
 18. kh.google.com
 19. googleads.g.doubleclick.net
 20. cdn.newsapi.com.au

Note: * URL name masked for security purposes

Foreign Affairs, Defence and Trade
Budget Estimates 2017 - 2018
Written Question on Notice from **Gallacher, Alex** to Austrade

Question Number 51

Tea/coffee/milk costs

How much is spent on tea/coffee/milk for staff in the last 12 months?

Answer

From 1 June 2016 to 31 May 2017, approximately \$7,100 per month on average has been spent on tea/coffee/milk for Austrade staff/clients across more than 90 locations in Australia and overseas.

The individual costs for tea/coffee/milk are not recorded separately in the Austrade Finance System.

Correction to response to QoN No. 32, 2016-17 Additional Estimates

The response to QoN No. 32 from 2016-17 Additional Estimates indicated Austrade spent on average \$4,000 per month on tea/coffee/milk over the period from 1 January 2016 to 28 February 2017. This response was incorrect and should have indicated average expenditure of \$6,900 per month over this period.

Foreign Affairs, Defence and Trade
Budget Estimates 2017 - 2018
Written Question on Notice from **Gallacher, Alex** to Austrade

Question Number 52

Coffee machines

Does any office have coffee machines?

- (a) How many?
- (b) What was their purchase cost?
- (c) What is their maintenance cost?
- (d) Who has access to them?

Answer

See response to Austrade Question on Notice No. 33 from the 2016–17 Additional Estimates round (forwarded to Committee secretariat on 27 April 2017).

Foreign Affairs, Defence and Trade
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Written Question on Notice from **Gallacher, Alex** to Austrade

Question Number 53

Mobile phones

How many mobile phones are given to staff?

- (a) How many new mobile phones in the last 12 months?
- (b) What is the total cost of these phones?
- (c) How many had to be replaced due to damage?
- (d) How many were reported as lost?

Answer

There are 222 corporately owned phones provided to staff.

- (a) For the period 1 June 2016 to 31 May 2017 there were 70 new iPhones and 14 new Android phones purchased onshore and 17 new iPhones and 10 new Android phones purchased offshore.
- (b) \$137,000.
- (c) Seven mobile phones replaced due to damage.
- (d) Eleven mobile phones reported as lost/stolen.

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Written Question on Notice from **Gallacher, Alex** to Austrade

Question Number 54

Tablets

How many tablets are given to staff?

- (a) How many new tablets in the last 12 months?
- (b) What is the total cost of these tablets?
- (c) How many had to be replaced due to damage?
- (d) How many were reported as lost?

Answer

There are 81 corporately owned tablets allocated to staff.

- (a) There were 35 new iPads and 2 new Android tablets purchased in the period 1 June 2016 to 31 May 2017.
- (b) Devices cost \$48,000.
- (c) One tablet replaced due to damage.
- (d) No tablets were reported as lost or stolen.

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Written Question on Notice from **Gallacher, Alex** to Austrade

Question Number 55

Smart phone and tablet

1. How many people have both a smart phone and a tablet?
2. What is the lowest ranked official who has both a work smart phone and tablet?

Answer

1. There are 50 staff with both a corporately provided smart phone and a corporately provided tablet.
2. The lowest ranked official in this group is APL3/AOPL4 (EL1 equivalent).

Foreign Affairs, Defence and Trade
Budget Estimates 2017 - 2018
Written Question on Notice from **Gallacher, Alex** to Austrade

Question Number 56

Overspend on smart phone and tablet bills

How many staff overspent on their phone or tablet data bill?

- (a) By how much?
- (b) What was the average cost of data bills for tablets and mobile phones?
- (c) What was the highest monthly cost?

Answer

Austrade audits mobile phone and tablet billing with phone and data charges combined. As such we cannot report on data spend separately.

There were 98 combined phone and data charge bills which were more than \$150 per month.

- (a) Between 1 June 2016 to 31 May 2017, the total value of overspend is approximately \$37,600.
- (b) Onshore the average data cost is \$39 per month. Offshore costs vary by country and provider and are not included in the average.
- (c) The highest monthly data bill was \$2,300.

Foreign Affairs, Defence and Trade
Budget Estimates 2017 - 2018
Written Question on Notice from **Gallacher, Alex** to Austrade

Question Number 57

Stationary costs

What was the annual cost of stationary?

Answer

Austrade incurred expenditure of \$0.570 million on all office consumables for the 2016- 17 financial year. Office consumables include copying costs, printer equipment (toner cartridges, ink and other running costs), paper and various kitchen supplies.

Foreign Affairs, Defence and Trade
Budget Estimates 2017 - 2018
Written Question on Notice from **Gallacher, Alex** to Austrade

Question Number 58

Paper brand

What brand of paper does the Department use?

- (a) Is this paper Australian made?

Answer

See response to Austrade Question on Notice No. 39 from the 2016–17 Additional Estimates round (forwarded to Committee secretariat on 27 April 2017).

Foreign Affairs, Defence and Trade
Budget Estimates 2017 - 2018
Written Question on Notice from **Gallacher, Alex** to Austrade

Question Number 59

Refurbishments

Were any refurbishments on office buildings carried out in the last 12 months?

- (a) What were they?
- (b) What was the cost?

Answer

No.

Foreign Affairs, Defence and Trade
Budget Estimates 2017 - 2018
Written Question on Notice from **Gallacher, Alex** to Austrade

Question Number 60

Internal fitouts/maintenance

Were any internal fitouts/maintenance carried out on office buildings in the last 12 months?

(a) What was the cost?

Answer

Yes.

Melbourne Austrade office fitout/minor works – \$86,146

Sydney Austrade office fitout – \$730,556

Canberra Austrade office minor fitout (current office until late 2017) – \$21,842

Canberra Austrade new office – Nishi Building (to be occupied from late 2017) – \$279,366

Newcastle Austrade new office – \$40,164.

Austrade has 83 offices overseas in 49 different international markets. Maintenance to office space leased by Austrade can occur on a daily basis. To detail all maintenance conducted would entail a significant diversion of resources which, in these circumstances, cannot be justified.

Foreign Affairs, Defence and Trade
Budget Estimates 2017 - 2018
Written Question on Notice from **Gallacher, Alex** to Austrade

Question Number 61

Functions

How many functions did the Department cater for in the last 12 months?

- (a) List of functions
- (b) List of attendees including departmental officials and members of the Minister's family or personal staff;
- (c) Function venue;
- (d) Itemised list of costs;
- (e) Details of any food served;
- (f) Details of any wines or champagnes served including brand and vintage;
- (g) Details of any spirits served including brand and vintage;
- (h) Details of any floral arrangements or other decorations; and
- (i) Details of any entertainment provided.

Answer

From 1 June 2016 to 31 May 2017, Austrade spent a total of \$0.713 million at posts and in Australia on hospitality/entertainment activities for Australian clients, overseas customers and potential customers of Australian companies, and others external to Austrade. These costs range from light refreshments (e.g. coffees when meeting with clients) to gala lunches or dinners associated with large-scale Austrade promotional events held offshore.

Hospitality/entertainment has a role to play in the support of Austrade's objectives of promoting Australia's international trade, tourism, education and investment interests. Austrade has long-established instructions on the proper management of hospitality/entertainment funds. For example, to be admissible under the guidelines, activities must be clearly warranted and be of specific value to Australia. All staff are required to account fully for, and justify, their use of the funds. They must maintain written records of purpose, attendees, venue and final costs of each item of expenditure and certify that the criteria for expenditure have been met. There are several thousand records for the period. To provide hospitality/entertainment expenditure by date, attendees, location, cost and details of each activity would entail a significant diversion of resources.

- a. See above.
- b. See above.
- c. See above.
- d. See above.
- e. See above.
- f. See above.
- g. See above.
- h. See above.
- i. See above.

Foreign Affairs, Defence and Trade
Budget Estimates 2017 - 2018
Written Question on Notice from **Gallacher, Alex** to Austrade

Question Number 62

Appointments and vacancies

Please provide a list of all statutory, board and legislated office vacancies and other significant appointments vacancies within the department, including length of time vacant and current acting arrangements.

Answer

Austrade has no statutory, board or legislated office vacancies.

Foreign Affairs, Defence and Trade
Budget Estimates 2017 - 2018
Written Question on Notice from **Gallacher, Alex** to Austrade

Question Number 63

Media monitoring contracts

How much has the Department spent on media monitoring in the last 12 months?

- (a) Please provide a list of all Contact Notice IDs for the Austender website in relation to media monitoring contracts.

Answer

Austrade has spent \$215,461 on media monitoring for the period 1 June 2016 to 31 May 2017.

There has been only one Austender entry - Contract notice ID: CN3362073.

Foreign Affairs, Defence and Trade
Budget Estimates 2017 - 2018
Written Question on Notice from **Gallacher, Alex** to Austrade

Question Number 64

Advertising and information campaigns

How much has the Department spent on advertising and information campaigns in the last 12 months?

- (a) Please provide a list of all Contract Notice IDs for the Austender website in relation to advertising and information campaign contracts please be provided.

Answer

Austrade has spent \$563,112.89 on advertising and information campaigns during the period from 1 June 2016 to 31 May 2017.

The amount includes payments of \$44,880 for FTA information campaign advertising which ceased on 24 December 2015.

- (a) Contract Notice IDs active during 1 June 2016 to 31 May 2017.

Contract Notice ID
CN3399756
CN3405930
CN3356931
CN3335447
CN3356275
CN3358893
CN3360951
CN3351103

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Written Question on Notice from **Gallacher, Alex** to Austrade

Question Number 65

Fraud

Were any members of your department charged with fraud?

- (a) How many staff members?
- (b) What disciplinary action was taken?

Answer

In the period between 1 June 2016 and 31 May 2017, there were no Austrade staff charged with fraud.

Foreign Affairs, Defence and Trade
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Written Question on Notice from **Gallacher, Alex** to Austrade

Question Number 66

Market Research

Has the Department undertaken / contracted any market research in the last 12 months?

- (a) With whom?
- (b) For what?
- (c) What was the value of the contract?

Answer

As noted in the response to Question on Notice No. 33, information on contracts awarded by Austrade valued at over \$10,000 (including for market research) are available on the Austender website. Information on payments to market research organisations will also be published in Austrade's 2016-17 Annual Report.

Foreign Affairs, Defence and Trade
Budget Estimates 2017 - 2018
Written Question on Notice from **Gallacher, Alex** to Austrade

Question Number 67

Credit cards

1. How many credit cards are currently on issue for staff in the Department and agencies within the portfolio? If possible, please provide a break-down of this information by APS/ SES level.
2. What was the value of the largest reported purchase on a credit card in calendar year 2016 and what was it for?
3. How much interest was paid on amounts outstanding from credit cards in calendar year 2016?
4. How much was paid in late fees on amounts outstanding from credit cards in calendar year 2016?
5. What was the largest amount outstanding on a single card at the end of a payment period in calendar year 2016 and what was the card holder's APS/ SES level?
6. How many credit cards were reported as lost or stolen in calendar year 2016 and what was the cost of their replacement?
7. How many credit card purchases were deemed to be illegitimate or contrary to agency policy in calendar year 2016? What was the total value of those purchases? How many purchases were asked to be repaid on that basis in calendar year 2016 and what was the total value thereof? Were all those amounts actually repaid? If no, how many were not repaid, and what was the total value thereof?
8. What was the largest purchase that was deemed illegitimate or contrary to agency policy and asked to be repaid in calendar year 2016, and what was the cardholder's APS/ SES level? What that amount actually repaid, in full? If no, what amount was left unpaid?
9. Are any credit cards currently on issue in the Department or agencies within the portfolio connected to rewards schemes? Do staff receive any personal benefit as a result of those reward schemes?
10. Can a copy of the Department's staff credit card policy please be provided?

Answer

1. As at 18 July 2017, Austrade has 915 Corporate Credit Cards on issue from Westpac for general business use as well as 560 Virtual Cards issued by Diners for travel and accommodation within Australia. All virtual card accounts relate to whole of government travel arrangements and all virtual card holders have a physical Corporate Credit Card (i.e. they are also part of 915 above). Information as to staff level is not kept within the Credit Card information system.
2. The largest reported purchase in the 2016 calendar year was for the equivalent of \$A15,669.69 (in USD) for flights from San Francisco to Sydney, Sydney to Melbourne, Melbourne to Hobart, Hobart to Canberra, Canberra to Melbourne, Melbourne to Los Angeles and Los Angeles to San Francisco. This was for business related activity for a Senior Trade Commissioner over a period of two weeks.
3. In total \$15,190.06 was paid in interest on credit cards in calendar year 2016. However, none of this related to amounts outstanding on credit cards in calendar year 2016, it relates to cash advances, which are necessary at times, to allow expenses to be paid in countries where cards are accepted on an infrequent basis, and cash is the primary mechanism for settling accounts.
4. Nil.

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Written Question on Notice from **Gallacher, Alex** to Austrade

5. All corporate credit card expenses are paid within the statement period. Balances in dispute, if any, are lodged and credits applied in arrears if the dispute is proved valid.
6. There were six cards replaced due to loss or theft in the 2016 calendar year. There is no cost involved to Austrade when we make a request to Westpac to replace an existing card. Diners Cards are virtual and no physical card exists.
7. Twenty eight credit card purchases were contrary to agency policy in calendar year 2016. All of these involved an accidental personal use, usually for minor amounts. The vast majority of exceptions were self-reported. The total value of those accidental personal transactions was \$3,197.65. All card holders involved have repaid the full amount.
8. The largest incident of accidental personal use contrary to agency policy was \$687.92 by an EL 1 card holder. That amount was repaid in full.
9. No Corporate Credit Cards within Austrade are connected with reward schemes.
10. Austrade's CEI 5 'Corporate Cards' is attached.

CHIEF EXECUTIVE INSTRUCTION NO. 5 CORPORATE CARDS

EFFECTIVE 1 FEBRUARY 2017

[Link to previous CEI 5 \(Expires 31 January 2017\)](#)

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1. Chief Executive Instructions (CEIs)

1.1 Introduction to CEIs

You must comply with all Chief Executive Instructions (CEIs). They are binding instructions which are marked in the blue shaded boxes (like this box).

These CEIs apply to:

- officials in Austrade
- officials of other entities that use, or manage, public resources for which the CEO of Austrade is responsible.

on matters relating to the use of public resources in the delivery of policies, programs and services.

The CEO issues the CEIs under section 20A of the [Public Governance, Performance and Accountability Act 2013 \(PGPA Act\)](#).

To help you understand your duties and responsibilities, these instructions contain links to relevant legislative requirements, guidance material, delegations and other instructions.

If you accept the terms in the corporate liability credit card indemnity form and the Conditions of Use as part of the application for a corporate card, then you confirm you have read and understood this CEI.

Additional paragraphs on processes, procedures and guidance to support the CEIs appear in white boxes (like this one). These paragraphs are not issued by the CEO but they will help you apply the CEIs.

2. Principles

2.1 Principles of this CEI

This CEI provides instructions about the use of corporate credit cards. The following core principles support the use of corporate cards at Austrade:

- You may use corporate credit cards only for official business purposes – you must not use them for anything else;
- You must use corporate credit cards as the method of payment if that is practical; and
- Your use of corporate credit cards must be consistent with your responsibilities to:
 - manage public resources efficiently, effectively, economically and ethically; and
 - maintain proper accounts and records of the receipt and expenditure of public money.

3. Overview of Corporate Cards

3.1 The cards Austrade uses

Westpac corporate cards and Diners Club virtual cards: You must use a Westpac Visa Corporate Liability Purchasing Card (Westpac corporate card) for all card-based purchases. However, if you are in Australia, your travel must be booked via QBT (the Australian government's contracted travel provider), which means you must use a virtual Diners Club card.

Other credit cards: If you believe you may need another sort of credit card, then you must apply for approval from the appropriate [delegate](#).

3.2 Who is eligible for a corporate card

Employees: As an employee, you are eligible for a Westpac corporate card if:

- your line manager approves; and
- you are likely to undertake official travel or make official purchases.

If you have to book your travel via QBT, then you must use a Diners Club virtual card.

Contractors and agents: If you are an employee of an attached agency or a contractor, then you may be issued a corporate card if you are required to travel on Austrade business. (Contractors are issued with a card only in exceptional circumstances.)

For an agent or a contractor to be issued a card, then the Memorandum of Understanding or contract governing their relationship with Austrade must include a clause outlining cardholder responsibilities and the consequences of breaches.

3.3 Liability protection for unauthorised use of your card

If your corporate card has been misused, then you must immediately notify [Credit Cards, Canberra](#).

If you did not cause or contribute to the unauthorised use of your corporate card, then Westpac will not hold you liable for that unauthorised use.

4. How to obtain a Corporate Credit Card

4.1 Complete training

To be issued a corporate card, you must complete the [online delegations training module](#) and achieve a minimum 90 per cent pass rate.

4.2 Apply for a Westpac corporate credit card

You must apply for a Westpac corporate card using the online [Corporate Credit Card application form](#). You must accept the terms in the indemnity form included in the application.

4.3 Apply for a Diners Club virtual card

If you already have a Westpac credit card, you can email [Credit Cards, Canberra](#) to obtain a Diners Club application.

Otherwise, when you apply for a Westpac corporate card, you can also apply for a Diners Club virtual card (for QBT bookings in Australia).

4.4 Seek approval

You must seek approval of your application from your line manager and your Manager, Finance and Administration (MFA) or [relevant delegate](#) – see section [4.2 Apply for a Westpac corporate credit card](#).

4.4.1 Processing your online application

If your online application is approved, then it will automatically be sent to [Credit Cards, Canberra](#) and then it will be submitted to Westpac for processing. You will be notified whether your application has been approved – and if it has, when you can collect your card or that it has been sent to you.

4.5 How to request a higher credit limit

If you require a temporary or permanent increase to your credit limit, then you need an email approving the increase from your line manager and Manager, Finance & Administration (MFA) (or another [delegate](#)) approval. If you get those approvals, then send the email approvals to [Credit Cards, Canberra](#) for processing.

The Chief Finance Officer sets the credit limits for corporate cards.

Diners Club virtual cards: All Diners Club virtual cards have a A\$20,000 limit.

Westpac corporate cards: The standard Westpac corporate card credit limits are:

- A\$10,000 for AOPL/APL 5 and below
- A\$20,000 for SESB1 and above
- A\$50,000 for General Managers and Executive Directors.

Also for Westpac Visa Corporate Liability Purchasing Cards, the transaction limit is the credit limit of the card.

5. Using your corporate card

5.1 Your responsibilities with your card

Each time you use a corporate credit card, you must, before you use the card, ensure :

- that the requirements in the [Delegations](#) and [CEI No. 4 Procurement, Contract Management and Payments](#) have been met; and
- that your use of the card is consistent with any approval given to spend, including any conditions of the approval.

Lost or stolen cards: You are responsible for using your corporate credit card and PIN code appropriately and for protecting it from being lost or stolen.

If your card is lost or stolen, then you must immediately notify:

- Westpac; and
- [Credit Cards](#), Canberra by the first working day after the loss or theft.

On leave or if your employment ends: If you are on leave from Austrade for longer than three months, or if your employment ends for any reason, then you must return your card to [Credit Cards](#), Canberra or your Office Manager before you leave.

The number for Westpac from outside Australia is + 61 2 9374 7082. In Australia, call 1300 650 107

5.2 When to use your corporate card and cash advances

For the following official expenses, you must use your corporate card wherever possible:

- official expenses related to [travel](#) or [representation or entertainment](#)
- official expenses for all official goods and services.

However, in unavoidable circumstances (for example, if the merchant does not accept your card), you may use your corporate card to withdraw cash as a [Cash advance](#) from an [ATM](#) to pay for official expenses. You must keep ATM cash withdrawals to a minimum (if you are travelling on official business, then you may be able to withdraw A\$20 a day for incidentals, see [CEI No. 6.section 7.3.3 Incidental travel expenses](#)). You must refrain from carrying large amounts of cash.

All your transactions, including your cash withdrawals, will have upwards review via the corporate cards statement acquittal (see section [6.9 Approving Line Manager's responsibilities](#)).

For the instructions about the receipts and documentation you need to keep, see section [6.5 Retaining your receipts and documentation](#), below.

5.3 Purchases made by you and by other Austrade people

5.3.1 Online purchases – by you and other Austrade people

You may make online purchases using your corporate card. You may also allow another Austrade employee to use your card for online purchases or for travel bookings (see [CEI No. 6 section 5.1 Your Responsibilities](#)), if you give them written approval. The purchase must be made on your corporate card to ensure review and approval of the transaction by the delegate – see section [6.9 Approving Line Manager's responsibilities](#).

When using your corporate card online, you must minimise the risk of credit card theft by ensuring the supplier's website is credible and reputable, and provides a reasonable level of security. See [5.3.3 Using your corporate card for online purchases](#).

5.3.2 The most senior Austrade person pays

The most senior Austrade employee of the business unit organising a function or event, who is present at the function or event, must use their corporate credit card to make payments. The CEO is the only exception, they do not have to arrange payment. See [CEI No. 7 section 6.1](#).

5.3.3 Using your corporate card for online purchases

You may link your corporate card to an online account. If you do so, then you must take care not to incur personal expenses on your corporate card in any way – including accidentally (see section [5.4 Personal expenses and when you must not use your corporate card](#)). If you use a supplier for both business and personal purposes, then use separate accounts.

See the quick reference guide for [Making Secure Online Purchases](#).

5.4 Personal expenses and when you must not use your corporate card

You must not use your corporate card for personal expenses unless:

- the personal expenses are part of one transaction with official expenses; and
- the merchant is unable to invoice, or charge, for your personal expenses separately.

You must settle any personal expenditure with Austrade as soon as practically possible.

5.4.1 What happens if you use your card inappropriately

If you incur personal expenses on your corporate card inappropriately (accidentally or otherwise) then:

- for accidental breaches, you will be counselled; If you use your corporate card for personal reasons a second time, then your card will be cancelled indefinitely.
- for serious breaches, your card will be cancelled immediately.

6. Acquitting your corporate credit card statements

6.1 What you must do to acquit your statements

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As the cardholder, you are responsible for the transactions on your corporate card statement and the accurate [Acquittal](#) of that statement on or before the [Payment Due Date](#). You are responsible for this even if you have a nominated assistant.

Acquittals of corporate card statements for Executive must be approved by the Head of Executive Branch. Corporate Card acquittals for the Head of Executive Branch must be approved by the Chief Finance Officer.

6.1.1 Acquitting your statements

To complete your acquittal on or before the [Payment Due Date](#) you should:

- reconcile transactions against your credit card statement, receipts, tax invoices and other documentation
- indicate whether or not a receipt/tax invoice has been retained (see section [6.5 Retaining your receipts and documentation](#))
- itemise all cash advance transactions (e.g. ATM cash withdrawals, foreign currency purchases)
- describe the transaction (e.g. what, where, when, and why the transaction was made)
- provide any relevant extra information in the statement's comments tab
- report any discrepancies (e.g. overcharging, disputed charges) directly to the merchant (see section [6.8 What to do if you have a disputed transaction](#))
- report any fraudulent or unrecognised transactions to [Credit Cards](#), Canberra (see section [6.8 What to do if you have a disputed transaction](#))
- ensure someone acquits your credit card on your behalf if you are unable to do so within the timeframe given (see section [6.3 What to do about acquitting your statement when you go on leave or are leaving Austrade](#)) however, you remain responsible for the acquittal.
- send your acquittal to your line manager for authorisation.

Once your line manager has approved your statement for processing, you do not need to do anything else.

6.2 What happens if you are late in acquitting your statement

If you [Acquittal](#) your corporate card statement after the [Payment Due Date](#) on three occasions in any two-year period, then your card(s) will be cancelled indefinitely.

If your statement is more than 40 days overdue for acquittal, then you will have your card cancelled indefinitely.

6.3 What to do about acquitting your statement when you go on leave or are leaving Austrade

If you are going on leave or leaving Austrade and you or your nominated assistant cannot acquit your statement by the due date, then [Accounts-Payable](#), Canberra can send your statement to another staff member to complete.

In this case, you must ensure sufficient information (e.g. receipts and supporting information) is left with the staff member you nominate to acquit your statement.

6.4 An assistant's responsibilities when acquitting statements

If you are a cardholder and you have an assistant who prepares your acquittal, then you remain accountable for your statement including the accuracy of the acquittal, see section [5.1 Your responsibilities with your card](#).

If you have been nominated to [Acquittal](#) a cardholder's statement, then you must accurately acquit the corporate card statement on or before the [Payment Due Date](#).

6.4.1 Completing the acquittal

To complete the acquittal, the assistant is responsible for:

- reconciling transactions against receipts, tax invoices and other documentation provided by the cardholder;
- ensuring all goods and services have been correctly received;
- allocating relevant SAP general ledger, project/internal-order number (ION) and tax codes against each transaction; and
- sending the electronic statement to the appropriate approver for authorisation.

6.5 Retaining your receipts and documentation

When you pay a merchant with your corporate card, you must retain receipts and tax invoices for all transactions over A\$80 (including taxes). If you cannot obtain a receipt or invoice, then you must accurately document the expense. Your line manager may require you to sign a statutory declaration to support your documentation.

If you use your corporate card to withdraw cash from an [ATM](#) then:

- you must keep tax invoices and receipts to support your cash payments – except for the daily A\$20 incidentals ([see CEI No. 6.7.3.3 Incidental travel expenditure](#)); and
- you must adequately record the expense on your corporate card statement.

If you cannot retain a receipt or tax invoice, then your line manager may require you to sign a statutory declaration to support your documentation.

6.5.1 Keeping receipts

See the [Receipt Threshold Table](#) for converting from A\$80 to your local currency.

Example: If you pay A\$40 in **cash** for a meal or taxi, then you must obtain a receipt from the vendor and attach it with your card statement. Generally, credit card slips are not considered to be a receipt or tax invoice when you can obtain an itemised receipt.

Keeping digital records:

Your receipt ensures you have sufficient information to correctly identify, code and acquit transactions. If you prefer, you can take a photo of the receipt rather than keep the original paper copy.

Although you do not need to keep a copy of transactions and receipts for payments of under A\$80 that you made with your card, keeping these receipts may help you (and your assistant) to meet your administrative responsibilities.

Corporate credit card statements are an electronic file, so you do not need to print them unnecessarily. Similarly,

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you do not need to print electronic invoices and receipts – instead, save and file them electronically.

You must ensure all supporting documentation is placed with each monthly statement for filing (they will be saved digitally on the Hub). You should avoid filing paper statements if possible.

6.6 What to do with unused cash advances

You must allocate unused [Cash advances](#):

- of A\$10 or more (at BER) to account code GL 615; and
- of under A\$10 to account code GL 7224.

You do not need to repay amounts of less than A\$10. See the [Budget Exchange Rate Table](#).

6.7 What to do with outstanding balances against GL 615

When you [Acquittal](#) your credit card statements, you must note and record personal expenditure against GL 615.

You will be asked to repay balances which have reached or exceeded a limit of A\$50 Budget Exchange Rate (BER), or have been outstanding for 60 days. You will be invoiced by Austrade's Accounts Receivable for the outstanding balance – you do not make that payment direct to Westpac Banking Corporation or Diners Club.

6.8 What to do if you have a disputed transaction

You must personally try to settle a disputed charge directly with the merchant.

If you do not recognise the transaction or merchant or you are unable to settle the disputed charge, then you must immediately report the transaction to [Credit Cards](#), Canberra. You must follow directions from either or both of Credit Cards, Canberra and the card issuer – including providing information within the timeframes required.

6.8.1 Disputed offshore transactions

Credit Cards, Canberra will not pursue any disputed [offshore](#) transactions on the Westpac corporate card that are less than A\$50 (BER). In these cases, if the offshore transaction can be recognised (e.g. a taxi), you must use the appropriate code (e.g. GL 7202 – Ground Transport). Otherwise, unidentified transactions can be recorded against GL 7224 (Incidentals). See the [Budget Exchange Rate Table](#).

6.9 Approving Line Manager's responsibilities

Line managers (or higher delegates) of corporate cardholders must review and approve expenditure on corporate cards before the [Payment Due Date](#).

6.9.1 Reviewing expenditure

The line manager considers whether the following are the case:

- you have used your corporate card to pay for official expenses only
- you have recorded all personal expenses as such (other than coincidental personal expenses) and they have been reported to the MFA (who will report to the CFO)
- your official expenses are reasonable for their purpose and amount
- you have accurately described the transactions
- you have coded unused cash advances over A\$10 to account code GL 615
- you have used the correct cost centre for all transactions
- you have coded any disputed transactions to account code GL 616.

Your line manager can reject your statement or ask for an explanation for any transaction on your corporate card. They can also request tax invoices, receipts or other documentation to support purchases over A\$80.

7. Definitions

7.1 ATM

An automated teller machine (ATM) is an electronic banking outlet that allows customers to complete basic transactions without the aid of a branch representative or teller. Anyone with a credit card or debit card can access most ATMs.

7.2 Cash advance

A cash advance is a service provided by most credit card and charge card issuers. The service allows cardholders to withdraw cash up to a certain limit. The cardholders can do so, either through an ATM or over the counter at a bank or other financial agency.

7.3 Acquittal

Acquittal refers to the review and reconciliation of corporate card expenditure by the cardholder as outlined in section [6. Acquitting your corporate credit card statements](#). “Acquits” means that the cardholder has completed the statement and sent it to the line manager for approval.

7.4 Payment Due Date

Payment Due Date refers to the date that Accounts Payable organises the remittance and settlement of payments to Westpac and Diners Club on behalf of Austrade.

8. Essential Supporting Documents

8.1 Austrade policies

- [Delegations Schedule](#)
- [CEI No. 6 Travel](#)
- [CEI No. 9 Control and Management of Public Property](#)
- [CEI No. 10 Care and Custody of Public Money, Banking and Cash Management](#)

8.2 Austrade procedures, instructions and other corporate card information

- [Corporate Credit Card Application](#)
- [Corporate Credit Card Statement Instructions](#)
- [Cardholder's Check-list](#)
- [A\\$80 Receipt Threshold Table](#)
- [Budget Exchange Rate Table](#)
- [Making Secure Online Purchases](#)

9. Related Documents

9.1 Other information

- [RMG-416 Facilitating Supplier Payment Through Payment Card](#)
- [Austrade's Fraud Control Plan](#)

10. References

10.1 Legislation relevant to this CEI

Title	Section
PGPA Act	56
A New Tax System (GST Act)	

Subject	Corporate Cards		
Approved by		Effective Date:	1 February, 2017
Business Owner	Finance		
Policy No:	CEI No. 5	Further Information:	financial-policy@austrade.gov.au

Foreign Affairs, Defence and Trade
Budget Estimates 2017 - 2018
Written Question on Notice from **Gallacher, Alex** to Austrade

Question Number 68

Staffing

1. Does the Department use any labour hire companies to source Departmental staff?
2. Does the Department use Labour Hire Agreements?
3. How long has the Department used labour hire companies?
4. How many staff are employed under via these arrangements?
5. How many staff are employed by the Department as contractors?
6. Who authorised the use of labour hire companies?
7. Do staff under these labour hire arrangements receive as much training and security clearance as permanent staff?
8. Do staff under these arrangements receive the same pay and conditions as permanent staff?
9. Do these temporary staff have access to the same systems and databases?
10. Is this a concern from a security perspective?

Answer

1. Austrade uses labour hire companies to source additional expertise and support staff as required.
2. Austrade has a panel arrangement for recruitment services which covers labour hire companies. The appropriate delegate in the individual business area signs off the work order for contractors employed via labour hire companies.
3. Austrade has used labour hire companies since it was established.
4. As at 30 June 2017, 33 staff are employed under these arrangements.
5. As at 30 June 2017, 33 staff are employed by Austrade as contractors.
6. The panel arrangement for recruitment services with labour hire companies was approved by the relevant delegate (Chief Human Resources Officer).
7. The Security clearance process is the same for labour hire and permanent staff.
8. Staff under these arrangements receive pay and conditions that are comparable to permanent staff. A loading in lieu of leave and public holidays is payable.
9. Yes, temporary staff have access to the same systems and databases.
10. No, this is not a concern from a security perspective.