

**Senate Economics Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**Industry, Tourism and Resources Portfolio**  
**Supplementary Budget Estimates 2004-2005**

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**AGENCY/DEPARTMENT:** DEPARTMENT OF INDUSTRY, TOURISM AND RESOURCES  
**OUTCOME/OUTPUT:** ALL Outcomes and Outputs  
**TOPIC:** BUDGET FOR COSTS ASSOCIATED WITH DEVELOPING CULTURALLY RESPONSIVE AND ACCESSIBLE SERVICES  
**REFERENCE:** WRITTEN QUESTIONS ON NOTICE

**QUESTION No.4-5**

**Senator Ludwig asked:**

4. For the each of the i) 1999-00, ii) 2000-01, iii) 2001-02, iv) 2002-03, v) 2003-04 financial years, did the department budget for costs associated with developing culturally responsive and accessible services?
5. For the 2003-2004 financial year, how much did the department budget for this purpose?

**ANSWER**

**Department of Industry, Tourism and Resources**

While there is no specific budget for these costs, the Department does seek to promote equity of access to Government programs. In delivering its programs and services the Department provides access through a number of channels including the web, phone, e-mail and face to face contact.

AusIndustry - the Department's program delivery arm - provides a national framework designed to improve business access to Government programs. AusIndustry has established 22 state and regional offices and a large network of customer service managers.

Over the last two financial years to date Invest Australia – the Australian Government's national investment agency - has translated or is in the process of translating advertising, printed product or web based material into ten languages other than English: simplified and traditional Chinese, Italian, German, Spanish, Japanese, Korean, Arabic, Brazilian/Portuguese and French.

The Business Entry Point website (<http://www.business.gov.au>) provides business with online access to government information and services related to business, and delivers online transaction services making transactions more readily accessible by business. The small business website (<http://www.smallbusiness.gov.au>) provides online information about starting and operating a small or home-based business. Both websites contain links to the national Translating and Interpreting Service.

In addition, a number of programs administered by the Department specifically seek to assist the indigenous community. The Business Ready Program for Indigenous Tourism provides funding to business mentors to work directly with a portfolio of indigenous tourism businesses to train them on all aspects of small business and the tourism industry. In addition, the Working in Partnership Program is designed to promote long term partnerships and foster mutually beneficial relationships between indigenous communities and the mining industry.

**IP Australia**

There is no specific budget for these costs.

**Geoscience Australia**

There is no specific budget for these costs.

**Tourism Australia**

The majority of Tourism Australia's marketing programs are implemented overseas and are considered culturally appropriate, they are specifically targeted to the audience of that country.