

**OUTCOME****3**

**Public understanding in Australia and overseas of Australia's foreign and trade policy and a positive image of Australia internationally**

**OUTPUT 3.1****EFFECTIVENESS**

Public information and media services on Australia's foreign and trade policy  
Projecting a positive image of Australia internationally  
Freedom of Information and archival research and clearance

**QUALITY AND QUANTITY****ADMINISTERED ITEMS**

## PERFORMANCE INFORMATION FOR OUTCOME 3

### EFFECTIVENESS INDICATORS—OVERALL ACHIEVEMENT OF THE OUTCOME

Indicators to assist in assessing the success of the department's contribution to the achievement of this outcome are:

- Australians provided with comprehensive, relevant, up-to-date information on Australia's foreign and trade policy
- Effective promotion of accurate and positive perceptions of Australia overseas

### Outcome 3: Financial and staffing resources summary (Table 12)

Public understanding in Australia and overseas of Australia's foreign and trade policy and a positive image of Australia internationally.

	Budget* 2002–2003 (\$'000)	Actual expenses 2002–2003 (\$'000)	Variation (expenses less budget) (\$'000)	Budget** 2003–2004 (\$'000)
<b>Administered expenses</b>				
Australian Television Service to the Asia-Pacific region	17 506	17 370	(136)	17 962
Grants and contributions	3 541	3 766	225	3 541
<b>Total administered expenses</b>	<b>21 047</b>	<b>21 136</b>	<b>89</b>	<b>21 503</b>
<b>Price of departmental outputs</b>				
Output 3.1—Public information services and public diplomacy	62 617	62 618	1	63 307
Revenue from government (appropriation) for departmental outputs	62 617	62 618	1	63 307
Revenue from other sources	1 827	2 049	222	1 892
<b>Total price of departmental outputs</b>	<b>64 444</b>	<b>64 667</b>	<b>223</b>	<b>65 199</b>
<b>Total resourcing for Outcome 3</b> (Price of departmental outputs plus administered expenses)	<b>85 491</b>	<b>85 803</b>	<b>312</b>	<b>86 702</b>

\* Full-year budget, including additional estimates.

\*\* Budget prior to additional estimates.

	2002–2003 Budget	2002–2003 (Actual)	2003–2004 (Estimate)
Average staffing level (number) *	287	291	284

\*Includes overseas locally engaged staff.

**Output 3.1****Public information services and public diplomacy****3.1.1 PUBLIC INFORMATION AND MEDIA SERVICES ON AUSTRALIA'S FOREIGN AND TRADE POLICY****Overview**

There was a heightened public and media focus on the department's work over the past year, due in large measure to the Bali bombings and the conflict in Iraq. The Government's active foreign and trade policy agenda and its White Paper on foreign and trade policy also received significant attention. The department's public diplomacy and media services provided accurate and timely information to domestic and international audiences about these developments.

The department delivered public programs and information through media liaison and media briefings, and through the production of public affairs materials used by posts and placed on our website. We publicly promoted the Government's foreign and trade policy agenda and, where necessary, corrected inaccurate or negative media reporting in Australia and overseas.

The Bali bombings and subsequent increased media focus on travel advisories were key factors in a near-doubling of media enquiries in this reporting period compared to the previous period. To respond to the high level of media interest on Bali, the department supplemented its permanent 24-hour media service with dedicated 24-hour media contact points in Bali. We liaised closely with other government agencies associated with the rescue and relief operation, including the Departments of Defence and Family and Community Services, and the Attorney-General's Department. We were sensitive to our responsibilities to the next-of-kin and relatives of victims, as well as privacy considerations, when providing information to the media.

The department undertook a range of initiatives to explain the Government's trade policy to the Australian community. Through a series of widely-distributed brochures, fact sheets and other publications, we clearly explained the Government's approach to its trade negotiating agenda and globalisation.

We used community speaking and media engagements to promote the Government's key messages about the importance of trade to Australia's economic wellbeing. We conducted a series of community globalisation workshops in regional and metropolitan locations throughout Australia, as well as a number of globalisation seminars in South-East Asia, including in Bangkok, Manila and Jakarta.

The department's website ([www.dfat.gov.au](http://www.dfat.gov.au)) continued to provide timely and accurate information. The publication of ministerial speeches, media releases and transcripts, consular and travel advice, specially-prepared material on major foreign and trade policy

initiatives, and general information about Australia, provided comprehensive, relevant and up-to-date material for visitors to the site. We also significantly improved the information contained on the website, making it more comprehensive and easier to navigate.

The department produced a CD-ROM multi-media presentation tool for use in domestic presentations on the role of the department. Staff have used it extensively in presentations to business, community, and university and school groups.

Our public diplomacy and information activities drew positive feedback from portfolio ministers, the media, business and the public during the year.

### Media services

The department's strong record of constructive engagement with Australian and international media facilitated informed and positive coverage on portfolio issues. We targeted key commentators on major policy issues, providing them with timely, reliable information. Media proved highly receptive to efforts to engage them early in the policy development process and on key events. Our round-the-clock media duty roster guaranteed that media received the most up-to-date information available.

We responded to more than 15 250 requests for information from media outlets, including online and industry publications. This compared to about 8250 requests in the previous year. Requests for information about consular cases and services, particularly in the aftermath of the Bali bombings, accounted for around 82 per cent of all media enquiries. News coverage of our travel advisories, and revisions we made, increased after we began issuing copies to the Federal Parliamentary Press Gallery.

Trade and foreign policy issues attracting significant media attention included: Iraq, international counter-terrorism, regional security issues with particular focus on events in Indonesia, Solomon Islands and the Democratic People's Republic of Korea, WTO Doha Round negotiations, the APEC Ministers' Meeting and APEC Leaders' Meeting, free trade agreement negotiations with the United States, Singapore and Thailand, and *Advancing the National Interest*, Australia's foreign and trade policy White Paper.

We provided portfolio ministers, the Parliamentary Secretary and the Prime Minister's Office with strategic media advice and support for events and initiatives including the ASEAN Regional Forum, the Pacific Islands Forum, the Australia-US Ministerial Consultations, the informal meeting of WTO trade ministers in Sydney, the Second Bali Ministerial Conference on People Smuggling, Trafficking in Persons and Related Transnational Crime, and the APEC Ministerial Meeting and APEC Leaders' Meeting.

We continued to refine our media monitoring processes, improving our ability to monitor trends in media coverage of portfolio-related issues. We developed media outreach strategies to increase understanding of government policies. The department held 35 media briefings on key trade and foreign policy topics and ministerial visits, compared to 13 similar briefings in the previous year.

One-on-one interviews and briefings for journalists proved a highly effective means of ensuring well-informed media coverage on portfolio issues. We arranged 1330 of these briefings, with trade issues comprising just over half the topics covered. This compares with 815 in the previous year.

We issued 390 ministerial media statements and 16 departmental media releases, with around 90 per cent of these resulting in media coverage. Continued outreach with technical and industry publications has secured more opportunities to distribute information on foreign, trade and other departmental matters to a wider audience.

Electronic versions of our media releases remain a popular and cost-effective means of disseminating information. Many journalists now access them direct from our website, and 1160 contacts registered on our media contact database receive these releases via email. Just under half of these contacts are trade-related.

## Internet

The department increasingly used the Internet as its key means of disseminating information and advice quickly to mass audiences in Australia and overseas. Demand for material on the department's main website increased strongly over the year, with the site regularly registering up to 500 000 page-views per week. In the week following the Bali bombings, a record level of over 1.79 million page-views was reached. The department created a special Bali information website early on the morning after the bombings to provide timely information to the public. It included travel advice notices, information about the victims and details of emergency hotline numbers. It was updated hourly in the early days of the crisis.

The department established a new website with Arabic-language content to coincide with the opening of the Australian Representative Office in Baghdad in May 2003. We posted a range of material on our website throughout the height of the Iraq crisis to provide accurate and timely information on the Government's position.

The department's travel advisory pages were the most visited area of the website during the year. We improved the arrangements for publicising travel advice and, as a result, subscriptions to our email service grew to over 25 000 users.

Our website was made more accessible, including to people with disabilities and those living in rural and remote communities. We strengthened website availability and integrity with the addition of new security layers. These allow improved reporting on attempts at hacking and better monitoring of systems during critical periods. Several overseas post websites were established or relocated to Canberra to improve security and content management.

## Trade publications

In 2002–03, the department produced an array of short publications to promote the benefits of trade to domestic audiences. We coordinated the production of *Reform pays off*, a brochure launched by the Prime Minister at the APEC Leaders' Meeting in Los Cabos, Mexico, which focused on benefits to key sectors of the Australian economy from trade liberalisation and openness to competition. Distribution to an international audience enhanced Australia's standing as an internationally competitive and open economy.

Three new brochures and fact sheets outlining the benefits for Australia and developing countries of participating in the Doha Round of trade negotiations were produced in advance of the informal meeting of WTO trade ministers held in Sydney in November 2002. Two editions of a newsletter providing updates on the Australia–United States FTA negotiations were widely disseminated. The department continued to improve and expand *TradeWatch*, an interactive online market access service for Australians doing business overseas.

The department made a major effort to stimulate business interest through publishing *Doing business in Mexico*, funded by the Council on Australia Latin America Relations, and *Doing business in Spain*. Mr Vaile launched these publications and the department organised seminars in capital cities to promote commercial opportunities in these markets.

### *Economic analysis*

The department launched three new economic analytical reports, all followed by a series of seminars or workshops around Australia. These reports received favourable press coverage and strong commendations from relevant business groups, regional media, analysts and governments. *Connecting with Asia's tech future: ICT export opportunities* assesses the export opportunities that East Asia's accelerating information and communications technologies (ICT) take-up should generate for Australian ICT producers. *China embraces the world market* analyses the impacts of China's WTO entry and other recent reforms on China's economy and the opportunities this presents for Australia. *Globalisation: Keeping the gains* examines how governments can respond to the challenges open markets bring and ensure societies keep the gains of globalisation. This report was an important part of our public advocacy for trade liberalisation (see box on page 156).

We presented seminars in South-East Asia on the benefits of globalisation for East Asia and Australia. These were addressed by our heads of mission and local dignitaries and attracted around 300 local officials, policy-makers and business people. We conducted seminars in Kenya, Uganda and South Africa based on the paper *Advancing African agriculture through trade reform*, showing how world agricultural trade reform would improve the productivity and profitability of the African agricultural sector, increase economic growth and reduce poverty. These seminars received positive media coverage and were well attended.

Several briefs also were released to inform the public on foreign and trade policy. *The economic costs of terrorism* discusses how unchecked terrorism can reduce confidence, increase risk perceptions and premiums and raise transaction costs, reducing investment and economic growth. It finds collective international action is the most efficient response to terrorism. In February 2003, the paper was presented to the APEC Senior Officials Meeting in Thailand and the Secure Trade in the APEC Region Conference in Bangkok. It was well received in both forums and was a timely contribution to APEC's work on counter-terrorism. *Australia–Thai trade relations: Plastics and chemicals industry* assesses the relative strengths of Australia's and Thailand's plastics and chemicals industries by analysing the level and trend of sectoral trade flows.

Shorter publications produced by the department included a brochure and student guide to accompany our report *Globalisation: Keeping the gains*; a brochure explaining the importance of trade for the country's economic wellbeing titled *Trade and the Australian way of life*; and a series of short fact sheets on the work of APEC and its contribution to advancing Australia's economic interests. A feature of our approach to shorter publications has been their wide distribution to target audiences in the Australian community.

#### *Asialine*

Asialine is a free email-based service providing articles about Asia and the department's activities in the region. The service targets Australian businesses, organisations and individuals with an interest in the Asian region. Online readership grew from around 800 to 1150 over the past year.

#### *Commercial and statistical services*

The department produces a wide range of statistical publications dealing with Australia's international trade relationships. These publications contribute to policy-making, business decisions and community understanding of trade issues. In 2002–03, we distributed more than 3000 statistical publications to a wide range of users in the public and private sectors.

A large part of the statistical information we hold is available either at no charge or on a fee-for-service basis for Australian businesses and researchers interested in overseas markets. Our statistical consultancy service answered more than 8000 queries (see output 1.3 on page 107 for further detail on services provided to business).

A set of country/economy fact sheets is maintained on the department's website at [www.dfat.gov.au/geo/fs/index.html](http://www.dfat.gov.au/geo/fs/index.html). The fact sheets provide demographic and economic information for over 160 of Australia's trading partners, and summaries of trade relations with Australia. These are a valuable resource for Australians, including business people travelling overseas.



*Mr Saul Eslake, Chief Economist, ANZ and Francis Perkins, Executive Director of the department's Economic Analytical Unit, at the Melbourne launch of Globalisation: Keeping the gains in May 2003. (Photo: Michael Silver/Photonet)*

### **Trade advocacy and outreach**

The department expanded its trade advocacy and outreach activities, strengthening our promotion of the benefits of trade to the Australian community. We implemented strategies to build community support for a number of specific trade policy programs, including Australia's active participation in the WTO Doha Round negotiations and negotiations for a free trade agreement with the United States.

We arranged speaking opportunities and media appearances for senior departmental officers to communicate the Government's approach to specific trade policy initiatives and, more generally, to promote the importance of trade for Australian communities. In May and June 2003, we organised a series of community workshops on globalisation in regional and metropolitan locations throughout Australia. These workshops gave the Australian community an opportunity to express their views on Australia's participation in global trade and investment. We gave presentations to school students, community groups and had an information kiosk at the Northern Territory Expo in Darwin.

### Trade advocacy globalisation workshops

The department organised a series of trade advocacy globalisation workshops in regional and metropolitan locations across Australia to spread the key messages contained in our report *Globalisation: Keeping the gains*. It argues the benefits of globalisation to the world and Australian economies by stimulating growth and reducing poverty. It draws direct correlations between the increase in Australia's living standards over the past two decades with efforts to open the Australian economy.

Workshops were held in cities and towns such as Bendigo, Newcastle, Toowoomba and Narrogin in Western Australia, as well as state capitals. They featured presentations by Saul Eslake, the ANZ Bank's chief economist, and by the principal departmental author of the report.

Over 800 Australians, from all sectors of the community, including church and community groups, secondary schools, non-government organisations and local councils took the opportunity to express their views and discuss globalisation, as well as the Government's broader trade policy agenda. This project is a good example of the department's commitment to communicate with Australians on trade policy issues.

### Other public information activities

#### *Speeches*

The department's speechwriters, in consultation with ministers' offices and relevant areas of the department, prepared some 200 ministerial and senior executive speeches. These constitute an important part of increasing awareness and understanding of Australia's foreign and trade policies among both domestic and international audiences.

#### *Material for schools*

The department contributed significantly to ongoing demand for teaching resources on trade and globalisation issues. We provided significant editorial input to the *Exporting for the future* resources book for Year 11 and 12 students, a joint Austrade/department initiative. We also disseminated to economics, geography and society and environment teachers around Australia fact sheets and brochures containing up-to-date information about key aspects of Australia's trade policies. In collaboration with a leading academic educationalist, the department produced a secondary school student guide to our report *Globalisation: Keeping the gains*.

*Consultative activities*

The department continued its consultative activities on foreign policy, regularly engaging relevant community representatives and non-government organisations (NGOs) on security-related and human rights issues. As secretariat for the National Consultative Committee on Peace and Disarmament, we organised the committee's annual meeting to discuss policy issues and developments relating to arms control, disarmament and non-proliferation, and a second meeting to consult with committee members on the foreign and trade policy White Paper. We continued to publish pamphlets on current security issues to stimulate informed public debate on strategic policy and arms control issues. We also organised two formal consultations with interested NGOs to discuss human rights issues. See sub-output 1.1.5 and output 1.3 for information on the department's consultations on trade issues.

*Treaties*

In August 2002, Mr Downer launched the Australian Treaties Database (ATD), an online research resource at [www.info.dfat.gov.au/treaties](http://www.info.dfat.gov.au/treaties). Developed by the department, the ATD provides access to texts, national interest analyses, regulation impact statements, reports by the Joint Standing Committee on Treaties and the Government's responses. In a significant advance for researchers in June 2003, the department linked the database to all government legislation and regulations passed or issued pursuant to Australian treaty action since 1983. Users responded warmly to the ATD, which has increased our efficiency in managing treaties information and reflects the Government's commitment to a more transparent treaties process.

### 3.1.2 PROJECTING A POSITIVE IMAGE OF AUSTRALIA INTERNATIONALLY

#### Overview

The department again undertook an extensive public diplomacy effort to project a positive, accurate and contemporary image of Australia internationally. Key elements of these programs and activities included:

- projecting targeted Australian views on regional and multilateral issues through international media organisations in Australia and overseas
- monitoring international media coverage of Australia and providing effective messages and supporting material to respond to emerging issues
- linking cultural and other public diplomacy events, especially at posts, to provide key messages about Australia
- ensuring that the Government's satellite television service, ABC Asia Pacific (ABCAP), met its key performance indicators in providing a contemporary, sophisticated and accurate view of Australia.

The department's international and regional media monitoring showed that 2002–03 was an exceptionally busy year for international reporting of issues related to Australia. These included Australia's position on Iraq; Australia's strong economic performance; negotiations on free trade agreements with Singapore, Thailand and the United States; our efforts to counter terrorist activity following the Bali bombings; and our domestic terrorism-awareness campaign. There was also extensive coverage in South-East Asia of Australian travel advisories for countries in the region. Reporting on people smuggling and other immigration issues decreased.

Close monitoring of this reporting enabled the department to distribute targeted public affairs material directly, and through the department's websites, to help our posts overseas respond quickly and effectively to media inquiries and counter misconceptions. Our posts countered negative or inaccurate reporting on a number of issues, including lingering perceptions of a 'backlash' against Australia's Muslim community following the 11 September 2001 terrorist attacks and the Bali bombings, Indigenous issues, regional misunderstandings of Australian travel advice, the Severe Acute Respiratory Syndrome (SARS) virus outbreak, the recall of Pan Pharmaceuticals products and kangaroo culling.

#### Public diplomacy overseas

Australian posts conducted over 2800 public diplomacy briefings, events and initiatives over the year. These were used to promote Australia's foreign and trade policy interests and to foster a contemporary and accurate understanding of Australian society. These included:

- The embassy in Beijing supported performances by the Bangarra Dance Theatre, promoting a contemporary image of Indigenous Australia and providing a boost to Australian commercial interests.
- The embassy in Paris conducted a media campaign to advocate change to the European Union's Common Agricultural Policy, including an article by Mr Vaile on the front page of the French newspaper *Le Monde*.
- An official from the embassy in Riyadh, Saudi Arabia, participated in the 'washing of the holy Kaaba' in Mecca, generating positive publicity about Australia's cultural and religious diversity and the growing Muslim community in Australia.
- The high commission in Kuala Lumpur hosted a lecture series for members of the Young Malaysian Professionals group, promoting relationships with future business and political leaders.
- The consulate-general in Hong Kong instigated joint seminars and press briefings with the Australian Tourism Commission to dispel inaccurate rumours of draconian SARS quarantine measures in Australia and to boost travel bookings from Hong Kong to Australia.
- The embassy in Buenos Aires supported *Hola Australia*, a festival highlighting Australia's tourism, education, cultural and commercial capabilities.

A number of posts—particularly in the Middle East and Asia—postponed or cancelled public diplomacy events because of the international security situation or the outbreak of the SARS virus. Some planned visits under the International Media Visits program (see page 160) also did not eventuate.

### Public affairs material

While increasingly using the Internet as our major distribution platform for international public affairs material, the department continued to produce hard copy publications for direct distribution to target audiences overseas. These include a broad series of fact sheets, trade advocacy publications and the reference booklet *Australia in brief*.

This material is distributed with key messages, talking points and background information on specific issues to international media representatives and other target groups to contribute to an increased understanding of Australian perspectives and to contribute to more balanced international reporting.

We produced an updated version of *Australia in brief* highlighting Australia's trade, investment and new economy credentials. Ninety thousand copies of the publication were provided to posts for distribution to international media, academics, government representatives and other target audiences. We began production of several foreign language versions of the booklet, to be completed in 2003–04.

In response to demand from posts, the department produced a generic PowerPoint presentation and video and photographic material highlighting Australia's strengths as a sophisticated, tolerant, innovative and technologically advanced nation. We also

produced a short video on Australia's Muslim community—this was used by media outlets in the region.

### Special Visits Program

The Special Visits Program (SVP) is the department's premier visits program. It is targeted at bringing to Australia influential individuals who can—on their return home—contribute to a greater understanding of Australia's policies and institutions. The SVP allows the department to build a valuable long-term network of international contacts likely to be in positions that deal with issues of direct relevance to Australia's interests. The department organised 31 visits this year, including:

- two visits from Japan focusing mainly on regional security and strategic issues
- a visit from the Republic of Korea which focused on the Australian electoral system and political party reform
- a visit from China focusing on regional security, economic and strategic issues, notably cross-straits relations
- a visit from Thailand which was part of our bilateral free trade agreement advocacy strategy; a visit from Singapore aimed at increasing understanding of regional approaches to counter-terrorism; a visit from Malaysia which enhanced our dialogue on Burma; and two visits from Indonesia, two from Cambodia, and one each from India, Vietnam and Laos aimed at furthering bilateral relations across a range of priority sectors for Australia, including trade and investment, foreign policy and legal cooperation
- four visitors from the United States—three targeted at Australia–United States free trade agreement issues and one on security
- two visitors from Brussels and one from Germany, covering European Union institutional issues as well as economics, foreign investment, international security, employment and immigration
- one visitor from Turkey, covering foreign, strategic and social policy
- two visits from the Middle East to enhance understanding within the Australian community of the importance of Australia's relations with the Arab world
- four visits from Papua New Guinea and the South Pacific with an emphasis on good governance, security and economic sustainability
- a visit in January 2003 by Shashi Tharoor, UN Under Secretary-General for Communications and Public Information, which improved understanding, at a senior level of the UN, of Australia and Australian interests in the UN.

### International media

The department's International Media Visits program, which arranges targeted working visits by senior international journalists and commentators, generated international media coverage in support of Australian foreign and trade policy objectives.

A total of 42 overseas media representatives were assisted to visit Australia under the IMV program. They came from Belgium, Brunei, China, Egypt, India, Indonesia, Iran, Japan, Kenya, Malaysia, New Zealand, South Africa, the Republic of Korea and the United States. Some planned visits did not eventuate due to the uncertain international security situation and the outbreak of the SARS virus.

These visits generated positive reporting in influential media outlets on issues such as Australia's international trade policies, agricultural liberalisation, the strong performance of the Australian economy, innovative Australian industries and scientific achievements and positive reporting on the integration of Muslim communities in Australia. Feedback from participants, our overseas posts and external clients was uniformly positive.

The department's International Media Centre in Sydney provided resident and foreign media with background information, briefings, advice and logistics support to help them report accurately on Australia. The centre's activities included coordinating a visit to Canberra by 22 foreign correspondents for interviews with ministers and briefings by senior government officials.

### **Cultural visitors**

The department funded and organised 21 programs for visitors from 14 countries during 2002–03 under the Cultural Awards Scheme. The visitors included cultural journalists, festival organisers, gallery and museum directors, performing arts administrators, an artist and an arts promoter. The program has generated valuable commercial opportunities for Australian performing arts companies and has led to the establishment of collaborative projects and exchanges for Australian galleries and museums. Visit programs also resulted in positive press coverage on Australian culture in a diverse range of international media during the year.

### **Promotion of Australian culture**

The department continued to use art and culture as a platform for projecting a positive and contemporary image of Australia internationally.

#### *Australia International Cultural Council*

The Australian International Cultural Council (AICC) is the peak consultative group for the promotion of Australian culture overseas. It is also the department's primary vehicle for delivering high-quality platform events overseas, aimed at projecting a positive image of Australia, advancing foreign and trade policy interests, and promoting the export of Australian cultural products. Chaired by Mr Downer, the AICC comprises senior figures from the arts community, business and government arts agencies. The department provides the AICC secretariat and plays a lead role in delivering AICC programs, particularly through our network of overseas posts. We work closely with the Australia Council for the Arts and the Australian Film Commission, both of which are represented on the AICC.

AICC promotions during the year included major presentations in Germany, China and the United States. For the Berlin summer season, the AICC presented *artsaustralia berlin 02* and *artsaustralia berlin 03*, focusing on the performing arts, contemporary dance, literature, visual arts, contemporary music and film. The two-season program stimulated extensive media coverage in Germany and created a significant interest in Australian arts from key European presenters and promoters.

Under the AICC's auspices, the department's *Celebrate Australia 2002* promotion in Shanghai, China, in November 2002, attracted significant media coverage and high-level Chinese government representation at all events, and provided good opportunities to target Australia's key business and political contacts. A planned follow-up tour by the Australian Ballet in 2003 was cancelled due to uncertainty related to the outbreak of the SARS virus.

Through the AICC, we supported the international tour of the Museum of Contemporary Art's *Native born* exhibition to Hanover, Madrid, Sao Paulo, New York and Taipei. The exhibition enhanced and consolidated Australia's cultural profile and arts market share internationally by promoting the diversity, sophistication and innovative nature of Australian culture.

#### *Supporting Australian artists overseas*

The department complemented the work of the AICC through the Cultural Relations Discretionary Grants (CRDG) program which provides seed funding to assist Australian arts companies take their work overseas in support of Australia's foreign and trade policy objectives. For example, CRDG-funded activities provided important public diplomacy support for the opening of the new Australian embassy in Berlin and a major Australian trade promotion in Egypt. See Appendix 11 for more details of the CRDG.

The department also funded the Australian Visual Arts Touring Program (implemented by Asialink) and the Australian Fine Music Touring Program (implemented by Musica Viva Australia), which projected contemporary Australian cultural excellence and diversity through the presentation of high quality Australian visual art and music in South and South-East Asia. Many individual overseas posts also provided in-kind support to a diverse range of Australian artists touring overseas.

#### *Indigenous Australian culture*

The department's Aboriginal and Torres Strait Islander program promoted a positive image of contemporary Indigenous life in Australia through a range of cultural and other programs.

The department developed and launched a major touring exhibition of Tiwi Islands Aboriginal art, *Kiripuranji*, in association with Artbank. This and the department's other touring exhibitions—*Seasons of the Kunwinjku* from Arnhem Land and *People in a landscape* by the Australian Print Workshop (featuring works by 20 Indigenous and non-Indigenous artists)—were shown in more than 17 countries in South-East Asia, South America, Europe and the Pacific. The exhibitions enriched understanding and appreciation of Indigenous culture, customs and traditions, and created commercial

opportunities for Indigenous artists. The department also began developing a major touring photographic exhibition for overseas posts, *Kickin' up dust*.

The department's program also encourages and helps posts use these exhibitions as opportunities to increase awareness of Indigenous issues as part of their wider public diplomacy strategies. For instance, a visit by two Tiwi Islander artists to Port Moresby created considerable local interest and media coverage. *People in a landscape* was featured as an official part of St Petersburg's 300th anniversary celebrations, and formed part of the embassy's Anzac Day program in Turkey.

Other elements of the program included production of a CD called *Listen up* featuring a cross-section of contemporary and traditional music by Aboriginal and Torres Strait Islander artists; a tour of Japan by an Indigenous speaker; and support for National Aboriginal Islander Day Observance Committee (NAIDOC) Week activities in Canberra and at posts.

#### *Embassy Roadshow*

The department continued to support the *Embassy Roadshow*—a film initiative funded by the AICC and co-managed by the department and the Australian Film Commission. The program aims to project a contemporary image of Australia and to promote the Australian film industry through a series of short, stand-alone Australian film mini-festivals. It has proven to be a low-cost, highly effective public diplomacy tool, with posts reporting a strong demand for the films from overseas audiences. Six new titles were added in 2003. Posts in 25 countries hosted *Embassy Roadshow* film festivals in 2002–03, screening an average of seven films to audiences averaging 1800 people per festival. A new feature last year was a set of films sub-titled in Spanish and screened in Argentina, Uruguay, Mexico, Venezuela and Spain. The uncertain international security environment in the first half of 2003 led to the cancellation of four *Embassy Roadshow* festivals in Indonesia, the Philippines, Israel and Egypt.

#### *Sports diplomacy*

The department encouraged international business participation in the Rugby Business Club, being run by Austrade. This will promote business involvement in activities in Australia during the 2003 Rugby World Cup. We ran a range of events at posts in competing nations and where interest in the event is high. These events also projected positive messages about Australia's sports infrastructure and capacity and our trade and investment opportunities.

In conjunction with the Australian Sports Commission, the department continued to oversee the Australia South Pacific Sports Program 2006, a program which provides sports development assistance to 14 countries in the South Pacific. The program develops sport at the community level, promotes sports opportunities for disabled athletes, and provides training assistance for athletes with the potential to participate at an elite level (such as the Olympic and Commonwealth Games). Our overseas posts played key roles in implementing the program successfully.

## **Bilateral engagement: creating people-to-people links**

Bilateral foundations, councils and institutes work with businesses and community groups to facilitate people-to-people links. Through their activities, they also promote a positive, accurate and contemporary image of Australia internationally. The department provides the secretariats for these bodies.

### *Australia–China Council*

The Australia–China Council (ACC) continued to fund a suite of educational and cultural programs in 2002–03. The Council's major programs provided a number of scholarships for young Australians to study in China and promoted Australian studies in China. The ACC also provided support for the establishment and ongoing maintenance of the Shanghai Library's Australian Collection. In November 2002, during the celebrations of the thirtieth anniversary of the establishment of diplomatic relations with China, the Council presented awards to eight former Chinese ambassadors to Australia and the President of the National Association of Australian Studies in China. The Australia-China Council awards recognised the significant roles the recipients have played in strengthening the bilateral relationship.

In 2002, the ACC sponsored the Eighth International Conference of Australian Studies, held at Anhui University in China. The theme of the conference was 'China–Australia Relations: Looking Back and Forward'. It attracted more than 80 delegates from China and Australia. Over 40 papers were presented on a range of topics, including literature, culture, politics and economics, demonstrating the growth of Australian studies in China.

The ACC implemented a new Young Business Scholars in Taiwan Program to complement the Young Business Scholars in China Program. Two young Australians were selected to take part in the inaugural Program, pursuing university studies in Taipei and then undertaking business internships in Taiwan. In an expansion of its successful Beijing Residence Awards program, the Council offered the first Taipei Residence Awards based at the Taipei Artist Village. This new award provides Australian artists with the opportunity to pursue Taiwan-related projects and establish contact with Taiwanese in similar fields. Four residence awards were granted in 2002–03 for projects in a range of artistic activities, including visual arts, dance, and poetry. A reciprocal agreement allows Taiwanese artists to visit Australia.

### *Australia–India Council*

The Australia–India Council (AIC) contributed to the development of a deeper and more sophisticated understanding of Australian society and culture among influential Indians through a range of activities including an Australian authors' tour of India; artists-in-residencies; teacher exchanges and a science teachers' workshop; a fourth year of the Border–Gavaskar cricket scholarship program; HIV/AIDS and disaster-management projects; and the delivery, by former Australian of the Year Sir Gustav Nossal, of the second AIC-sponsored Sir John Crawford Lecture in New Delhi in March 2003.

The AIC also successfully promoted the interests of Australian education providers, establishing an Australian studies fellowship program administered by a consortium of Australian universities. The first Indian scholars visited Australia under the program in 2003.

#### *Australia–Indonesia Institute*

The Australia–Indonesia Institute (All) initiated and supported a range of activities aimed at expanding and strengthening people-to-people contacts between Australia and Indonesia. The All promoted greater mutual religious understanding through a series of visits to Australia by prominent Indonesian Muslim leaders better to inform Indonesian perceptions of Islam in Australia. The All supported a second Young Leaders' Dialogue to develop further understanding between younger generations of leaders in politics, business, academia, the military and the media.

The All contributed to deeper understanding and more sophisticated reporting on Australia in Indonesian media by hosting the visit to Australia of senior Indonesian media editors. The All supported successful exchanges and visits by students, teachers and arts performers to broaden contact between young Australians and Indonesians and to improve knowledge about each other's culture and society.

#### *Australia–Japan Foundation*

The Australia–Japan Foundation (AJF) is a statutory body, and is therefore required to submit its own annual report to Parliament. The AJF's annual report contains a detailed account of its activities over the year.

#### *Australia–Korea Foundation*

The Australia–Korea Foundation (AKF) continued to play an important part in the Government's efforts to broaden and deepen relations with the Republic of Korea (ROK). The AKF lent its support to the Fourth Australia–Korea Forum held in Hobart to discuss matters of strategic, economic and cultural significance to both countries. In addition to providing substantial financial and intellectual support, AKF Board Chairman Don Stammer and other AKF Board members played prominent roles at the forum.

The forum identified information and communications technology as an area of unrealised potential in the Australia–Korea relationship. The AKF Board, including its telecommunications expert, Professor Mike Miller, approached mNet Corporation to organise an Australia–Korea Broadband Summit. The Minister for Communications, Information Technology and the Arts, Senator Alston, and the ROK Minister for Information and Communications, Dr Chin Daeje, provided key-note addresses at the summit, which was held on the Gold Coast. Dr Chin subsequently announced his intention to give priority to the ROK's relationship with Australia.

The AKF upgraded the *Investigating Australia* study kit, which portrays Australia as educationally, scientifically and technologically advanced, and culturally diverse. The kit and its website—[www.auskorea.com](http://www.auskorea.com)—were upgraded to an interactive CD-ROM format and distributed to 3000 lower secondary schools in the ROK. The AKF launched the prototype of its Korean-language version of the kit at a well-attended ceremony in Seoul.

#### *Council on Australia Latin America Relations (COALAR)*

The Council on Australia Latin America Relations (COALAR) supports efforts to enhance Australia's economic, political and social relations with Latin American countries. The Council's priorities were to enhance Australia–Latin America education linkages, promote defence industry exports and improve awareness of business opportunities. Among other activities, the Council facilitated a well-attended Australia–Latin America Education Linkages Symposium, which led to the creation of the COALAR Education Action Group. The collaborative effort involving Australian and state government agencies, peak bodies and education providers aims to increase exchanges of students, teachers and researchers and to enhance institutional linkages. See sub-output 1.1.3 for more information.

#### *Council for Australian–Arab Relations (CAAR)*

Mr Downer and Mr Vaile announced the establishment of the Council for Australian–Arab Relations (CAAR) in December 2002, highlighting the depth and breadth of Australia's relations with the Arab world and the Government's commitment to strengthening all aspects of those ties. CAAR's first meeting was held in March 2003. It has quickly developed an active work program, including sponsoring a visit to Baghdad by an Australian archaeologist to help restore the records of the looted Iraq Museum; and organising a visit to Australia by a member of the Saudi Shura Council, which led to the establishment of a young business executive exchange program between Australia and Saudi Arabia. See sub-output 1.1.4 for more information.

### **ABC Asia Pacific satellite television**

The ABC Asia Pacific (ABCAP) satellite television service, funded by the Government under contractual arrangements managed by the department, made a major breakthrough in March 2003 when it secured a channel on the major *I-Cable* network covering Hong Kong and Macau. With over 500 000 subscriber households, the network opens access to a major regional television market and creates marketing opportunities for ABCAP. ABCAP currently has re-broadcast arrangements in 25 out of a possible 35 countries in its satellite footprint. The department and posts worked closely with ABCAP to secure entry into regional markets.

ABCAP renewed its programming format in the first half of 2003. The new format seeks to present a more cosmopolitan, sophisticated and contemporary image of Australia, as well as engaging culturally and politically with audiences in the region.

During the year, ABCAP provided a platform for the projection of Australian views to the region. There was extensive Australian coverage of Iraq, including direct coverage of parliamentary debates, the Prime Minister's address to the nation and the daily Australian Department of Defence briefings. Similarly, the National Memorial Service held at Parliament House for the victims of the Bali bombings was broadcast live.

ABCAP assisted the department in producing and broadcasting a community awareness announcement on the travel advisory service (see sub-output 2.1.1 for more details on this service). Featuring Australian champion sprinter Patrick Johnson, a department-sponsored employee, the 35-second announcement has been broadcast as a service to Australians living and working throughout the Asia-Pacific region.

3.1.3 FREEDOM OF INFORMATION AND ARCHIVAL RESEARCH AND CLEARANCE

**Freedom of Information**

The department met its obligations under the provisions of the *Freedom of Information (FOI) Act 1982*. This Act extends the right to the Australian community to obtain access to information held by the Commonwealth Government. Access is limited only by exemptions protecting essential public interests and the business and private affairs of people about whom departments and statutory authorities collect and hold information.

The department processed 63 applications—seven more than in the previous year. Table 13 reflects the outcomes of applications. The small number of requests not met within the statutory deadlines generally reflected the need to retrieve documents from overseas. In these cases we kept applicants advised of progress.

Three complaints made to the Commonwealth Ombudsman about our handling of FOI cases were brought to our attention. The complaints were resolved to the satisfaction of the Commonwealth Ombudsman’s Office.

One appeal against a departmental decision was made to the Administrative Appeals Tribunal (AAT). No hearing date has yet been set. One appeal to the AAT from the 2000–01 financial year has yet to be heard.

See Appendix 5 for more information.

**Table 13. Requests processed under the *Freedom of Information Act 1982***

	2002-03	2001-02	2000-01
<b>Requests for information</b>			
Access granted in full	8	11	22
Access granted in part	19	25	41
Access refused	*20	8	5
Requests transferred or withdrawn	16	12	5
<b>Total</b>	<b>63</b>	<b>56</b>	<b>73</b>
<b>Requests subject to review or legal appeal</b>			
Subject to internal review (s.54)	5	4	7
In Administrative Appeals Tribunal (s.55)	1	1	2
Ombudsman	3	2	3

\* Thirteen applications were refused on the grounds that no documents existed (s.24A); six applications were refused as all documents were subject to exemption under Part IV provisions; one application was refused on the grounds that it would substantially and unreasonably divert the resources of the agency (s.24(1)).

### *Privacy Act 1988*

No complaints were received by the department during the reporting period in relation to the *Privacy Act 1988*. The case outstanding at the end of 2001–02 has been finalised. The Federal Privacy Commissioner's Office advised the department had not been in breach of the Privacy Act and the matter was closed.

### **Historical documents publications**

The department continued to produce well-received material documenting Australia's foreign and trade policy history. These publications are an important resource for researchers and academics, as well as useful tools for the promotion of the department and its operations.

In October 2002, the Attorney-General Mr Williams launched, on Mr Downer's behalf, *Australia and recognition of the People's Republic of China 1949–1972* to commemorate thirty years of diplomatic relations between Australia and China. This volume—part of the *Documents on Australian foreign policy* series developed by the department—was accompanied by the publication of *Australia–China: A photographic record*. Mr Williams and Mr Downer commented favourably on the publications, both of which have been disseminated widely in China.

In March 2003, the department and the New Zealand Ministry of Foreign Affairs and Trade published a joint collection of Australian and New Zealand documents titled *The negotiation of the Australia New Zealand Closer Economic Relations Trade Agreement 1983* to commemorate the twentieth anniversary of the signing of the bilateral CER agreement. Mr Downer launched the publication at Old Parliament House in conjunction with a pictorial exhibition illustrating the agreement. A large group consisting of former ministers and officials involved in the negotiation of the CER agreement, members of parliament, academics, media representatives, business people and officials from other agencies commented favourably on Mr Downer's launch of the book and the exhibition.

In May 2003, Mr Downer launched *Facing north: A century of Australian engagement with Asia: Volume 2 1970s to 2000* completing the department's two-volume project on Australia and Asia since 1901 that was part of the portfolio's contribution to the celebrations of the centenary of Australia's Federation. Mr Downer commended both volumes to a large audience consisting of representatives of Asian missions in Australia, academics, media representatives, and former senior ministers and officials involved in Australia's historic engagement with Asia. At the same time, Mr Downer launched a new online resource on the departmental website consisting of previously published volumes in the *Documents on Australian foreign policy* series. The website may be viewed at <http://www.info.dfat.gov.au/historical> and has been positively received by the media, researchers and academics. A link to the website has been placed on the official website of the Australian Historical Association and on the respective websites of the embassies in Washington and Tokyo and the high commission in London.

Mr Downer commissioned the department to prepare two further volumes in the *Documents on Australian foreign policy* series: one on the negotiation of the Nuclear Non-Proliferation

Treaty and another on Australia and the Cairns Group. In addition to these volumes, work continued on three other volumes: *Australia and the Colombo Plan*, *Australia and Malaysia, 1962–1966* and *Australia and the independence of Papua New Guinea*.

In collaboration with the Russian Embassy, we displayed an exhibition of historical images and documents marking 60 years of diplomatic relations with Russia in the atrium of the department's Canberra headquarters, the R G Casey Building, in October 2002. The exhibition was opened on 3 October by the Secretary, and the Deputy Foreign Minister of the Russian Federation, Mr Alexander Losyukov. The exhibition also toured Russia.

### Historical research and access

Departmental records more than 30 years old are available for public access under the *Archives Act 1983*. The National Archives of Australia refers highly classified records for expert assessment of sensitivities relating to intelligence, security, defence or international relations before public release.

Table 14 describes requests assessed by the department under the Act. During the year in review, we assessed 546 files comprising 107 591 folios for public access, including 19 requests for clearance from foreign governments (United Kingdom and United States) and 37 requests from the Department of Defence. Of these, 490 file assessments were completed, 275 containing at least one exemption on national security or international relations grounds. We referred 56 files to other agencies (ASIO and the Department of Defence) and 80 requests to foreign governments (United Kingdom, United States and New Zealand) for clearance. There were no appeals against our decisions to the Administrative Appeals Tribunal.

**Table 14. Requests assessed under the *Archives Act 1983***

	2002–03	2001–02	2000–01
Files received	461	922	657
Total files assessed	546	–	–
Files completed	490	974	675
Number of folios assessed	107 591	190 562	136 109
Open access	198	313	182
Wholly or partly exempt	275	661	460
Subject to review	1	17	10
Subject to appeal	0	0	0

The decline in the number of files completed for assessment compared to the previous year reflected a reduction in staff and a change in the method of collating statistics. In previous years, file assessments were counted as completed when they were referred to another agency for advice. Now, records are counted as completed only when they are returned and a decision is taken by the department.

See Appendix 5 for more information.

During the year in review we dealt with 156 requests for historical and administrative information from public and official researchers. In most cases we answered these from departmental material. In some cases, inquiries were referred to other agencies. We also granted 17 applications for special or privileged access to records not available to the public.

## OUTPUT 3.1 QUALITY AND QUANTITY INFORMATION

### Quality indicators

- Satisfaction, particularly of ministers, with the provision and impact of public diplomacy and information activities in Australia and the degree to which a positive image of Australia is projected internationally and Australia's profile raised
- Timeliness and relevance of cultural and media activities and publications
- Number of departmentally processed Freedom of Information and Archives requests not subject to requests for review and appeal

### Quantity indicators

- Number of Australian performing groups, artists, exhibitors and other cultural visitors supported
- Number of public briefings given by departmental staff in Australia and overseas
- Number of other public diplomacy/cultural activities organised
- Number of media-related inquiries handled by the media liaison section
- Number of visits organised under the International Media and Special Visits Programs and the Cultural Awards Scheme
- Number of publications produced and number of copies distributed
- Number of statistical services provided to external clients
- Number of treaties maintained on, and added to, the international treaties database
- Number of Freedom of Information requests processed
- Number of records assessed for international relations sensitivities before release under the *Archives Act 1983* and number of completed requests for archival information

### Satisfaction with public diplomacy

Mr Vaile highly praised the content and design of the department's public affairs kit *Australia—Trading with the world*, distributed widely in Australia and internationally. Mr Vaile expressed similar satisfaction with arrangements for a media briefing at the International Media Centre (IMC) in Sydney on the informal meeting of WTO trade ministers in Sydney in November 2002, attended by 35 Australian and international media visitors.

Philip Flood, chairman of the Australia–Indonesia Institute (All), praised the IMC for the quality of the program it arranged for a visit to Australia by a group of senior Indonesian editors sponsored by the All. Mr Flood noted that these visits were an important opportunity to expose influential Indonesian opinion-makers to representatives of

government, business and the media, as well as respected social commentators, and thus to encourage more accurate reporting on Australia.

A number of posts expressed enthusiasm for our public affairs kit, and our posts in Beijing and Tokyo distributed local language versions to target audiences by email. Attached agencies were also satisfied with the kit as a tool for their outreach work.

### Cultural activities

The department's Aboriginal and Torres Strait Islander program was praised in the northern, Kimberley and Arnhem Aboriginal artists' newsletter for its role in developing the *Kiripuranji* Indigenous art exhibition. The newsletter said the exhibition was 'a fantastic initiative, which allows not only the visual images of a rich and diverse culture to be seen, but the voices of the Tiwi Islander people to be heard across the world.'

Our Australia International Cultural Council (AICC) *Celebrate Australia 2002* initiative was praised by arts organisations for raising Australia's cultural profile in China. The event attracted high-level government attendance, 70 media articles and 400 minutes of local television coverage, raising Australia's profile in the sophisticated Shanghai market.

Demand from overseas posts for places in our Cultural Awards Scheme continued to be high, reflecting its value as an effective public diplomacy tool. Scheme visits resulted in a range of significant outcomes, including:

- five 30-minute documentaries on Australian art broadcast in 2003 on Chinese Central Television, with a national audience of 12 million, resulting from a visit by Chinese arts documentary-maker Liu Junhui
- up to six arts exhibition exchanges with New Zealand expected to result from a visit by Museum of New Zealand executive, Te Taru White
- Australia at the centre of a major Triennial of Art in Japan in 2003 as a result of a visit by a Japanese arts entrepreneur
- Australian participation in France's Biennale de Danse in November 2002 (and positive press coverage in *Le Monde*), resulting from a visit by the festival's director
- an extensive feature article in the *New York Times* on Australian theatre in four states following the visit by the newspaper's art critic Robert Brustein.

### Publications

Mr Downer commended the report *Globalisation: Keeping the gains* and highlighted its findings in several of his domestic and international presentations.

Mr Vaile congratulated the department on the release of its reports *China embraces the world market* and *Connecting with Asia's tech future: ICT export opportunities* when he launched them in Melbourne in November 2002.

## Freedom of information requests

The department met its obligations under the reporting requirements of sections 8 and 9 of the Act. We were asked to make five internal reviews of decisions under the provisions of section 54 of the Act. One request was for a review of the decision to levy a fee and charges and four requested a review of the exemption of documents or parts of documents. One application was made to the Administrative Appeals Tribunal (AAT) in accordance with section 55 of the Act. One appeal to the AAT from 2001–02 has yet to be heard. For further reporting on the department's Freedom of Information arrangements and activities, see Appendix 5.

## Quantity information for output 3.1

Indicators	2002–03	2001–02
Number of Australian performing groups, artists, exhibitors and other cultural visitors supported	1 616	1 687
Number of public briefings given by departmental staff in Australia and overseas	2 517	3 073
Number of other public diplomacy/cultural activities organised	1 608	1 427
Number of media-related enquiries handled by the media liaison section <sup>1</sup>	15 250	8 250
Number of visits organised under:		
International Media Program <sup>2</sup>	42	68
Special Visits Program	31	37
Cultural Awards Scheme	21	15
Number of publications produced and number of copies distributed <sup>3</sup>	419	403
Number of statistical services provided to external clients	8 805	7 400
Number of treaties maintained on, and added to, the international treaties database <sup>4</sup>	2 659	2 629
Number of Freedom of Information requests processed	63	56
Number of records assessed for international relations sensitivities before release under the Archives Act 1983 and number of completed requests for archival information <sup>5</sup>	824	1 616

1 This figure reflects a large number of inquiries following the Bali bombings and the SARS virus outbreak.

2 A number of media visits scheduled in 2002–03 did not eventuate because of SARS and the international security situation. Additionally, the higher figure in the previous year included about 30 media journalists who were assisted by the department but who were not funded under the IMV program.

3 The department produces publications available to the public in hard copy, on CD-ROM or on our website. Approximately 1.8 million copies of publications were printed in hard copy during 2002–03. Details of publications produced or updated during the year in review are at [www.dfat.gov.au](http://www.dfat.gov.au).

4 For information on treaties, see the Australian Treaties Database at [www.info.dfat.gov.au/treaties](http://www.info.dfat.gov.au/treaties).

5 The figure reflects the variability of public requests for access to departmental records and a lower number of such requests in 2002–03.

## ADMINISTERED ITEMS FOR OUTCOME 3

### Grants

#### Quality indicator

- Grants administered in accordance with Government guidelines on the administration of the Discretionary Grants Program

#### Quantity indicator

- Number of grants

Grants were administered in accordance with Government guidelines on the administration of the Discretionary Grants Program. See Appendix 11 for more information about these grants.

#### Quantity information

Ten grants were administered in 2002–03.

### *ABC Asia Pacific (ABCAP) television service*

#### Quality indicator

- ABCAP television service to meet its contractual obligations with the department in regard to the quality, coverage and management of the new television service

#### Quantity indicator

- ABCAP's performance measured by the tests and assessments prescribed in the DFAT–ABCAP contract.

The department completed its first review of ABCAP in October 2002. The review found that the satellite television service had satisfactorily met its key performance indicators set out in the contract between the department and the Australian Broadcasting Corporation (ABC). It operated within its budget parameters and met its advertising target. It also met requirements relating to the development of re-broadcasting arrangements, which it has continued to expand and develop since the completion of the review.

### Quantity information

ABCAP is currently available in 25 of 35 countries within the range of its present satellite footprint. It is available to be accessed in ten million households via re-broadcast arrangements, and an unknown number via its free direct-to-home signal. ABCAP estimates that it is available in 36 000 hotel rooms across the region.



*The internal courtyard of the new Australian embassy in Berlin. The building of the chancery was one of the department's most significant construction projects. The embassy was officially opened by the Minister for Foreign Affairs, Mr Alexander Downer, in January 2003.*



*Embassy staff inspect the layout of the new chancery in Manila, which was completed in May 2003. From left to right: Alan Morrell, Austrade Senior Trade Commissioner in the Philippines, Mike Moignard, Austrade Executive General Manager South East Asia, departmental staff member Jamie Troup, and Miles Armitage, Deputy Head of Mission, Manila.*



*The department's Overseas Property Office organised an International Property Management Conference held in Canberra in April 2003. Delegates were senior property managers from foreign ministries from Australia, New Zealand, Canada, the United Kingdom, the United States and the Netherlands.*