

GLOSSARY OF TERMS

GLOSSARY OF ACRONYMS AND ABBREVIATIONS

INDEX

SECTION 6

GLOSSARIES AND INDEX

## GLOSSARY OF TERMS

Accrual accounting	System of accounting where items are brought to account and included in the financial statements as they are earned or incurred, rather than as they are received or paid.
Accrual budget	A comprehensive budget incorporating assets, liabilities and revenues, as well as cash receipts and expenditures. Thus an accrual budget is an extension of the cash budget, focusing on all the resource implications of the strategic and operational plan.
Activity	What an agency does to convert inputs into outputs.
Administered items	Expenses, revenues, assets or liabilities managed by agencies on behalf of the Commonwealth. Agencies do not control administered items. Administered expenses include grants, subsidies and benefits. In many cases, administered expenses fund the delivery of third party outputs.
Additional estimates	Where amounts appropriated at Budget time are insufficient, Parliament may appropriate more funds to portfolios through the Additional Estimates Acts. This is the Additional Estimates process.
Additional estimates	These are appropriation Bills Nos 3 and 4, and a separate Bill for the Parliamentary Departments (Appropriations (Parliamentary Departments) Bill No 2). These Bills are introduced into Parliament after the Budget Bills. In 2000–01 the Budget was introduced in May 1999, and the Additional Estimates Bills were introduced in November 1999.
Agency	Agencies are departments of state, departments of parliament and ‘prescribed agencies’ for the purposes of the <i>Financial Management and Accountability Act 1997</i> . Where the term is used generally in this document, it is meant to refer to departments, agencies, authorities and non-commercial companies.
Annual report	One of the major accountability documents presented to Parliament. It provides a broad statement of agency or authority capability and performance. It allows chief executives to account to their minister for the efficiency and effectiveness of the administration for which the minister is ultimately responsible.

Appropriation	An authorisation by Parliament to spend moneys from the Consolidated Revenue Fund.
Annual appropriation	Two appropriation Bills are introduced into Parliament in May and comprise the Budget. Further Bills are introduced later in the financial year as part of the additional estimates. Parliamentary departments have their own appropriations.
APS employee	A person engaged under section 22 or a person who is engaged as an APS employee under section 72 of the <i>Public Service Act 1999</i> .
Assets	Future economic benefits controlled by an entity as a result of past transactions or other past events.
Average Staffing Level	The average number of employees receiving salary or wages over the financial year, with adjustments for casual and part-time employees to show the full time equivalent.
Capital-Use Charge	The Capital-Use Charge is a dividend requirement levied on Commonwealth General Government Sector agencies and authorities. The Capital-Use Charge payment is based on those agencies and authorities departmental net assets at financial year end. Funding for the Capital-Use Charge is included in agencies and authorities departmental price of outputs appropriation.
Competitive tendering and contracting (CTC)	The process of contracting out the delivery of government activities previously performed by a Commonwealth agency to another organisation. The activity is submitted to competitive tender, and the preferred provider of the activity is selected from the range of bidders by evaluating offers against predetermined selection criteria.
Competitive tendering	The process by which agencies call for offers to perform a service from internal and external bodies, including the private sector and other departments and agencies, in an open and transparent competitive environment.

Consultancy services	<p>Consultancy services are one particular type of service delivered under a contract for services. They are distinguished from other ontracts for services by the nature of the work performed. A consultant is an entity, whether an individual, a partnership or a corporation, engaged to provide professional independent and expert advice or services. Typically, the term consultancy services is used to describe the application of expert professional skills to: investigate or diagnose a defined issue or problem, carry out defined research, reviews or evaluations; or provide independent advice, information or creative solutions to assist the agency in management decision making.</p> <p>A consultancy contract will typically define the nature and purpose of the task to be performed but not (in any detail) the manner in which the task is to be performed. By contrast, other (non-consultancy) contracts for services will typically be far more restrictive in the degree of latitude afforded to the contractor.</p>
Corporate governance	The process by which agencies are directed and controlled. It is generally understood to encompass authority, accountability, stewardship, leadership, direction and control.
Departmental items	Resources directly controlled by agencies, including salaries and allowances. Such resources are used to produce outputs on behalf of government, including outsourced activities funded and controlled by the agency.
Depreciation	An expense recognised systematically for the purpose of allocating the cost of a non-current asset over its useful life.
Deprival asset valuation	Values non-financial assets according to the current cost of their replacement. That is, non-financial assets are valued at the lowest cost of replacing the gross 'service potential' of those assets.
Effectiveness indicators	Indicators to assess the degree of success in achieving outcomes. They are likely to relate to intermediate outcomes below the planned outcomes specified at Budget level.
Effectiveness	The extent to which actual outcomes are achieved, in terms of planned outcomes, via relevant outputs or administered expenses. An intervention's <i>effectiveness</i> should be distinguished from <i>efficiency</i> , which concerns the adequacy of its administration.

Equity or Net assets	Residual interest in the assets of an entity after deduction of its liabilities.
Expense	Total value of all of the resources consumed in producing goods and services.
Financial results	The results shown in the financial statements of an agency.
Historical cost	The original cost of acquisition of an asset, including any costs associated with acquisition. Under Australian Accounting Standard 10 'Acquisition of Non-Current Assets' assets need to be reported initially at an acquisition (historical) cost. The Commonwealth's financial reporting requirements issued under the Finance Minister's Orders require the subsequent revaluation of non-current assets to their deprival value within every three years.
Inputs	Resources in the form of people, materials, energy, facilities and funds that an agency uses in activities to produce outputs.
Internal auditing	Internal auditing is an independent, objective assurance and consulting activity designed to add value and improve an organisation's operations. It helps an organisation accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control, and governance processes.
Intervention	Agency and government actions designed to achieve outcomes. In the new framework, 'intervention' replaces the previously used term 'program'. An intervention consists of several elements: <ul style="list-style-type: none"> <li>■ planned outcomes</li> <li>■ resources</li> <li>■ strategies, activities and processes</li> <li>■ management and accountability arrangements</li> <li>■ outputs, relevant administered items and third party outputs</li> <li>■ performance information.</li> </ul>
Liabilities	Future sacrifices of economic benefits that an entity is presently obliged to make to other entities as a result of past transactions or other past events.
Measure	A decision by the Cabinet or Ministers that has been finalised since the 2000–01 Budget and has resulted in a change in expenditure in the years 2001–02 to 2004–05.

Materiality	Takes into account the planned outcome and the relative significance of the resources consumed in contributing to the achievement of that outcome.
Net savings	The net savings achieved from the implementation of CTC. This is the reduction in costs incurred in obtaining the service after CTC implementation compared with the costs incurred in obtaining the service prior to the implementation. The costs incurred after implementation include the costs of managing the contract but not any costs of implementation or transition (that is, the costs of scoping the activity, baseline costing, developing the purchasing strategy, developing the statement of requirement, contract development, tender evaluation methodology, contract negotiations, costs relating to any redundancies or surplus assets and accommodation, profits from asset sales).
Non-ongoing APS employee	An APS employee who is not an ongoing APS employee.
Ongoing APS employee	A person engaged as an ongoing APS employee as mentioned in paragraph 22(2)(a) of the <i>Public Service Act 1999</i> .
Operations	Functions, services and processes performed in pursuing the objectives or discharging the functions of an agency.
Operating result	Equals revenue less expense.
Outcomes	The results, impacts or consequences of actions by the Commonwealth on the Australian community. Planned outcomes are the results or impacts that the Government wishes to achieve. Actual outcomes are the results or impacts actually achieved.
Output groups	The aggregation based on homogeneity, type of product or beneficiary target group, of outputs. Aggregation may also be needed for the provision of adequate information for performance monitoring; or based on a materiality test.
Outputs	The goods and services produced by agencies on behalf of government for external organisations or individuals. Outputs include goods and services produced for other areas of government external to the agency.

Performance information	Evidence about performance that is collected and used systematically. Evidence may relate to appropriateness, effectiveness and efficiency. It may be about outcomes, factors that affect outcomes and what can be done to improve them. Performance information also includes evidence about the extent to which outcomes can be attributed to an intervention. Performance information may be quantitative (numerical) or qualitative (descriptive). It should be verifiable. Its usefulness is enhanced by applying standards and other types of comparison (eg, with past performance, other lines of business, or level of need before the intervention) which allow judgments to be made about the extent to which interventions are achieving desired results.
Performance measures	A more precise measure than indicators. Performance measures relate to outcomes, outputs, third party outputs and administered items. They are used when there is a direct causal link between an intervention and a measurable change in performance.
Price	The amount the government or the community pays for the delivery of agreed outputs.
Purchaser/provider arrangements	Arrangements under which the outputs of one agency are purchased by another agency to contribute to outcomes.
Quality	Relates to the characteristics by which customers or stakeholders judge an organisation, product or service. Assessment of quality involves use of information gathered from interested parties to identify differences between user's expectations and experiences.
Quantity	Size of an output. Count or volume measures. How many or how much.
Revenue	Total value of resources earned or received to cover the production of goods and services.
Service charters	It is Government policy that departments which provide services directly to the public have service charters in place. A service charter is a public statement about the service that a department will provide and what customers can expect from the department.

Special appropriations	Moneys appropriated by Parliament in an Act separate to an annual Appropriation Act, where the payment is for a specified amount. Special appropriations are not subject to Parliament's annual budget control, unlike the annual appropriations.
Sub-Outputs	Sub-outputs identify components that together form an output.
Third party outputs	Goods or services delivered to the community by entities outside the Commonwealth General Government Sector. They are outputs wholly or partly funded by administered items and are directed to achieving planned outcomes.

## GLOSSARY OF ACRONYMS AND ABBREVIATIONS

ABC	Australian Broadcasting Corporation
ACC	Australia–China Council
ACIAR	Australian Centre for International Agricultural Research
ACTU	Australian Council of Trades Unions
ADCNET	Australian Diplomatic Communications Network
AFTA-CER	ASEAN Free Trade Agreement—Australia–New Zealand Closer Economic Relations Trade Agreement
AG	Australia Group—an informal body of 32 countries and the European Commission, that harmonises national export controls for dual use products that could be diverted into biological and chemical weapons programs.
AIBC	Australia–Indonesia Business Council
AIC	Australia–India Council
AICC	Australian International Cultural Council
All	Australia–Indonesia Institute
AJF	Australia–Japan Foundation
AKF	Australia–Korea Foundation
ANAO	Australian National Audit Office
AN-ICBL	Australian Network of the International Campaign to Ban Landmines
APEC	Australia–Pacific Economic Cooperation
APF	Asia-Pacific Forum of National Human Rights Institutions
APIS	Australian Passport Information Service
APS	Australian Public Service
AQIS	Australian Quarantine and Inspection Service
ARF	ASEAN Regional Forum
ASEAN	Association of Southeast Asian Nations

ASIS	Australian Secret Intelligence Service
ASNO	Australian Safeguards and Non-Proliferation Office
ATCG	Agricultural Trade Consultative Group
ATSIC	Aboriginal and Torres Strait Islander Commission
AusAID	Australian Agency for International Development
AUSMIN	Australia–United States Ministerial Consultations
Austrade	Australian Trade Commission
AWA	Australian Workplace Agreement
BPR	Best Practice Review
BWC	Biological Weapons Convention
BSE	Bovine Spongiform Encephalopathy
Cairns Group	A group of 15 agricultural exporting countries, including Argentina, Australia, Brazil, Canada, Chile, Colombia, Fiji, Indonesia, Malaysia, New Zealand, Paraguay, the Philippines, South Africa, Thailand and Uruguay
CAD	Canada–Australia Dialogue
CAP	Common Agricultural Policy
CAS	Common Administrative Services
CICP	Commission for International Cultural Promotion
CCW	Convention on Certain Conventional Weapons
CEP	Closer Economic Partnership
CER	Closer Economic Relationship
CHOGM	Commonwealth Heads of Government Meeting
CMAG	Commonwealth Ministerial Action Group
CMIS	Consular Management Information System
COALAR	Council on Australia Latin America Relations
COC	24-hour Consular Operations Centre
COP 6	Sixth Conference of the Parties to the United Nations Framework Convention on Climate Change

CPSU	Community and Public Sector Union
CTBT	Comprehensive Nuclear Test-Ban Treaty
CWC	Chemical Weapons Convention
DAP	Direct Aid Program
DFAT	Department of Foreign Affairs and Trade
DIEM	World Trade Organization Disputes Investigation and Enforcement Mechanism
DIMA	Department of Immigration and Multicultural Affairs
DoFA	Department of Finance and Administration
DPRK	Democratic People's Republic of Korea (also known as North Korea)
EFIC	Export Finance and Insurance Corporation
ESS	Employee Self-Service System
EU	European Union
Euratom	European Atomic Energy Community
FAO	Food and Agriculture Organization
FATA	Foreign Affairs and Trade Association
FEALAC	Forum for East Asia–Latin America Cooperation
FEAST	European–Australian Science and Technology Cooperation
FMA	<i>Financial Management and Accountability Act 1997</i>
FMCT	Fissile Material Cut-off Treaty
FMD	Foot-and-mouth disease
FMIS	Financial Management Information System
FRY	Federal Republic of Yugoslavia
FTA	Free Trade Agreement
FYROM	Former Yugoslav Republic of Macedonia
GATT	General Agreement on Tariffs and Trade
GST	Goods and services tax

HIPC	Heavily Indebted Poorest Countries
HIV/AIDS	Human Immunodeficiency Virus/Acquired Immune Deficiency Syndrome
HLTF	High Level Task Force
HRMIS	Human Resources Management Information System
INTERFET	International Force in East Timor
IAEA	International Atomic Energy Agency
IAP	Individual Action Plan
ICC	International Criminal Court
ICESCR	International Covenant on Economic, Social and Cultural Rights
ICTY	International Criminal Tribunal for the Former Yugoslavia
IMF	International Monetary Fund
ILO	International Labor Organisation
IOC	International Olympic Committee
IOR-ARC	Indian Ocean Rim Association for Regional Cooperation
ISAC	Independent Selection Advisory Committee
IT	Information Technology
ITSC	Information Technology Strategy Committee
JCPAA	Joint Committee on Public Accounts and Audit
JSCFADT	Joint Standing Committee on Foreign Affairs, Defence and Trade
JSCOT	Parliamentary Joint Standing Committee on Treaties
KEDO	Korean Peninsula Energy Development Organisation
LNG	Liquefied natural gas
MCM	Ministerial Council Meeting (of the OECD)
MDTF	Market Development Task Force
MEAA	Media Entertainment and Arts Alliance
Mercosur	The Southern Cone Common Market (of South America), including Argentina, Brazil, Uruguay and Paraguay

MIF	Multinational Interception Force
MP	Member of Parliament
MRT	APEC Ministers Responsible for Trade
MTCR	Missile Technology Control Regime
NAIDOC	National Aboriginal and Islander Day Observance Committee
NAFTA	North American Free Trade Agreement
NCCPD	National Consultative Committee on Peace and Disarmament
NGA	National Gallery of Australia
NGO	non-government organisation
NPT	Nuclear Non-Proliferation Treaty
NSG	Nuclear Suppliers Group
OECD	Organisation for Economic Cooperation and Development
OGR	Online Graduate Recruitment
OH&S	Occupational Health and Safety
Paris Club	A group of nations that meets on a case-by-case basis to reach a common approach on rescheduling or reducing the debt service on official loans from their countries, including Australia, Austria, Belgium, Canada, Denmark, Finland, France, Germany, Ireland, Italy, Japan, the Netherlands, Norway, Spain, Sweden, Switzerland, the United Kingdom and the United States of America. There are a few additional ad hoc member countries
OPCW	Organisation for the Prohibition of Chemical Weapons
PCMS	Parliamentary Correspondence Management System
PM&C	Department of Prime Minister and Cabinet
PMG	Peace Monitoring Group
PNG	Papua New Guinea
POPs	Persistent Organic Pollutants
PPQ	Possible Parliamentary Question
ROK	Republic of Korea (also known as South Korea)

SABAF	Singapore Business Alliance Forum
SAR	Special Administrative Region
SATIN	Secure Australian Telecommunications and Information Network
SES	Senior Executive Service
SLA	Service Level Agreement
SME	Small to Medium Enterprises
SOCOG	Sydney Organising Committee for the Olympic Games
TPAC	Trade Policy Advisory Council
TRIPS	Trade Related Aspects of Intellectual Property Agreement
UAE	United Arab Emirates
UN	United Nations
UNAMET	United Nations Mission in East Timor
UNCTAD	United Nations Conference on Trade and Development
UNDCP	United Nations Drug Control Program
UNESCO	United Nations Education, Social and Cultural Organisation
UNGA 55	55th Regular Session of the General Assembly
UNSC	United Nations Security Council
UNTAET	UN Transitional Administration in East Timor
US/USA	United States of America
WEF	World Economic Forum
WIPO	World Intellectual Property Organization
WMD	Weapons of Mass Destruction
WTO	World Trade Organization
YHA	Youth Hostels Association

## INDEX

- ABC, 177
- abductions, 147
- Aboriginal and Torres Strait Islander  
Australians, 171, 172–3, 176, 201
- access controls for RG Casey building, 116
- access for people with disabilities, 208–9
- accessibility of consular services, 144
- accessibility of passport services, 148–9
- Accessing Middle East Growth*, 168–9
- accidents and injuries, 207, 292, 293
- accommodation, *see* office accommodation
- accountability and management, 192–213
- accountancy, 70
- accounting, 71
- accrual budgeting, 20
- ACIAR, 18
- ADCNET, 113, 114
- administered items, 108–10, 187–8, 279, 281–3
- administration (defective), compensation for detriment caused by, 109
- Administrative Appeals Tribunal, 179, 309
- Administrative Officer Development Program, 203, 204
- advertising and market research, 327–8
- advice and analysis, 26–110, 281  
*see also* submissions and briefings
- Afghanistan, illegal arrivals from, 44
- Africa, 64, 65, 130
- AFTA–CER trade dialogue, 78–9
- aged care services, 42
- aged travellers, 146, 147
- Agreement on Agriculture, 69–70
- Agreement on Wine, 71
- agricultural chemicals, 94
- agricultural research, 31
- Agricultural Trade Consultative Group, 70
- agriculture, 68, 69–70, 71, 130  
biosafety, 72, 94  
European Union, 51, 69  
Latin America, 55  
Middle East, 63  
North Asia, 31, 32–3, 34, 35, 36  
public information activities, 165, 167  
South Asia, 43, 44  
South-East Asia, 42  
United States, 50
- Agriculture, Fisheries and Forestry  
Australia, 70, 71, 82, 130
- aid, 31, 41, 43, 64, 84
- AIDS/HIV, 89
- air race, London to Sydney, 174
- air services, 37, 60–1, 70, 71  
airport access for diplomatic staff, 137  
Singapore Airlines air crash, 147, 154
- Albania, 74
- Americas and Europe, 47–56  
*see also* Canada; Latin America;  
United States
- Amman, 212
- ANAO, 148, 199–200, 210, 213
- animals, 32, 34, 35, 42, 53, 63, 130
- annual report 2001–02, 20
- Antarctica, 92
- anti-dumping action, Brazil, 55
- ANZUS Treaty, 49
- APEC, 74, 77–8, 104
- APEC Australian Business Forum, 126
- APEC Automotive Dialogue, 127
- APEC Progress on Tariff Reductions: Implications for a New Agenda*, 78
- APEC 2001*, 126
- APS Code of Conduct, 198
- APS Workplace Diversity Awards, 201
- architecture, 70
- archival research and clearance, 162, 179–81, 186
- Argentina, 55, 56, 101, 124, 129, 167
- arms control, 98–101, 168
- arms trade, 93, 99–100
- arts and culture, promotion of, 171, 172–7, 184–5, 186, 187
- ASEAN, 44, 45, 78–9, 91
- ASEAN + 3, 45
- ASEAN Regional Forum, 102
- Asia, 53  
*see also* Middle East; North Asia;  
South Asia; South-East Asia
- Asia–Pacific Economic Cooperation (APEC), 74, 77–8, 104, 126, 127

- Asia Pacific Textiles and Clothing Forum, 128
- Asialine*, 169
- Asian Export Controls Seminar, 99
- ASIS, 18
- ASN0, 18, 31, 98, 99, 101
- asset management plans, 213
- assets management, 212–13
- asylum seekers, 42, 44, 46, 90–1
- attached agencies overseas, services to, 121, 125, 132
- Attorney-General's Department, 89, 93, 116, 129
- Audit Committee, 197, 294
- audits, 148, 197, 199–200, 210, 213
- AusAID, 18, 80, 101, 113
- audio-visual services sector, 70
- AUSMIN, 49
- Austrade, 18, 81, 82, 113, 125, 170, 174, 177
- consulates managed by, 335
- Australia and Indonesia's Incorporation of Portuguese Timor, 1974–76*, 180
- Australia–Asia Sports Linkages Program, 176–7
- Australia–Asia Young Leaders Forum, 172
- Australia–China Business Council, 175
- Australia–China Council, 175
- Australia Council, 174
- Australia–European Commission ministerial consultations, 51
- Australia–European Union Coal Agreement, 51
- Australia Group, 99
- Australia in brief*, 165, 185
- Australia–India Council, 175
- Australia–India Information Industries Business Network, 127
- Australia–India Memorandum of Understanding on Cooperation in the Information Industries, 127
- Australia–Indonesia Institute, 176
- Australia–Indonesia Ministerial Forum, 40
- Australia International Cultural Council, 172, 173–4
- Australia–Italy Economic and Cultural Council, 52
- Australia–Japan Conference for the 21st Century, 28, 165
- Australia–Japan Foundation, 18, 176
- Australia–Korea Foundation, 34, 176
- Australia–Korea Media Forum, 176
- Australia–New Zealand Closer Economic Relations (CER), 61, 78–9
- Australia New Zealand Food Standards Code, 72
- Australia Now*, 165
- Australia—Our Sporting Life* exhibition, 173
- Australia Post, 148–9, 150, 151
- Australia–Singapore Free Trade Agreement, 42
- Australia–Singapore Joint Ministerial Committee meeting, 42
- Australia–South Africa Joint Ministerial Commission, 64
- Australia South Pacific 2000 program, 176
- Australia 2000*, 165, 173
- Australia–United States Ministerial Consultations, 49
- Australian Agency for International Development (AusAID), 18, 80, 101, 113
- Australian Antarctic Territory, 92
- Australian births overseas, register of, 304
- Australian Broadcasting Corporation, 177
- Australian Bureau of Agricultural and Resource Economics, 130, 167
- Australian Capital Territory Government, 129
- Australian Centre for International Agricultural Research, 18
- Australian Defence Force, 30, 64, 93
- Australian Davos Connection, 84
- Australian Federal Police, 136
- Australian Film Commission, 173
- Australian image, 161, 170–7
- Australian National Audit Office, 148, 199–200, 210, 213
- Australian National Training Authority, 130
- Australian National University, 51
- Australian Nuclear Science and Technology Organisation, Lucas Heights reactor, 101

- Australian Passport Information Service, 153–4, 156
- Australian/PNG Ministerial Forum, 60
- Australian Public Service Code of Conduct, 198
- Australian Safeguards and Non-Proliferation Office (ASNO), 18, 31, 98, 99, 101
- Australian Secret Intelligence Service, 18
- Australian Securities and Investment Commission, 36
- Australian Sports Commission, 176
- Australian studies, 175, 176
- Australian Tourist Commission, 174
- Australian Trade Commission, *see* Austrade
- Australian Treaties Library, 168
- Australian Treaty List, 168
- Australian Workplace Agreements (AWAs), 199, 207
- Australia's Trade: Influences into the New Millennium*, 167
- automotive industry, 63, 78, 82, 83, 126–7, 129
- Automotive Market Access Team, 126–7
- Automotive Trade Council, 126
- Automotive Trade Strategy, 126–7
- availability of communications, 119
- average staffing levels, 279, 282, 283
- aviation, *see* air services
- awards and recognition, 115, 173, 201
- back injuries, staff, 293
- Bali, 119
- Balkans, 56
- ballistic missiles, 96, 99–100
- bananas, 42
- Bangladesh, 43, 44, 124, 212
- banking arrangements, departmental, 211
- Barbados, 129
- beef, 35, 51, 53, 73
- Berlin, 212
- Best Practice Review, 193, 209
- BHP (Guangzhou), 34
- Biketawa Declaration, 62
- biological weapons, 98, 99
- biosafety, 72, 94
- biotechnology, 36
- boat people, 42, 44, 46, 90–1
- Bolivia, 147
- Bougainville, 60, 61, 62, 207
- boundaries (borders), maritime, 92
- bovine semen, 32
- Brahimi Report, 89
- Brasilia, 212
- Brazil, 55, 56, 124, 129, 167, 212
- brewers, South Australia, 33
- briefings, *see* submissions and briefings
- Britain, *see* United Kingdom
- broadband structure, staffing, 205–6
- broadcasting, 177
- budgets, *see* finance
- building and construction, 37, 42, 70
- Bulgaria, 130
- Burma, 46, 104, 207
- business, services to, 121, 125–8, 133
- Business Club Australia*, 177
- cabinet briefings and submissions, 106
- cables, 106, 119, 120
- Cairns Group, 70, 165, 167
- Californian table grapes, 50
- Calvert, Ashton, 194
- Cambodia, 46, 207
- Canada, 54, 56, 115, 124, 129
- co-location of Caracas Embassy, 212
- mutual consular assistance, 337–8
- Canada–Australia Dialogue, 54
- capacity to respond to international events, 104–5
- Capital Usage Charge, 210
- cars, *see* automotive industry
- Caribbean, 129
- Caracas, 212
- Cartagena Protocol on Biosafety, 94
- CATCO, 34
- cattle, 32, 35, 42
- Centenary of Federation, 174, 180, 183
- Central Asia, 53
- Central Europe, 53
- cereals, 44, 55, 80
- Certified Agreement, 202, 205–7, 288, 289
- cheese, 32, 127
- chemical weapons, 98–9
- chemicals, 94

- Chicago, 212
- Chief Information Officer, 113
- Chile, 55, 56, 130
- China, 29–30, 45, 49, 128, 175
  - market access, 33–4, 37, 124
  - public diplomacy activities, 172, 173
  - Shanghai, 207, 212
  - trade statistics, 32, 34, 79
  - see also* Hong Kong; Taiwan
- Christmas Island space launch facility, 100
- citrus fruit, 34
- civil aviation, *see* air services
- client service charters, 150, 152–3, 155
- clients
  - communications and security, 120
  - consular services, 156: unsolicited feedback from, 152, 155
  - diplomatic and consular representatives in Australia, 138
  - passport services, 151, 153
- climate change, 93–4, 104
- Closer Economic Relationship (CER), 61, 78–9
- Closer Economic Partnership (CEP), 79
- clothing and textiles, 63, 127–8
- CMIS, 144
- coal, 43, 51, 72, 82
- COALAR, 55
- Comcare claims, 293
- Commercial Account, EFIC, 80
- Commission for International Cultural Promotion, 173
- Commission for the Conservation of Antarctic Marine Living Resources, 92
- Commission for the Conservation of Southern Bluefin Tuna, 29
- Commission on the Limits of the Continental Shelf, 92
- Common Administrative Services (CAS), 125, 132, 329–30
- Common Agricultural Policy, 51
- Commonwealth (of Nations), 89
- Commonwealth Disability Strategy, 208–9
- Commonwealth Eminent Person's Group, 59
- Commonwealth Heads of Government meeting, 64, 102
- Commonwealth Ministerial Action Group, 64, 89
- Commonwealth Ombudsman, 153, 179, 200
- Commonwealth Property Divestment Program, 212
- communications technology, *see* information and communications technology
- compensation for detriment caused by defective administration, 109
- competitive tendering and contracting, 213–14
- complaints, 152, 153, 179
- Comprehensive Nuclear Test-Ban Treaty, 43, 98
- conduct and ethics, 197, 294
- construction, 37, 42, 70
- Consular and Passports Division, 14
- consular agreements, 30
- consular and passport services, 142–57, 280, 282
- consular crises and crisis management, 120, 147, 154–5, 156, 207
- Consular Management Information System (CMIS), 144
- Consular Newsletter, 146
- Consular Operations Centre, 144
- consular representatives in Australia, 134–8, 164–5, 281
- consular services, 142, 144–8, 152–6, 199
- consulates, 335–8
- consultancy services, 197, 213, 310–18
- consultative arrangements, 299–300
- consumer policy agreements, 51
- continental shelf, 92
- contingency planning, 120, 147, 154
- contributions to international organisations, 108, 325–6
- Convention on Certain Conventional Weapons, 100
- Coolum Forum, 45
- Copenhagen, 52, 212
- copper, 43, 64
- Corporate and Financial Management Trainee positions, 202

- corporate governance, 37
- corporate governance, department, 113, 193–9, 294–5
- corporate management and accountability, 192–213
- Corporate Plan, 20, 195, 196
- corporate services, market-testing of, 211
- Costa Rica, 45
- cotton, 43, 128
- Council for Security Cooperation in Asia and the Pacific, 168
- Council on Australia Latin America Relations, 55
- court decisions, 308
- Crete, 124
- crime, transnational, 46, 93
- Criminal Code, consistency of legislation with, 200–1
- Criminal Court, International, 92–3
- criminal deportations, 42
- Crisis Centre, 154
- crisis management, 120, 147, 154–5, 156, 207
- Croatia, 74, 124, 212
- CSIRO, 64
- Cultural Awards Scheme, 172, 183
- culture, promotion of, 171, 172–7, 184–5, 186, 187
- curriculum materials, 166, 175, 176
- customers, *see* clients
- Cyprus, 56
- Czech Republic, 97, 124
  
- dairy products, 32, 50, 55, 127
- dance, 176
- Danes, Kerry and Kay, 147
- Dauth, John, 194
- Davos WEF Summit, 84
- DDT, 94
- Deakin University, 204
- debt relief and rescheduling, 80
- decision-making powers exercised, 297–9
- decisions by courts and administrative tribunals, 308–9
- defective administration, compensation for detriment caused by, 109
- Defence Force, Australian, 30, 64, 93
- defence force reform, PNG, 59
- defence policy, 102
- Democratic People's Republic of Korea, 31, 102
- democracy, promotion of support of, 40, 62–3, 89
- Denmark, 52, 212
- Department of Agriculture, Fisheries and Forestry Australia, 70, 71, 82, 130
- Department of Defence, 43, 89, 93, 102, 125, 147
- Department of Family and Community Services, 130
- Department of Finance and Administration (DOFA), 20, 212
- Department of Health and Aged Care, 89, 130
- Department of Immigration and Multicultural Affairs, 89, 90, 125, 304
- Department of Industry, Science and Resources, 82
- Department of the Prime Minister and Cabinet, 89, 115
- Department of the Treasury, 80
- departmental overview, 13–20
- deportations, criminal, 42
- deputy secretaries, 194
- detriment caused by defective administration, compensation for, 109
- Dhaka, 212
- dignitary protection, 136, 137
- Dili, 115, 207
- diplomatic representatives in Australia, 134–8, 164–5, 281
- Diplomatic Security, Information Management and Property Division, 113
- Direct Aid Program, 84
- direct mail organisations, 327
- disabilities, people with, 208–9, 292
- disarmament, 98–101, 168
- discretionary grants, 323–6
- diversity, 201–2
- divisional evaluation reviews, 196
- documents, 301–4
  - see also* publications
- Doha Ministerial Conference, 68

- Doing Business in Brazil—an Introductory Guide*, 55
- Donors' Conference on East Timor, 41
- double taxation agreements, 53
- downsizing, 202
- drugs, 46, 89, 91
- dual-use technology, 99
- e-commerce, *see* electronic commerce
- e-government, 53
- e-IAP system, 78
- Earth, spirit, fire* ceramics exhibition, 176
- earthquakes, 154
- East Asia Analytical Unit, 37, 40, 44
- East Asia–Latin America Cooperation (FEALAC), 45
- East Timor, 41, 62, 89, 124, 125, 172, 207
  - archival records relating to, 180
  - Dili staff residential project, 115
  - Timor Sea Arrangement, 91
- Eastern Europe, 53, 54
- economic analysis, 37, 168–9
- economic relationships, *see* international investment; market access; trade
- economic reform, PNG, 59
- education and training, 55, 45, 175–6
  - departmental and agency programs/initiatives, 45–6, 69, 71, 78, 166
  - see also* staff training and development
- education services, 42, 70
- effectiveness indicators
  - consular and passport services, 142–51
  - international interests, 26–102
  - international services to other agencies, 121–30
  - policy advice and analysis, 26–102
  - public understanding, 160–81
  - secure government communications and security of overseas missions, 113–17
  - services to diplomatic and consular representatives in Australia, 134–7
- EFIC, 18, 80
- Egypt, 63, 167
- elderly travellers, 146, 147
- elections
  - Fiji, 62–3
  - international organisations, 89
- Electric Energy Industry Export Council, 128
- electronic commerce, 32, 36, 51, 53, 70
  - APEC, 78
  - in department, 211
- electronic Individual Action Plans, 78
- Embassy Roadshow*, 173
- emergency management, 120, 147, 154–5, 156, 207
- emergency management instructions, 115, 154
- Emergency Task Force, 154
- Employee Assistance Program, 207
- Employee Self-Service system, 208
- employees, *see* staff
- employment of diplomatic staff family members, 136–7
- energy, *see* gas; mining
- energy management (department), 213
- engineering, 70
- environment, 68–9, 73, 92, 93–4
  - see also* fishing and fisheries
- Environment Australia, 130
- environmental services, 29, 37
- ethics and conduct, 197, 294
- Ethics Committee, 294
- Ethnofilmfest, 173
- Europe, 51–4, 74, 81, 119
- European Parliament, 51
- European Union (EU), 51–2, 54, 69, 71, 72
- evacuations, medical, 189
- Executive, Planning and Evaluation Branch, 195
- events (international), capacity to respond to, 104–5
- exhibitions, 172–4, 176
- Expo 2000 Hanover, 174, 187
- export controls, 99–100
- export credit policy, 80
- Export Finance and Insurance Corporation, 18, 80
- Exporting to the World*, 169
- exports, *see* trade
- external scrutiny, 199–201

- Facing North: A Century of Australian Engagement with Asia*, 180
- fact sheets, 165, 170, 173
- family members of overseas diplomatic staff, employment of, 136
- Fayle, Pamela, 194
- 'faxback' system for travel advice delivery, 144
- fax pages, 119, 120
- FEALAC, 45
- FEAST Forum, 51
- Federal Olympics Security Intelligence Centre, 102
- Federation, Centenary of, 174, 180, 183
- females, 84, 284–7
- Fiji, 60, 62–3, 115, 125, 154, 207
- films, Australian, 173
- finance, 279–83, 310–28
  - Consular Services, 148
  - international organisations, 89, 98–9:
    - contributions to, 108, 325–6
    - International Peace Monitoring Team, Solomon Islands, 110
    - Output Pricing Review, 210–11
    - salaries and remuneration, 199, 202, 206–7, 288–90
    - for security, 114–15
    - staff training expenditure, 291
    - see also* purchasing
- financial architecture, ASEAN countries, 45
- financial management, 196, 197, 202, 210–13, 294
- Financial Management Information System (FMIS), 211
- financial services sector, 29, 34, 36, 70
- financial statements, 210, 216–73
- Fire Control Officers' Group, 129
- firearms, 60, 93
- fishing and fisheries, 63, 64, 91–2
  - salmon, 54
  - southern bluefin tuna, 29, 92
- Fissile Material Cut-Off Treaty, 98
- Five Year IT Plan, 113
- FMIS, 211
- food, 37, 42, 63, 72, 127
  - genetically modified, 44, 72
  - see also* agriculture
- food aid, 31, 50
- Food Standards Code, 72
- footwear industry, 128
- For the Travelling Senior*, 146
- Foreign Affairs and Trade Legislation Amendment (Application of Criminal Code) Act 2001*, 200
- Foreign Affairs and Trade portfolio, *see* Portfolio
- Foreign Affairs Council, 106
- foreign aid, 31, 41, 43, 64, 84
- foreign debt relief and rescheduling, 80
- foreign investment, *see* international investment
- foreign language printed information, 165
- foreign language training, 204, 291
- foreign media representatives, 171
- foreign representatives in Australia, 134–8, 164–5, 281
- Foreign Service Medical Unit, 207
- foreign trade, *see* trade
- forestry, 92
- Forum Fisheries Committee, 63
- Forum for European–Australian Science and Technology Cooperation (FEAST), 51
- Forum on Australia–Ireland Cooperation, 52
- France, 53, 54
- fraud control, 150, 198
- Fraud Control Plan, 198
- free trade agreements (FTAs), 42, 50, 73, 78–9
- freedom of information, 162, 179, 296–304
- freedom of information and archival research and clearance, 162, 179–81
- From Sheep's Back to Cyberspace*, 169, 184
- fruit, 50, 33, 34, 36, 42
- full-time staff, 285
- functions and powers, 297–9
- gas, 29, 32, 33, 35, 37, 82, 129
  - Papua New Guinea/Queensland pipeline, 60
  - Timor Sea Arrangement, 91
- 'Gateway Australia', 54
- genetically modified food, 44, 73

- genetically modified organisms, 94
- Germany, 52, 53, 54, 82, 172, 212
  - Expo 2000 Hanover, 174, 187
- Global Support Centre Help Desk, 119
- globalisation debate, 77, 166
- goods and services tax, 197, 211
- governance, 37, 40–1, 62, 64, 89, 90
- Graduate/Associate Diploma in Foreign Affairs and Trade, 204
- Graduate Trainees, 117, 202, 203, 204, 284
- grain, 44, 50, 80
- grapes, 50
- grants, 323–6
- Greece, 124, 154
- greenhouse gas emissions, 93–4
- Guide to Australian Protocol for Honorary Consuls*, 136
  
- Heads of Mission, 285–6
- health and safety, 115, 146, 147, 207
  - occupational, 292–3
  - see also* security
- health products, 60
- health services, 29, 70, 130
- Heavily Indebted Poorest Countries (HIPC) initiative, 80
- High Level Review of the Commonwealth, 89
- High Level Task Force, 78–9
- Hints for Australian Travellers, 146, 153
- historical documents publications, 180
- HIV/AIDS, 89
- HMAS Anzac, 64
- Ho Chi Minh City, 119
- Hong Kong, 32, 36–7, 79
- Honiara, 207, 212
- honorary consuls, 136, 144, 207, 336–7
- horticultural industries, 33, 34, 36, 42, 50, 71
- Human Resource Management Information System (HRMIS), 202, 208
- human resources, *see* staff
- human rights, 89–91, 93, 169
  - Africa, 64
  - Burma, 45–6, 104
  - China, 30
  - Indonesia, 41
  - Iran, 64
  - Vietnam, 42
- Human Rights Committee, 89
- Human Rights* newsletter, 169
- humanitarian aid, 31, 84
- Humphry Review, 114
- Hungary, 97, 130
- Hunt, Justice David, 89
  
- identify cards, for foreign diplomatic and consular corps, 136
- Independent Selection Advisory Committee (ISAC) system, 202
- illegal fishing, 64, 91, 92
- illegal immigration, 42, 44, 46, 90–1, 93
- image of Australia, 161, 170–7
- imports, *see* trade
- incidents and accidents, 207, 292, 293
- India, 43–4, 100, 102, 124, 147, 167
  - Australia–India Council, 175
  - information industries, 43, 127
- Indian Ocean Rim Association for Regional Cooperation, 79
- Indigenous Australians, 171, 172–3, 176, 201
- Indirect Tax Concession Scheme, 136
- Individual Action Plans, 78
- Indonesia, 40–1, 49, 125, 147, 167, 207
  - Australia–Indonesia Institute, 176
  - Bali, 119
  - debt rescheduling, 80
  - Open Source Collection, 130
  - trade statistics, 44, 79
  - visits to and from, 40, 129, 172
- Indonesia—Facing the Challenge*, 41, 168–9
- industrial chemicals, 94
- industrial products (manufactures), 43, 68, 82
- information and communications
  - technology, 29, 32, 53, 127
  - electronic commerce, 32, 36, 51, 53, 70, 78
  - India, 43, 127
- information and communications technology (department), 113–15, 117, 202, 211
  - consular services, 144
  - passport services, 149

- quality indicators, 118–19
- quantity indicators, 120
- staff training, 116, 291
- voice-activated work stations, 292
- see also* Internet
- Information Industries Market Access Team, 127
- Information Management Advisory Group, 295
- information security, 114–15
- Information Technology Strategy Committee, 295
- injuries and accidents, 207, 292, 293
- 'Innovative Australia' public affairs kit, 185
- inspections of work areas, 116
- insurance services, 29, 34
  - export credit, 80
  - travel, 145, 146
- intellectual property, 50, 71, 74
- Intellectual Property—a vital aspect for Australia*, 71
- inter-agency mobility, SES, 286
- Inter-Parliamentary Union meetings, 124
- internal audit, 197
- international aid, 31, 41, 43, 64, 84
- International Atomic Energy Agency (IAEA), 101
- International Campaign to Ban Landmines, 101
- International Convention on Economic, Social and Cultural Rights, 93
- International Convention on Persistent Organic Pollutants, 94
- International Criminal Court, 92–3
- International Criminal Tribunal for the Former Yugoslavia, 89
- international debt relief and rescheduling, 80
- International Economic Policy Group, 83
- international events, capacity to respond to, 104–5
- international interests, 26–110, 281
- international investment, 78, 167
  - Hong Kong, 36
  - Indonesia, 40
  - Japan, 28, 32
  - Mozambique, 64
  - Taiwan, 36
- International Labour Organization, 69
- international legal issues, 89, 91–3
- International Media Centre, Sydney, 165, 171, 178, 184
- International Media Visits program, 171, 183
- international meetings or negotiations attended, 106
- International Monetary Fund, 59, 80
- international organisations, 88–91, 108, 325–6
  - see also* United Nations; World Trade Organization
- international organisations, legal and environment, 85–94
- International Peace Monitoring Team, Solomon Islands, 63, 110, 207
- international services to other agencies, 121–33, 281
- international television, 177
- international trade, *see* trade
- International Women's Week, 202
- Internet, 164–5, 168, 169–70, 184, 211
  - Australian Treaties Library, 168
  - multilateral trade negotiation information, 72–3
  - Olympic Virtual Media Centre, 178
  - Online Graduate Recruitment System, 117
  - passport services, 149
  - traveller registration and advice, 144, 146
  - see also* electronic commerce
- Intranet, 197
- Investigating Australia*, 176
- investment, *see* international investment
- investment promotion and protection agreements, 36, 55
- Iran, 64, 212
- Iraq, 64
- Ireland, 52, 124
- ISAC system, 202
- Israel, 64, 130
- Istanbul, 147, 154
- IT Strategy Committee, 113
- IT&T, *see* information and communications technology
- Italy, 52, 54

- Jakarta, 207
- Janganpa Aboriginal Dance Group, 176
- Japan, 28–9, 45, 49, 98, 125, 147, 165  
 market access, 32–3, 37, 69, 82, 127, 128  
 southern bluefin tuna fishing dispute, 29, 92  
 trade statistics, 32, 33, 79  
 visits to and from, 28–9, 129, 172
- Joint Committee on Public Accounts and Audit, 199
- Joint Standing Committee on Foreign Affairs, Defence and Trade, 92–3, 124, 125
- Joint Standing Committee on Treaties, 69, 92, 93
- Jordan, 130, 212
- journalists, 164, 171, 172, 176, 178
- Kakadu National Park, 94
- Kenya, 64, 130
- Khmer Rouge, 46
- kidnapping cases, 147
- Korea Press Foundation, 176
- Korean Peninsula, 31, 102  
*see also* Republic of Korea
- Korean Peninsula Energy Development Organisation, 31
- Kuwait, 63
- Kyoto Protocol, 93
- labour issues and trade, 69
- lamb, 50, 55, 73
- landmines, 100–1, 166
- language training, 204, 291
- Laos, 147, 207
- Latin America, 45, 55, 80, 101, 124, 129, 130, 167, 212
- law of the sea, 92
- leadership training, 204
- Lebanon, 64
- legal services negotiations, 70
- legislation, 200
- Leighton Asia, 37
- lentils, 73
- library, 181
- Like-Minded Group, 92
- liquefied natural gas (LNG), 29, 32, 34–5, 35, 37, 82, 129
- Lisbon, 52, 212
- Lithuania, 74
- live animal trade, 32, 34, 35, 42, 53, 63, 130
- locally engaged staff, 198, 203, 204, 285, 287
- London, 119, 149, 174
- London to Sydney Air Race 2001, 174
- lost or stolen passports, 155
- Lucas Heights reactor, 101
- Luxembourg–Belgium, 54
- Macedonia, 125, 147
- Malaysia, 42, 44, 128, 167, 172
- Malaysia Australia Dialogue, 42
- male staff, 284–7
- management and accountability, 192–213
- management information systems, 114, 202, 211
- mangos, 34
- manufactures (industrial products), 43, 68, 82  
 automotive, 63, 78, 82, 83, 126–7, 129
- maritime boundaries, 92
- market access, 66–74, 81–3, 125–8, 167  
 APEC, 77, 78  
 Canada, 54  
 Europe, 51, 53  
 Latin America, 55  
 Middle East, 63  
 North Asia, 32–7  
 South Asia, 44, 81  
 South-East Asia, 42  
 United States, 50
- Market Development Task Force, 82
- market information and analysis, 125–6, 170, 186
- market research organisations, 327
- market-testing, 211
- meat, 34  
 beef, 35, 51, 53, 73  
 sheep meat, 50, 51, 55, 73  
*see also* live animal trade
- media advertising organisations, 327–8

- media and media services, 145, 164, 172, 176, 178, 183, 186  
 coverage, 146, 171  
 departmental coverage of, 130
- medical evacuations, 207
- meeting briefs, 106
- Melbourne WEF Summit, 84, 104
- Members of parliament overseas travel, 43, 124–5, 130
- men staff, 284–7
- Merlin Satellite Communications System, 114, 119
- Mexico, 55, 56, 124, 129
- Middle East, 63–4, 65, 125, 147, 168
- milk products, 32, 50, 55, 127
- minerals, 43, 51, 55, 64, 72, 82
- mines (military), 100–1, 166
- mining, 32, 91, 130  
 Kakadu National Park and, 94  
*New Directions—Aboriginal Australia and Business* exhibition, 172–3  
*see also* gas
- ministerial correspondence, 106, 183–4
- ministerial media statements, 164
- ministerial submissions and briefings, 105, 106
- Ministers, 277–8  
 official programs prepared for, 106  
 parliamentary and electorate offices, 118  
 satisfaction with departmental performance, 104, 105, 110, 183, 187  
*see also* overseas travel by Ministers
- missile defence, 96, 99–100
- Missile Technology Control Regime (MTCR), 99–100
- missions, *see* overseas missions/posts
- Moldova, 74
- Moscow, 212
- motor vehicle industry, 63, 78, 82, 83, 126–7, 129
- Mozambique, 64
- multilateral trade negotiations, 50, 52, 66–74, 77, 165
- multilingual information, 165
- Multinational Interception Force (MIP), 64
- music, 173
- narcotics, 46, 89, 91
- National Aboriginal and Islander Day Observance Committee (NAIDOC) Week, 201
- National Consultative Committee on Peace and Disarmament, 168
- National Consultative Group on biological weapons, 98
- National Council for Centenary of Federation, 174
- National European Centre, 51
- National Food Industry Strategy, 127
- National Interest Account transactions, 80
- national interests, 25–110, 210–11, 280, 281–2
- national security, 102  
*see also* regional security
- National Trade Consultation process, 83
- Natural Fibre Trade Facilitation Committee, 128
- natural gas, *see* gas
- Nepal, 147, 154
- Network Operations Centre, 114
- New Caledonia, 63, 172
- New Directions—Aboriginal Australia and Business* exhibition, 172–3
- New Economy, 78  
*see also* information and communications technology
- New South Wales Government, 129, 130, 178, 184
- New South Wales State Office, 184
- New Tax System, 197, 211
- New World wine producers, 71
- New Zealand, 60–2, 124, 172  
 AFTA–CER trade dialogue, 78–9  
 maritime boundaries with, 92  
 trade statistics, 62, 65, 79
- Nicaragua, 80
- Nigeria, 125
- non-government organisations (NGOs), 90
- Non-National Secure system, 114
- non-ongoing employees, 285

- non-proliferation, 98–101
- North America, *see* Canada; Mexico; United States
- North Asia, 26–37, 81
  - see also* China; Japan; Republic of Korea
- North Korea, 31, 102
- North West Shelf project, 32
- Northern Australia Forum, 185
- Northern Territory Government, 129, 130
- Northern Territory trade expos, 170
- Noumea, 119, 130
- nuclear export controls, 99, 100, 101
- nuclear disarmament, 98, 168
- nuclear safeguards, 31, 97, 100, 101
- Nuclear Suppliers Group, 100
- nuclear tests, 43, 98
  
- occupational health and safety, 292–3
- occupational overuse syndrome, staff, 293
- office accommodation, 212–13
  - physical and technical security, 115, 116, 120
  - see also* State and Territory offices
- Office of the Chief of Protocol, 134–8
- official programs prepared, 106, 133
- older travellers, 146, 147
- Olympic Games, 52, 129, 162, 171, 177–8, 183, 184
  - arts and cultural activities, 173, 174, 176
  - China 2008, 29
  - printed and audio-visual material, 165, 173
  - security, 102, 137, 138
- Oman, 74
- Ombudsman, 153, 179, 200
- ongoing employees, 285
- Online Graduate Recruitment System, 117
- Open Economies Delivering to People: APEC's Decade of Progress*, 77
- 'Open Skies' Agreement, 60–1
- Open Source Collection Unit, 130
- Open Telecommunications, 37
- operating loss, 210
- organic pollutants, persistent, 94
- organic products, 32
  
- organisation and structure, 14–19, 205–6
- Organisation for Economic Cooperation and Development (OECD), 74
  - Arrangement on Guidelines for Officially Supported Export Credits, 80
- Organisation for the Prohibition of Chemical Weapons, 98–9
- organised crime, transnational, 46, 93
- Ottawa, 54
- Ottawa Convention, 100
- outcomes and outputs, 18, 20, 25–188, 279–83
- Output Pricing Review, 210–11
- outside participation, 299–300
- outsourcing, 113–14, 211, 212
- overseas aid, 31, 41, 43, 64, 84
- overseas births register, 304
- overseas investment, *see* international investment
- overseas missions/posts, 128, 195, 332–8
  - communications security, 114–15, 118, 119
  - conduct and ethics, 197
  - cultural diplomacy, 172, 174
  - family members of staff, employment of, 136–7
  - 'Gateway Australia' program, Canada, 54
  - Heads of Mission, 285–6
  - honorary consuls, 144, 207, 336–7
  - linked to 24-hour Consular Operations Centre, 144
  - new, 31, 64
  - new embassies, 52
  - passports issued, 155
  - physical and technical security, 115, 120
  - planning and evaluation, 196, 197
  - property projects, 212
  - reporting cables produced, 106, 119, 120
  - services to business, 128
  - staff, 15, 201–2, 206–7, 208, 284, 285–7, 291: locally engaged, 197, 203, 204, 285, 287, 291
  - staff recruitment, 209

- overseas trade, *see* trade
- overseas travel, 124–5, 129–30, 142–57
- overseas travel by Ministers, 115, 165, 187
- Africa, 64
  - China, 29
  - East Timor, 41
  - Europe, 52, 53
  - India, 43
  - Indonesia, 40
  - Japan, 28–9
  - Korea, 31
  - Middle East, 63, 64
  - Papua New Guinea, 60
  - South America, 55
  - Taiwan, 36
  - United States, 49
- Pacific Islands Forum, 62, 73
- Pacific region, 92
- see also* South Pacific
- Pakistan, 43, 44, 81, 127, 167
- Palestinian Territories, 64, 130, 212
- Panama, 212
- Papua New Guinea, 59–60, 65, 154, 201
- Paris Club, 80
- Parliament in Australia, 121, 124–5, 132, 133
- parliamentarians overseas travel, 124, 129–30, 133
- see also* overseas travel by Ministers
- parliamentary committees, 69, 92–3, 124, 125, 148, 199, 305–7
- New Zealand, 62
- Parliamentary Correspondence Management System (PCMS), 183–4
- Parliamentary Secretary to Minister, 278
- part-time staff, 285
- passport data processing, 114
- Passport Fraud and Review Unit, 150
- passport photographs, 149
- passport services, 142, 148–51, 153–4, 155, 156
- PBS, 20
- Peace and Disarmament News*, 168
- Peace Monitoring Group, Bougainville, 60, 207
- Peace Monitoring Team, Solomon Islands, 63, 110, 207
- peacekeeping operations, 89, 326
- people-smuggling, 42, 44, 46, 90–1, 93
- PeopleSoft HR, 202
- performance audits, 148, 199, 213
- performance indicators, 20
- see also* effectiveness indicators; quality indicators; quantity indicators
- Performance Information Framework 2001–02, 20
- performance management, 193–9, 206, 289–90
- performance reporting, 25–188
- persistent organic pollutants, 94
- Peru, 130, 147, 167
- petroleum mining and exploration, 32, 91
- Philippines, 42, 44, 147, 167
- Phnom Penh, 207
- photographs (passport), 149
- physical and technical security, 115–17, 120
- pineapples, 42
- pipelines, 60
- Plan of Action on Illegal Unreported and Unregulated Fishing, 92
- planning and review, 195–7
- Poland, 124
- policy advice and analysis, 26–110, 281
- see also* submissions and briefings
- policy development by other agencies, 102, 106
- polling organisations, 327
- POPs, 94
- Port Moresby, 115, 201, 207
- portfolio, 17–19
- IT infrastructure, 113–14
- Portfolio Budget Statements, 20, 196
- Portugal, 52, 212
- posts, *see* overseas missions/posts
- positive image of Australia, 161, 170–7
- Possible Parliamentary Questions (PPQs), 105
- powers and functions, 297–9
- prawns, 51
- 'precautionary principle', 72

- Preparatory Commission for the International Criminal Court, 92
- price of outputs, 210–11, 279–83
- PricewaterhouseCoopers, 212
- Prime Ministers, former, 124
- Prime Minister's Supermarket to Asia Council, 127
- Privacy Act 1988*, 179
- processed foods, *see* food
- Processed Food and Beverage Team, 127
- procurement, *see* purchasing
- Professional Development Award Scheme, 205
- property management, 212–13
- Protective Security Coordinate Centre, 137
- protocol, 134–8, 164–5, 281
- Protocol Branch, 14
- public affairs, 165
- public diplomacy, 54, 160–188, 210–11, 280, 283
  - see also* publications
- Public Diplomacy, Consular and Passports Division, 14
- Public Diplomacy Division, 14
- public information and media services, 160–1, 164–70
- public sector reforms, Papua New Guinea, 59
- Public Service Act staff, 285
- public understanding, *see* public diplomacy
- publications, 168–70, 183, 184–5, 186
  - APEC, 77, 78
  - consular services, 146, 153
  - Doing Business in Brazil—an Introductory Guide*, 55
  - East Asia Analytical Unit, 41, 168–9
  - export controls, 99
  - historical documents, 180
  - Indigenous issues, 173
  - multilateral trade negotiations, 69
  - protocol guide, 136
  - public information and media services, 164–70
  - services to business, 126
  - services to diplomatic and consular representatives, 136
  - see also* Internet
- purchaser/provider arrangements, 329–31
- purchasing, 119, 213–14, 310–18
  - outsourcing, 113–14, 211, 212
- quality indicators
  - communications and security, 118–20
  - consular services, 152–3, 154–5
  - international interests, 104–5, 108, 109, 110
  - international services to other agencies, 132
  - passport services, 153–4, 155
  - policy advice and analysis, 104–5, 108, 109, 110
  - public understanding, 182–5, 187, 188
  - services to diplomatic and consular representatives, 138
- quantity indicators
  - communications and security, 120
  - consular services, 145, 156
  - international interests, 106–10
  - international services to other agencies, 133
  - policy advice and analysis, 106–10
  - passport services, 149, 150, 156
  - public understanding, 186, 187, 188
  - services to diplomatic and consular representatives, 138
- quarantine, 34, 35, 50, 72
  - see also* market access
- Queensland Government, 129, 130, 174
- Queensland/PNG gas pipeline, 60
- RG Casey Building, 116, 212, 213
- racism, 90
- Ramallah, 64, 212
- Rangoon, 207
- recruitment of staff, 117, 202–3, 209, 286
- refugees and asylum seekers, 42, 44, 46, 90–1
- regional Australia, 169
- regional security, 29–30, 43, 53, 101–2, 168
  - Biketawa Declaration, 62
- regional trade agreements, 73
- regulation (domestic), WTO disciplines for, 71

- remuneration and salaries, 198, 202, 206–7, 288–90
- reporting cables, 106, 119, 120
- representations made by department, 106
- Republic of Korea, 31, 45, 49, 129, 165
  - Australia–Korea Foundation, 34, 176
  - market access, 34–5, 37, 73, 124
  - Special Visits Program, 172
  - trade statistics, 32, 35, 79
- research and development, 31, 64
- resource sector, *see* gas; mining
- resources, *see* finance; staff
- Review Conference of the Convention on Certain Conventional Weapons, 100
- Review of Export Credit and Finance Services, 80
- rice, 33
- Rio Tinto, 172
- risk assessments, for Olympic Torch Relay, 102
- risk-based contingency planning, 115
- risk management, 197, 211
- ROK, *see* Republic of Korea
- role of department, 13
- Royal Australian Navy, 30, 64
- Royal Easter Show, Sydney, 170
- Russia, 53, 100, 127, 212
- safety, *see* health and safety
- sake, 33
- salaries and remuneration, 198, 202, 206–7, 288–90
- salmon, 54
- Santiago, 212
- satellite communications system, 114, 119
- SATIN, 113, 114–15
- satisfaction, *see* quality indicators
- Saudi Arabia, 63, 82, 128
- science and technology, 36, 45, 51
- sea boundaries, 92
- seafood, 51
- Seattle WTO ministerial meeting, 68
- Secretary, 82, 193–4, 195, 201
  - review of year, 3–12
- Secretary-to-Secretary talks, 53
- secure government communications and security of overseas missions, 111–20, 281
- security, 95–102, 111–20, 168
  - diplomatic and consular representatives in Australia, 136, 137
  - travel documents, 150
  - see also* regional security
- security clearances and reviews, 116, 120
- security, nuclear disarmament and non-proliferation, 95–102
- selection processes, staff, 202–3
- semen, bovine, 32
- Senate Community Affairs Committee, 124
- Senate Foreign Affairs, Defence and Trade References Committee, 148
- Senate Rural and Regional Affairs Legislation Committee, 124
- Senior Administrative Officers, 203
- Senior Executive, 194–5, 196
- Senior Executive Service (SES), 16, 198, 207, 285–6
  - performance pay, 289, 290
- senior management committees, 294–5
- service charters, 150, 152–3, 155
- Service Level Agreement (SLA), 132
- services to diplomatic and consular representatives, 134–8, 164–5, 281
- services to other agencies, 121–33, 281
- services trade, 28, 42, 68, 70–1, 74, 82
  - see also* financial services sector; information and communications technology
- Shanghai, 207, 212
- Shearer, Professor Ivan, 89
- sheep, 63
- sheep meat, 50, 51, 55, 73
- Singapore, 42, 44, 79, 177
- Singapore Airlines air crash, 147, 154
- Skase, Christopher, 129
- small arms trade, 93, 99–100, 102
- smelting, 64
- Slovakia, 124
- social security arrangements with NZ, 60
- Solomon Islands, 62, 63, 110, 115, 154, 172, 207

- South Africa, 64, 65
- South America, 45, 55, 80, 101, 124, 129, 130, 167, 212
- South and South-East Asia, 38–46
- South Asia, 43–4, 44, 172, 176–7
  - see also India; Pakistan
- South Australian brewers, 33
- South Australian Government, 129, 130, 185
- South-East Asia, 40–2, 44, 45–6, 101, 176–7
  - see also East Timor; Indonesia; Thailand
- South-East Asian Games, 42
- South Korea, see Republic of Korea
- South Pacific, 62–3, 65, 73, 92
  - armaments and non-proliferation issues, 60, 99, 100, 101, 102
  - Olympic Torch Relay, 102, 178
  - Open Source Collection, 130
  - sporting infrastructure assistance, 176
- South Pacific, Middle East and Africa, 57–65
- South Pacific Whale Sanctuary, 129
- southern bluefin tuna, 29, 92
- space launch industry, 53, 100
- Spain, 52, 137, 172
- Special Visits Program, 42, 172
- speeches, 105, 106
- Spencer, David, 194
- sponsors, 319–22
- sport, 42, 173, 176–7
  - see also Olympic Games
- Sri Lanka, 44
- staff, 15, 202–3, 284–91
  - attending training, 116
  - average levels, 279, 282, 283
  - Comcare claims, 293
  - security clearances, 116
- staff counselling, 207
- staff management, 201–9, 289–93
- staff productivity, passport offices, 155
- staff training and development, 203–5, 210, 291
  - in conduct and ethics, 197
  - contract management, 213
  - overseas crises, handling of, 147
- Possible Parliamentary Questions (PPQs), 105
  - security awareness and practice, 116
- staff welfare, 207
- State and Territory offices, 15, 128, 184
  - evaluation reviews, 196–7
  - staff, 284, 285, 287
  - staff training and development, 198, 201, 291
- State Governments, services to, 122, 129–30, 133
- statistical information and advice, 125–6, 170, 186
- steel, 34
- stolen or lost passports, 155
- strawberries, 33
- Strengthening Economic Partnership report, 34
- Strengthening Economic Relations* (SER) reports, 28
- structure and organisation, 14–19, 205–6
- structural reform, PNG, 59
- submissions and briefings, 105, 106, 305–7
  - media, 164
  - multilateral trade negotiations, 69
  - New Zealand, 62
  - Parliament in Australia, 125
  - public, 186
  - services to diplomatic and consular representatives, 137
- sugar, 63, 167
- Supermarket to Asia Council, 127
- sustainable development, 69
- Suva, 115, 207
- Sweden, 52
- Swinburne University of Technology, 130
- Swissotel hostage incident, 147, 154
- Switzerland, 52, 69
- Sydney Media Centre, 165, 171, 178, 184
- Sydney Olympic Arts Festival, 174
- Sydney Olympic Games, see Olympic Games
- Sydney Organising Committee for the Olympic Games, 165, 177, 183
- Sydney Royal Easter Show, 170

- table grapes, 50
- Taiwan, 30, 32, 36, 37, 74, 79
  - Singapore Airline aircrash, Taipei, 147, 154
- Taiwan Strait, 30
- Tanzania, 64, 130
- tariffs, 33, 35, 53, 55, 63, 126–7
  - APEC, 77, 78
  - multilateral trade negotiations, 50, 52, 66–74, 77, 165
  - see also* market access
- Tasmanian Government, 129
- Tasmanian strawberries, 33
- taxation, 136, 197, 211
- taxation agreements, 53
- Tehran, 212
- telecommunications, 37, 63, 70, 71
  - department, 114–15, 119
- telecommunications equipment, 43
- telememos forwarded, 119
- television service to Asia-Pacific region, 177
- terrorism, 102
- textiles and clothing, 63, 127–8
- Textiles, Clothing and Footwear Market
  - Access Team, 127–8
- Thailand, 41–2, 44, 73, 83, 128, 167
  - automotive products, 126–7
- therapeutic goods, 60
- Thomas, Alan, 194
- Timor, *see* East Timor
- Timor Sea Arrangement, 91
- Torres Strait Islander and Aboriginal
  - Australians, 171, 172–3, 176, 201
- Torres Strait Treaty, 60
- touring exhibitions, 172–3
- trade, 66–84, 125–6
  - Africa, 64, 65
  - Americas, 56
  - ASEAN, 44, 46
  - Canada, 54, 56
  - China, 32, 33–4, 79
  - export controls, 99–100
  - Europe, 51–2, 54
  - in genetically modified organisms, 94
  - Hong Kong, 32, 79
  - India, 43–4
  - Indonesia, 44, 79
  - Japan, 28, 32–3, 79
  - Malaysia, 44
  - Middle East, 63–4
  - New Zealand, 62, 65, 79
  - North Asia, 32
  - Papua New Guinea, 65
  - People's Democratic Republic of Korea, 31
  - Philippines, 42, 44
  - public information and media activities, 164, 167, 168–9, 170
  - Republic of Korea, 32, 35, 79
  - Singapore, 42, 44, 79
  - in small arms, 93, 99–100, 102
  - South Asia, 44
  - South Pacific, 63, 65
  - Taiwan, 32, 36, 79
  - Thailand, 42, 44
  - United Kingdom, 54, 79
  - United States, 50, 56, 79
  - Vietnam, 44
  - see also* market access
- trade and investment facilitation
  - agreements, 28, 63
- trade development/coordination and APEC, 75–84
- trade disputes, 42, 54, 72–3
- Trade in Services Council, 70
- trade negotiations, multilateral, 50, 52, 66–74, 77, 165
- Trade Outcomes and Objectives Statement, 83
- Trade Policy Advisory Council, 84, 106
- trade policy coordination, 83–4
- Trade Related Aspects of Intellectual Property Agreement, 71
- TradeWatch*, 170
- trainees, 117, 202, 203, 204, 284
- Trans-Tasman Mutual Recognition
  - Arrangement, 60
- Transfield Tunnelling, 37
- transnational crime, 46, 93
- travel abroad, *see* overseas travel
- travel advices, 144, 145–6
- travel documents, 142, 148–51, 153–4, 155, 156

- travellers assisted, 156
- travelling exhibitions, 172–3
- Travelling Well*, 146
- Treasury, 80
- treaties, 92–4, 98, 168, 186
- tribunal decisions, 179, 309
- TRIPS Agreement, 71
- tropical timber, 92
- tuna, southern bluefin, 29, 92
- Turkey, 73, 147, 154
- 24-hour consular services, 142, 144–8, 152–6, 199
- 2000 Review of Export Credit and Finance Services, 80
  
- Unauthorised Arrivals Strategy, 90
- United Arab Emirates, 63, 130
- United Kingdom, 115, 119, 124, 154
  - 'Australia Week', 174
  - ministerial visits to, 52, 53
  - passports issued, 149
  - trade statistics, 54, 79
- United Nations, 56, 60, 64, 88–90, 92
  - human rights treaty body system, 89–90
- United Nations Commission on Human Rights, 90
- United Nations Commission on Narcotic Drugs, 89
- United Nations Conference on Small Arms, 100
- United Nations Convention on Organised Crime, 93
- United Nations Framework Convention on Climate Change, 93–4
- United Nations General Assembly, 88, 90, 93, 98
- United Nations Human Rights Committee, 89
- United Nations International Drug Control Programme, 91
- United Nations Millennium Summit, 88
- United Nations Missile Experts Panel, 99
- United Nations Security Council, 41, 64, 88
- United Nations Special Rapporteur on Racism, 90
  
- United Nations Transitional Administration in East Timor (UNTAET), 41, 89
- United States, 31, 49–50, 82, 115, 147
  - Kyoto Protocol and, 93–4
  - posts in, 119, 212
  - public diplomacy activities, 172, 173
  - relationship between China and, 30, 49
  - trade statistics, 50, 56, 79
  - United Nations arrears, 88
  - visits to and from, 49, 129, 172
  - wool tariffs, 127–8
  - WTO disputes, 35, 72
- University of Western Sydney, 130
- uranium, 94, 97
- urgent passports, 155
- Uruguay, 55, 167
  
- vegetables, 43
- Venezuela, 212
- veterans, 124
- Victorian Government, 84, 130
- Vientiane, 207
- Vietnam, 42, 44, 99, 119, 124, 128, 177
  
- Washington, 119
- Wassenaar Arrangement, 99
- weapons, conventional, 60, 93, 99, 100–1
- weapons of mass destruction, 98–100, 101, 102
- Western Australian Government, 129
- whale sanctuary, 129
- wheat, 44, 80
- wheat gluten, 50
- wildlife conservation, 29, 63, 64, 91–2, 129
- Wilson, David, 46
- wine, 71
- women, 84, 284–7
- wool, 33, 43, 127–8
- work-area inspections, 116
- workforce planning, 202–3
- working holidays, 36, 37
- working hours, 207
- 'working smarter' strategies, 201, 206
- Working Party on Domestic Regulation, 70
- workplace diversity, 201–2

- workplace relations, 198, 205–7, 295
- Workplace Relations Committee, 295
- workplace safety, 292–3
- World Bank, 59, 80
- World Congress Against Racism, 90
- World Customs Organisation, 32
- World Economic Forum, 84, 104
- World Food Program, 31
- World Heritage Commission, 94
- World Intellectual Property Organization (WIPO), 74
- World Trade Organization (WTO), 33, 127, 167
  - multilateral trade negotiations, 50, 52, 66–74, 77, 165
  - trade disputes, 42, 54, 72–3
- WTO Advisory Group, 69
- WTO Trade Law Branch (department), 72, 73
  
- Young Business Scholars in China
  - scholarships, 175
- youth exchanges, 176
- Youth Hostels Association, 146
- Yugoslavia, 56, 89, 125
  
- Zagreb, 212
- Zimbabwe, 64