

SECTION 2

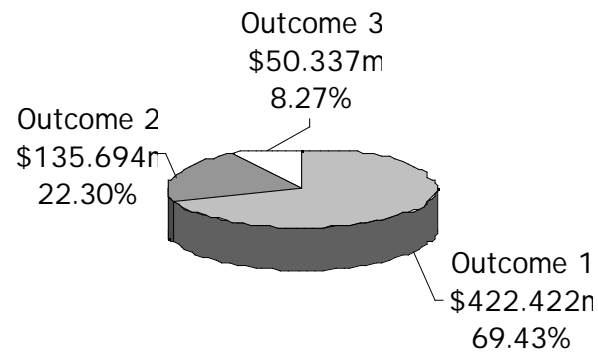
OUTCOMES AND OUTPUTS INFORMATION

OUTCOME AND OUTPUT GROUPS

The chart on the following page (Chart 2.1) shows the relationship between the three outcomes and contributing outputs for the Department of Foreign Affairs and Trade.

Financial details for **Outcome 1** by outputs appears in table 2.1.1, page 28 while non-financial information for Outcome 1 appears in table 2.2.1, page 29. Financial details for **Outcome 2** by outputs and sub-outputs appears in table 2.3.2, page 42 while non-financial information for Outcome 2 appears in table 2.4.2, page 43. Financial details for **Outcome 3** by outputs appears in table 2.5.3, page 48 while non-financial information for Outcome 3 appears in table 2.6.3, page 49.

Graph 2.1 - Departmental Appropriations by Outcome 2000-01



Graph 2.2 - Administered Appropriations by Outcome 2000-01

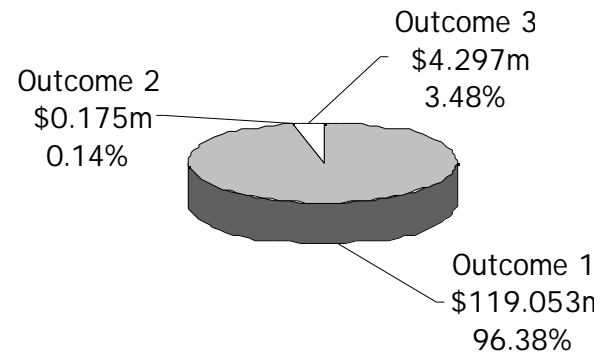
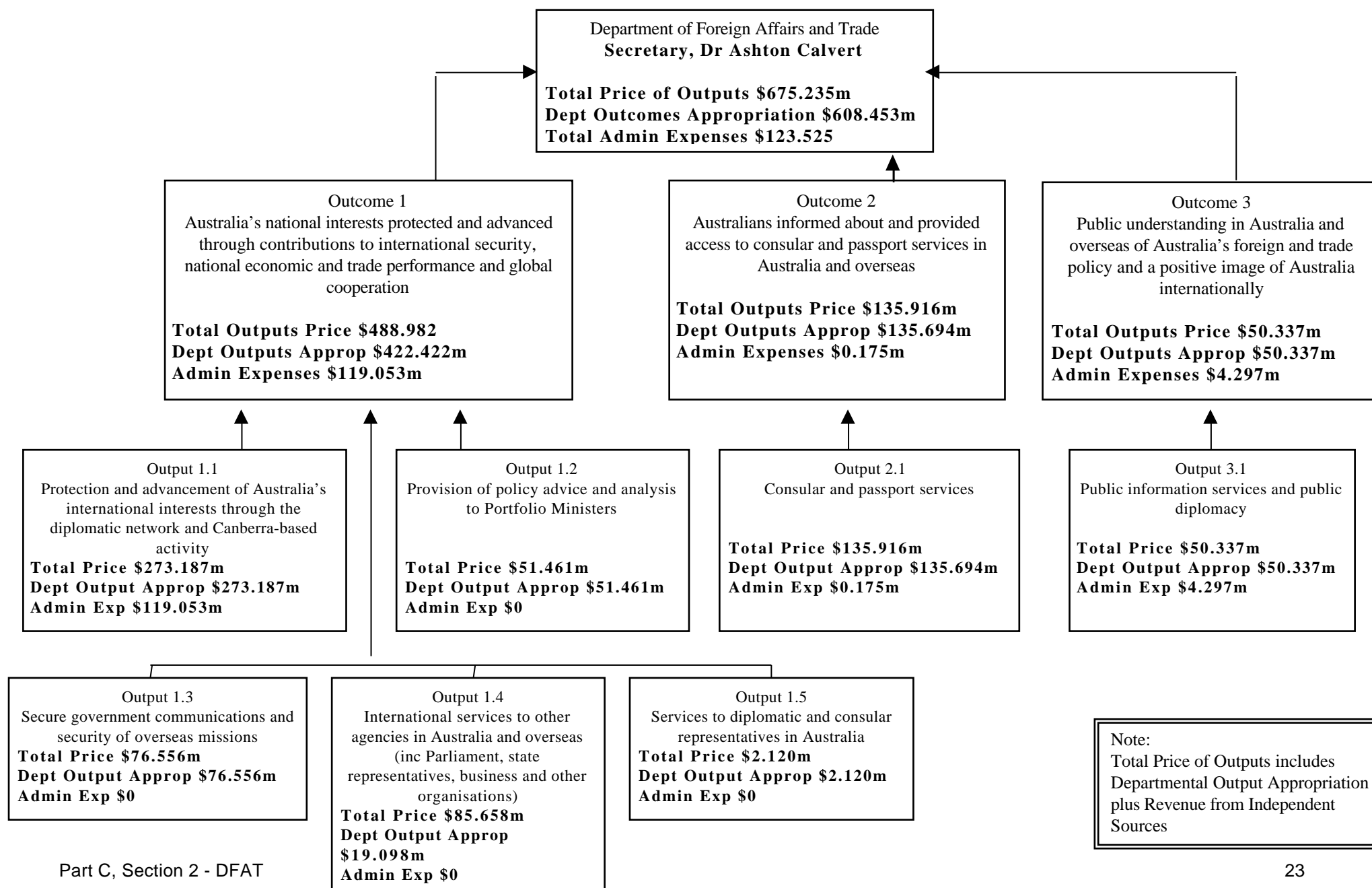


Chart 2.1 Department of Foreign Affairs and Trade - Outcomes and Outputs (for all Outcomes)



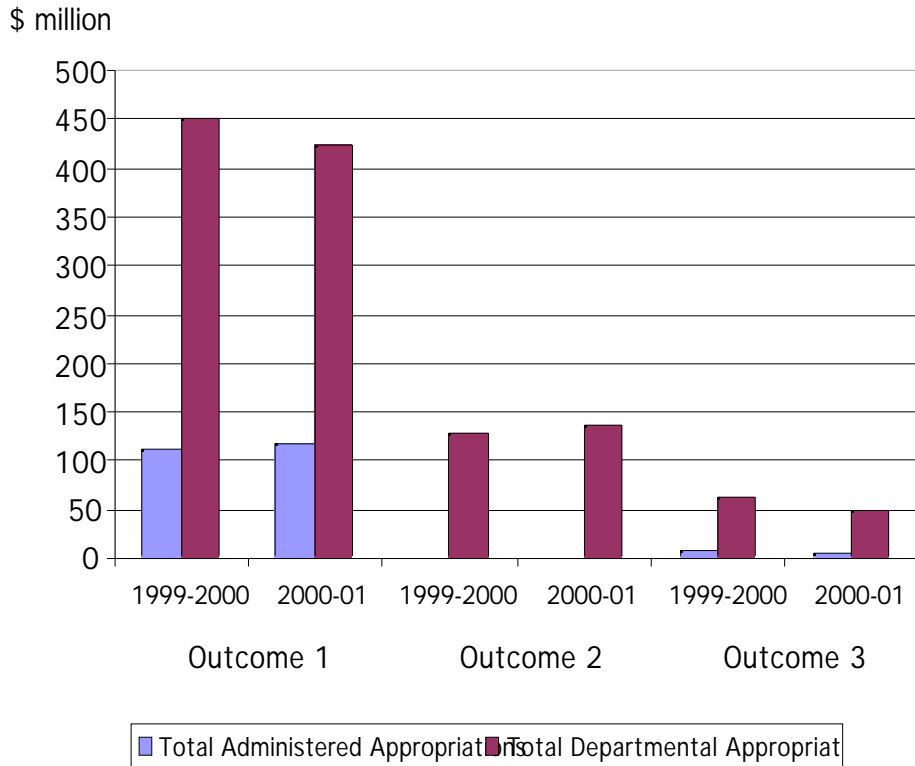
CHANGES TO OUTCOMES AND OUTPUTS

A number of minor changes have been made to the Department's outcome and output structure disclosed in the 1999-2000 Portfolio Budget Statements. These are explained below (with new features shown in italics):

- "General effectiveness indicators" and "Milestones" have been combined into one group of effectiveness indicators.
- To better reflect the nature of the Department's outputs, "Output Groups" have been renamed "Outputs".
- The description of Output 1.4 has been enhanced by identifying the agencies that are serviced by the Department. Output 1.4 is now called "International services to other agencies in Australia and overseas (*including Parliament, state representatives, business and other organisations*)".
- To reflect differences between the services that the Department provides to business and those that are provided to other agencies, Sub-output 1.4.3 (formerly "Services to other agencies not represented overseas, including state governments") has been split into two sub-outputs; Sub-output 1.4.3 is now "*Services to business*" and Sub-output 1.4.4 is now "*Services to State Governments and other agencies overseas and in Australia*".
- The description of Sub-output 3.1.1 has been clarified by the addition of the words "on Australia's foreign and trade policy". Sub-output 3.1.1 is now "Provision of public information and media services *on Australia's foreign and trade policy*"; and
- Sub-outputs 3.1.1-5 have been rationalised, with the former sub-outputs 3.1.2 ("Cultural relations") and 3.1.5 ("Publications") being replaced by a new Sub-output 3.1.2 "*Projecting a positive image of Australia internationally*".

TRENDS IN RESOURCING ACROSS OUTCOMES

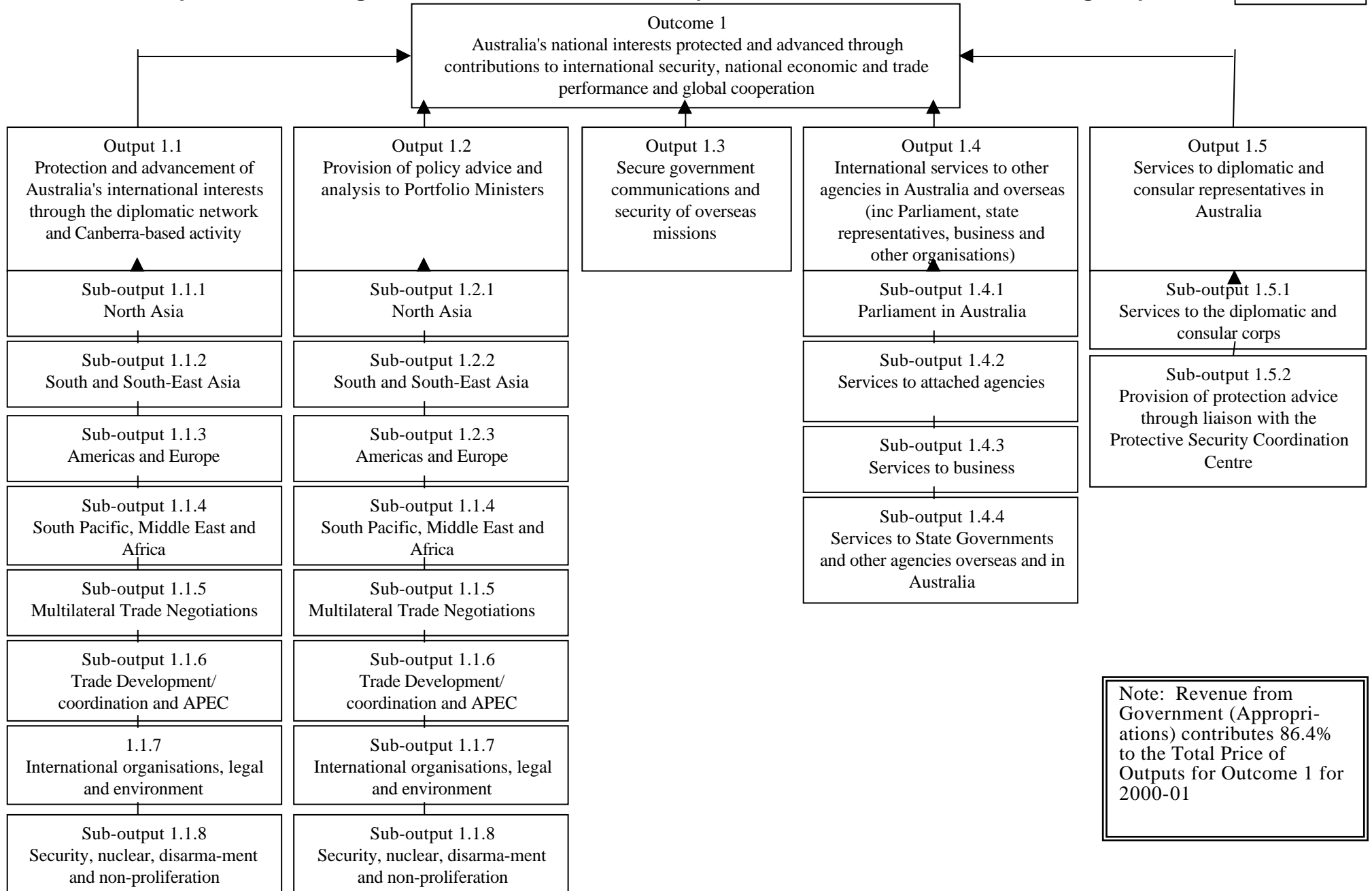
Graph 2.3 - Trends in appropriations for all Outcomes



Note: Only two years' appropriations have been provided in this graph for comparative purposes as accrual budgeting commenced in 1999-2000.

Chart 2.2.1 Department of Foreign Affairs and Trade - Relationship between Outcome 1 and Contributing Outputs

Outcome 1



Note: Revenue from Government (Appropriations) contributes 86.4% to the Total Price of Outputs for Outcome 1 for 2000-01

OUTCOME 1 - DESCRIPTION

OUTCOME 1—AUSTRALIA’S NATIONAL INTERESTS PROTECTED AND ADVANCED THROUGH CONTRIBUTIONS TO INTERNATIONAL SECURITY, NATIONAL ECONOMIC AND TRADE PERFORMANCE AND GLOBAL COOPERATION

Output 1.1: Protection and advancement of Australia's international interests through the diplomatic network and Canberra-based activity

The Department manages a network of 81 missions overseas and represents Australians in 221 countries and territories. Together with Canberra-based staff and staff in state and regional capitals, the network supports the Government’s foreign and trade policies through dialogue, representations and negotiations with foreign governments and international organisations. The Department also facilitates visits overseas by Government Ministers and senior officials.

In 2000-01 the Department will pursue bilateral, regional and multilateral opportunities to advance the Government’s objectives, including: encouraging the launch of a market access-focused round of multilateral trade negotiations; using Australia’s bilateral relationships and our participation in regional forums to advance trade and investment liberalisation and good governance in the Asia-Pacific region; working in a measured way towards a constructive and sustainable bilateral relationship with Indonesia; contributing to the maintenance and strengthening of international arms control regimes; and ensuring that Australia’s economic, trade and environmental interests are advanced at the Conference of the Parties to the Climate Change Convention in November 2000.

Output 1.2: Provision of policy advice and analysis to Portfolio Ministers

The Department provides policy advice and analysis to portfolio Ministers on all aspects of foreign and trade policy, drawing on reporting from overseas posts, published material, and consultations and negotiations with foreign governments, other Australian Government agencies, state governments, business, non-government organisations and community groups.

In 2000-01 the Department will continue to provide Ministers with timely and effective policy advice on all areas of Australia’s foreign and trade policy interests.

Output 1.3: Secure government communications and security of overseas missions

The Department provides secure and reliable communications services for Ministers and Australian Government agencies. It also ensures the security of Australian missions overseas and plans against contingencies that might threaten the integrity and security of the communications network.

During 2000-01 the Department will continue to implement its information management strategy to ensure timely and secure access to information by staff in Australia and overseas.

Output 1.4: International services to other agencies in Australia and overseas (including Parliament, state representatives, business and other organisations)

The Department provides international services to Parliamentarians with respect to their visits overseas and those of their overseas counterparts to Australia. Services to attached agencies overseas are provided under a common administrative services agreement. Business, other community groups and state and federal Government agencies are supported through the provision of information about Australia's international interests and obligations and through representations to foreign governments.

In 2000-01 the Department will continue to provide other agencies, business and community groups with information on international developments and other issues relevant to their particular interests.

Output 1.5: Services to diplomatic and consular representatives in Australia

The Department provides services to, and facilitates the operations, of foreign diplomatic and consular missions in Australia in accordance with Australia's responsibilities under the Vienna Conventions on Diplomatic and Consular Relations, and consistent with Australia's foreign and trade policy objectives.

The Department will work to enhance the services it provides to the diplomatic corps in 2000-01, focusing on the development of activities in partnership with the corps, and policies on dignitary protection.

BUDGET MEASURES AFFECTING OUTCOME 1

There are no new measures in the 2000-01 Budget that affect Outcome 1.

OUTCOME 1 - RESOURCING

Table 2.1.1 shows how the 2000-01 appropriations translate to total resourcing for Outcome 1, including Administered Expenses, Revenue from Government (Appropriation), Revenue from Other Sources and the Total Price of Outputs. Cell references **C1**, **E1** and **I1** show the links back to Table 1.1, the Appropriations Table, page 19.

Table 2.1.1: Total Resources for Outcome 1 (\$'000)

Outcome 1

| | Estimated Actual 1999-2000 (\$'000) | Budget Estimate 2000-01 (\$'000) |
|---|---|--|
| ADMINISTERED APPROPRIATIONS | | |
| Contributions to International Organizations | 96,187 | 103,49 |
| Export Finance and Insurance Corporation - paym in respect of national interest business | 16,640 | 15,50 |
| Compensation for detriment caused by defective administration | 54 | 54 |
| Total Administered Expenses | 112,881 | 119,05 (11) |
| DEPARTMENTAL APPROPRIATIONS | | |
| Output 1.1 - Protection and advancement of Au international interests through the diplomatic ne and Canberra-based activity | 290,977 | 273,18 |
| Output 1.2 - Provision of policy advice and analy Portfolio Ministers | 54,663 | 51,46 |
| Output 1.3 - Secure government communication security of overseas missions | 84,477 | 76,55 |
| Output 1.4 - International services to other ager Australia and overseas (including Parliament, sta representatives, business and other organisatio | 19,499 | 19,09 |
| Output 1.5 - Services to diplomatic and consular representatives in Australia | 2,278 | 2,120 |
| Total Revenue from Governm (Appropriation | 451,894 | 422,42 (C1) |
| Contributing to Price of Departmental Output | 90.1% | 86.4% |
| Total Revenue from Other Sources | 49,540 | 66,56 |
| Total Price of Departmental Outputs | 501,434 | 488,98 (E1) |
| TOTAL ESTIMATED RESOURCING FOR OUTCOME 1 | 614,315 | 608,03 |

| Average Staffing Years (number) | 1999-2000 | 2000-01 |
|---------------------------------|-----------|---------|
| | 2,490 | 2,44 |

Outcome 1

Notes:

1. further details on Revenue from Other Sources can be found in Appendix 1, page 66.
2. The price of outputs is expected to reduce in 2000-01 when compared with that of 1999-2000 partially due to cost reductions from Government tax reforms

OUTCOME 1 - CONTRIBUTION OF OUTPUTS

PERFORMANCE INFORMATION FOR OUTCOME 1

Table 2.2.1: Performance Information and Level of Achievement, 2000-01

Effectiveness Indicators – Overall Achievement of the Outcome

Effectiveness indicators have been arranged according to the outputs that support the outcome concerned, to show how the Department's specific contributions will be gauged. The effectiveness indicators for Outputs 1.1 and 1.2 have been combined in the following table, on the basis that policy advice and analysis, and the Department's work through the diplomatic network and Canberra-based activity, are closely interlinked, and cannot sensibly be separated for reporting purposes.

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| <p>Output 1.1: Protection and advancement of Australia's international interests through the diplomatic network and Canberra-based activity</p> <p>Output 1.2: Provision of policy advice and analysis to Portfolio Ministers</p> |
| <p><i>1.1.1 and 1.2.1 North Asia</i></p> |
| <p>Cooperation strengthened with Japan through regular results-oriented dialogue on security, economic and regional issues, including through an Australia-Japan Millennium Conference.</p> |
| <p>Cooperation strengthened with China on economic, security, regional and consular issues through focused bilateral institutional arrangements and high-level visits.</p> |
| <p>Contribution made to stability in North Asia through strategic cooperation and dialogue with particular emphasis on the Korean Peninsula and the Taiwan Strait.</p> |
| <p>Access to markets for Australian goods and services in China, Taiwan, Hong Kong, Japan and Korea improved in the priority areas identified in the <i>Trade Outcomes and Objectives Statement</i>.</p> |

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| Australia's trade and investment relationships with North Asian economies developed further in close cooperation with Australian business. |
| Australia's economic and trade performance supported through assessments of the impact on the region and Australia of developments in the Japanese, Republic of Korea and Chinese economies. |
| Human rights and democracy promoted in China through regular dialogue with the Chinese Government, targeted representations and support for an effective technical assistance program. |
| <i>1.1.2 and 1.2.2 South and South-East Asia</i> |
| Strengthening of democratic institutions in Indonesia and consolidation of the bilateral relationship, including through a successful Ministerial Forum. |
| A major contribution to a successful UNTAET administration and the development of appropriate institutions for an independent East Timor. |
| Stronger partnerships developed with emerging South-East Asian countries, including Thailand and The Philippines, through further expansion of the bilateral economic and strategic relationships, and cooperation in regional forums. |
| Maintenance and development of the underlying strengths in the bilateral relationship with Malaysia. |
| Australian interests in Singapore enhanced through strategic business alliances, including by supporting the Singapore Australia Business Alliance Forum. |
| Australia's economic, political and security interests advanced in South Asia in partnership with countries of the region, particularly India; significant progress made towards normalising relations with India. |
| Support provided to regional efforts to enhance the effectiveness of the Association of South East Asian Nations as a forum which serves Australian interests by open discussion and debate on transnational and regional economic, political and security issues, including convening the ASEAN-Australia Forum. |

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| Contribution made to international efforts to promote human rights, democracy, economic reform and development in Burma and Cambodia. |
| <i>1.1.3 and 1.2.3 Americas and Europe</i> |
| US policies and practices (particularly on Asia-Pacific issues) and the Australia-US alliance relationship encouraged in directions which advance Australia's foreign and trade interests, including through high-level dialogue. |
| The United States encouraged through Ministerial and other high-level trade consultations to be more sensitive and responsive to bilateral trade concerns. |
| Australia's interests in the European Union, including those affected by the Common Agricultural Policy and other market access issues, protected and supported through bilateral institutional arrangements, high-level visits and structured exchanges. |
| Bilateral political and commercial links fostered with major European countries, through high-level visits, major bilateral conferences, seminar programs and other activities. |
| Initiatives developed to intensify constructive political and trade dialogue with Canada. |
| New trade and investment opportunities in transitional economies in Europe identified and business supported in the pursuit of these opportunities in a climate of continuing political and economic reform. |
| New trade and investment opportunities in Latin America identified and business supported in the pursuit of these opportunities in a climate of continuing economic reform. |
| Australia's response to developments in the Balkans and other areas of instability in Europe managed in ways which take account of Australian humanitarian and community concerns. |
| <i>1.1.4 and 1.2.4 South Pacific, Middle East and Africa</i> |

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| Australia's strategic, political and economic interests in Papua New Guinea advanced through close coordination of Australian Government activities in PNG and engagement by Ministers and officials with their PNG counterparts on the implementation of practical measures to address challenges facing PNG. |
| Bougainville peace process consolidated and advanced through regular dialogue with all PNG parties, other regional players and the United Nations, leadership of the Peace Monitoring Group (including phased withdrawal of the PMG) and reconstruction efforts. |
| Further work with the new New Zealand Government to strengthen the Closer Economic Relationship, including through development of programs under the Trans-Tasman Mutual Recognition Arrangement, completion of the review of the Social Security Agreement, and the removal of further inscriptions under CER Services. |
| Australia's interests in the political stability and economic viability of the Pacific Island countries advanced through a continuing focus on, and support for, improved governance and economic management in the region. |
| Capacity for Australian influence in the Pacific region maximised by effective management in regional bodies such as the South Pacific (Pacific Islands) Forum and the Pacific Community. |
| Australia's political and economic interests in Pacific fisheries advanced through conclusion of a regional treaty for the conservation and management of highly migratory fish stocks. |
| Australian commercial interests in the Middle East advanced through follow-up to the Trade Minister's visit to the Arabian Peninsula, partnership with the United Arab Emirates, and further development of Australia-Iran relations. |
| Continued contribution to the international enforcement of sanctions against Iraq including through support for the Department of Defence on the deployment of Australian forces. |
| Trade liberalisation, economic reform, good governance and human rights supported, and Australian economic interests fostered in the countries of sub-Saharan Africa. |
| <i>1.1.5 and 1.2.5 Multilateral Trade Negotiations</i> |

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| Favourable conditions established for the launch of a three-to-four year World Trade Organization multilateral trade round, focused on market access issues – agriculture, services and industrial products. |
| Australia's key reform objectives incorporated in the negotiating agenda arising from the first stage of the mandated WTO negotiations on agriculture; strong cohesion among the Australian-chaired Cairns Group and its influence as a negotiating force maintained. |
| Scope for Australia to participate in regional and sub-regional free trade arrangements advanced in ways that support Australian trade interests and the multilateral trade system. |
| An agenda established and progressed for the mandated services negotiations that is directly relevant to the interests of Australian business, including domestic regulation, air transport, tourism, most favoured nation exemptions and telecommunications accounting rates. |
| Australian interests in intellectual property (and related trade interests in fostering innovation) protected and advanced through work in the Asia-Pacific Economic Cooperation forum and the WTO on compliance and enforcement of relevant agreements, with particular emphasis on wine trade issues. |
| Australia's WTO membership used to ensure compliance by trading partners with their obligations and outcomes consistent with Australia's interests, including by use of the WTO dispute settlement system where appropriate; Australia's WTO obligations implemented and any challenge managed by effective consultation and coordination with domestic stakeholders. |
| WTO accession arrangements and market access concessions negotiated in ways that lead to expanded opportunities for Australian exporters. |
| Work of the WTO, the Organisation for Economic Cooperation and Development, the World Intellectual Property Organization, the United Nations Conference on Trade and Development, and the Paris Club (an informal group of creditor countries) supported in ways which advance Australia's broad trade and economic interests, overcome specific market access obstacles and create a conducive environment for trade and investment. |
| <i>1.1.6 and 1.2.6 Trade development/coordination and Asia-Pacific Economic Cooperation</i> |

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| <p>APEC's importance as a regional forum for economic cooperation, market opening and dialogue on broader regional issues reinforced by development of a reinvigorated agenda focused on improving the environment for regional business activity, building support for multilateral liberalisation and reform of financial systems, and enhancing APEC's operational efficiency (<i>also relates to administered item on international organisations</i>).</p> |
| <p>ASEAN Free Trade Agreement-Closer Economic Relations and Indian Ocean Rim Association for Regional Cooperation dialogues enhanced in ways which help deliver trade outcomes for Australian business.</p> |
| <p>Contribution to maintaining trade flows and enhancing trade relations with key emerging and traditional markets through the Export Finance and Insurance Corporation National Interest Account, on the basis of informed analysis and advice assessing risks and benefits (<i>also relates to administered item on the Export Finance and Insurance Corporation National Interest Account</i>).</p> |
| <p>Australian access to international markets promoted through the Asia-Pacific Economic Cooperation forum, linkages between the ASEAN Free Trade Agreement and the Australia New Zealand Closer Economic Relations-Trade Agreement, and the Indian Ocean Rim Association for Regional Cooperation trade forum (<i>also relates to administered item on international organisations</i>).</p> |
| <p>Trade policy coordinated with private sector, other Commonwealth agencies and State governments including through the Trade Policy Advisory Council, the National Trade Consultations process and the International Economic Policy Group.</p> |
| <p>Market access strategy and development supported through the <i>Trade Outcomes and Objectives Statement</i> and the Market Development Task Force.</p> |
| <p>World Economic Forum Asia-Pacific Economic Summit 2000 (in Australia in September) facilitated and effective business links and networking opportunities derived.</p> |
| <p>Effective implementation of the Development Assistance Program to address humanitarian need and support bilateral links.</p> |
| <p><i>1.1.7 and 1.2.7 International organisations, legal and environment</i></p> |

Outcome 1

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| <p>Level and value of Australia's financial contributions to international organisations protected by encouraging improved administrative efficiency and effectiveness, including fiscal discipline in the United Nations and specialised agencies (<i>also relates to administered item on international organisations</i>).</p> |
| <p>Australian interests in the UN human rights system protected, including through the use of the UN Treaty Committee system, and contribution made to the further establishment of national human rights institutions, especially in the region.</p> |
| <p>Australian interests in reform of the Commonwealth advanced in the lead-up to the Commonwealth Heads of Government Meeting in 2001 through participation in the High Level Review Group and the Commonwealth Ministerial Action Group.</p> |
| <p>Australian interests in combating the rise in illegal migration, people smuggling, and other transnational crimes advanced through a bilateral and multicultural diplomatic action and information program.</p> |
| <p>Australian interests in the United Nations and other international organisations advanced through successful Australian candidatures in multilateral elections and targeted support for other candidates.</p> |
| <p>Substantial progress by the Preparatory Commission on the Crime of Aggression, and development of the administrative and financial framework for the International Criminal Court to ensure an effectively functioning Court that, when established, will be a strong deterrent to potential perpetrators of serious international crimes.</p> |
| <p>Australia's leading role strengthened in the development of regional fisheries management arrangements, combating illegal fishing, conserving stocks and promoting the optimal use of resources.</p> |
| <p>Contribution to the continuing development of the oil and gas resources of the Timor Gap by effective legal arrangements that sustain investor confidence through to East Timorese independence.</p> |
| <p>The interests of the Australian tuna industry advanced as a result of southern bluefin tuna litigation with Japan.</p> |
| <p>Major progress towards completion of Australia's maritime boundaries and limits and their international legal defence, including those with Indonesia, New Zealand and of the Australian Antarctic Territory.</p> |

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| Outcomes in post-Kyoto climate change negotiations, particularly at the 6th Conference of Parties, that advance our trade, economic and environmental interests; positions in other key international environmental negotiations achieved that do not impede trade while addressing Australia's health and environmental concerns. |
| Contribution to a successful conclusion of World Heritage Committee consideration of Kakadu National Park. |
| <i>1.1.8 and 1.2.8 Security, nuclear, disarmament and non-proliferation</i> |
| Contribution to the enhanced operation of existing regimes to control weapons of mass destruction, especially the Nuclear Non-Proliferation Treaty, and the development of new conventions, including the Biological Weapons Convention protocol and the Fissile Material Cut-Off Treaty; Australia's obligations under relevant treaties fulfilled. |
| International efforts to prevent the proliferation of weapons of mass destruction and their delivery systems supported by maintaining and improving the effectiveness of multilateral export controls, including through efforts to promote acceptance of these controls internationally. |
| Implementation of regulatory and other measures which support Australia's fulfilment of weapons of mass destruction treaty commitments. |
| Contribution to improving the effectiveness of multilateral export controls for conventional weapons and dual-use equipment and technology. |
| The development of an effective global approach to small arms supported through engagement in regional and international forums, including contributing to a successful international conference on illicit trafficking of small arms in 2001. |
| Contribution to the development and implementation of effective international bans on anti-personnel land mines, including through encouraging further ratifications of the relevant treaty, especially in the Pacific. |

The International Atomic Energy Agency supported in maintaining its leading role in nuclear non-proliferation, safeguards and nuclear safety issues, and in administering a strengthened multilateral safeguards system.

Contribution to the management of the International Atomic Energy Agency, the Organization for the Prohibition of Chemical Weapons, and the Comprehensive Nuclear Test-Ban Treaty Preparatory Commission as effective international organisations which pursue objectives consistent with Australian interests (*also relates to administered item on international organisations*).

Bilateral safeguards agreements negotiated, concluded and implemented as necessary to ensure that Australian uranium is sold for exclusively peaceful, non-explosive purposes.

Regional stability and understanding of Australia's perspectives on security issues enhanced through regular bilateral dialogue with regional governments and support for the ASEAN Regional Forum as a vehicle for dialogue.

Contribution to Sydney 2000 Olympic Games security through advice and support to intelligence and protective security agencies.

Contribution to defence policy through input into the Defence White Paper.

Output 1.3: Secure government communications and security of overseas missions

The Department's Information Management Strategy implemented to ensure timely and secure access to information by staff members in Australia and overseas.

Risk-based contingency plans for overseas missions maintained and advice and funding provided for essential physical and technical security measures consistent with threat assessment levels.

Effective responses coordinated by the Department to unexpected events and crises in Australia and overseas that impact on the security of government communications and overseas missions.

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| Output 1.4: International services to other agencies in Australia and overseas (including Parliament, state representatives, business and other organisations) |
| <i>1.4.1 Parliament in Australia</i> |
| Australian Parliamentarians assisted with overseas visits, and with the visits of their overseas counterparts to Australia, and relevant Parliamentary committees provided with clear and timely information on portfolio issues, objectives and activities. |
| <i>1.4.2 Services to attached agencies overseas</i> |
| Attached agencies at overseas posts provided with a continuing client-focused service under the Common Administrative Services agreement. |
| Secure office automation and communication systems provided for other agencies operating at the Department's overseas missions and at posts managed by AusAID, the Department of Immigration and Multicultural Affairs and Austrade. |
| <i>1.4.3 Services to business</i> |
| In support of improved market access and investment proposals, Australian industry consulted and provided with information services, including market analysis, economic and trade statistics, and advice on Australia's WTO rights, obligations and commitments. |
| Australian companies assisted in gaining high-level access, and representations made on their behalf. |
| <i>1.4.4 Services to State Governments and other agencies overseas and in Australia</i> |
| State Government representatives assisted with overseas visits and provided with clear and timely information on issues of interest to them. |
| State and Federal Government agencies provided with accurate, up-to-date advice on Australia's WTO rights, obligations and commitments, and advice on programs where appropriate. |

Contribution to strategic assessments on Australia’s regional economic and security interests through the provision of open source information on Indonesia and the South Pacific to the Australian intelligence community, including by translating relevant material.

Output 1.5: Services to diplomatic and consular representatives in Australia

1.5.1 Services to the diplomatic and consular corps

Australia’s Vienna Convention obligations to protect the premises and dignity of diplomatic and consular missions in Australia more fully met through dialogue and coordination with other Commonwealth agencies, and by ensuring relevant protective agencies understand these obligations.

Engagement with the corps deepened and broadened through the provision of enhanced services, close coordination with other Commonwealth departments and agencies, and the development of a range of partnership activities with the corps.

Services to the corps enhanced through the upgrading of the Protocol Database, the facilitation of improved airport access by diplomatic and consular personnel, and the coordination of briefings to the corps on issues of common interest.

1.5.2 Provision of protection advice through liaison with the Protective Security Coordination Centre

Contribution to the development of appropriate policies on dignitary protection in consultation with other agencies and through representation on Federal and State committees, with particular focus on the Sydney Olympics.

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| Performance Information for Departmental Outputs |
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| Output 1.1: Protection and advancement of Australia's international interests through the diplomatic network and Canberra-based activity |
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| <i>Quality</i> | Satisfaction of portfolio ministers with the protection and advancement of Australia's international interests, including the conduct and timeliness of bilateral and multilateral negotiations, representations, post reporting and the organisation of official programs. |
| | Maintenance by the Department of a strong capacity to respond to international events. |
| <i>Quantity</i> | Scope and composition of the DFAT-managed diplomatic network. |
| | Number of representations made to other governments and international organisations in support of Australia's international interests. |
| | Number of international meetings or negotiations attended, including on behalf of other Commonwealth agencies. |
| | Number of official programs prepared for DFAT ministers and senior officials. |
| | Number of official programs prepared for the Prime Minister, other Commonwealth ministers and senior officials. |
| | Number of reporting cables produced by our overseas missions. |
| | Number of occasions on which the Department has contributed to the development of policies by other Commonwealth agencies. |
| <i>Price</i> | \$273.187m |

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| Output 1.2: Provision of policy advice and analysis to Portfolio Ministers |
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Outcome 1

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| <i>Quality</i> | Satisfaction of portfolio ministers with the Department's policy advice, analysis, speeches and briefings, including the Department's coordination role with other agencies on policy issues which have an international dimension. |
| <i>Quantity</i> | Number of units of policy advice delivered, including ministerial and cabinet submissions, ministerial correspondence, and speeches and briefings including parliamentary briefings. |
| | Number of consultations conducted with other Commonwealth agencies, state and territory governments, business and non-government organisations in the context of the Department's development of foreign and trade policy advice. |
| | Number of Foreign Affairs Council and Trade Policy Advisory Council meetings organised. |
| <i>Price</i> | \$51.461m |

| Output 1.3: Secure government communications and security of overseas missions | |
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| <i>Quality</i> | Client satisfaction with the secure communications network and secure telecommunication infrastructure. |
| | Availability of communications to clients through the secure network; provision of critical services and effective contingency arrangements; timeliness of cable delivery. |
| | Client satisfaction with the suitability and effectiveness of security-related contingency plans at overseas missions, and with the level of physical security at overseas chanceries and residences, including responsiveness to unexpected events. |
| <i>Quantity</i> | Number of posts and Commonwealth entities with access to the secure communications network and secure telecommunications infrastructure. |
| | Number of clients serviced, types of services provided and volume of traffic handled. |
| | Number of overseas missions for which security services are provided, including security review services. |
| | Number of security clearances and reviews processed. |
| <i>Price</i> | \$76.556m |

| Output 1.4: International services to other agencies in Australia and overseas (including Parliament, state representatives, business and other organisations) | |
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| <i>Quality</i> | Client satisfaction with administrative, visit facilitation and communications services provided. |
| <i>Quantity</i> | Scope and composition of administrative services provided to other agencies overseas. |

Outcome 1

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| | Number of official programs organised for members of the Commonwealth Parliament (excluding the Prime Minister or ministers) and parliamentary delegations. |
| | Number of overseas visits by representatives of State or Territory governments, and by State and Territory parliamentarians, supported by the Department. |
| | Number of Australian companies supported by the Department with advice on market conditions, access to government and private sector contacts, and through representations directly connected with their particular interests. |
| <i>Price</i> | \$19.098m |

| Output 1.5: Services to diplomatic and consular representatives in Australia | |
|---|--|
| <i>Quality</i> | Client satisfaction with the provision of services to diplomatic and consular representatives. |
| <i>Quantity</i> | Number of diplomatic and consular representatives for whom the Department provides services. |
| | Number and category of services provided. |
| <i>Price</i> | \$2.120m |

| Performance Information for Administered Items | |
|--|--|
| Contributions to International Organisations <i>(for effectiveness see sub-outputs 1.1.6, 1.1.7 and 1.1.8)</i> | |
| <i>Quality</i> | Efficiency and timeliness of administration of contributions paid in accordance with the requirements of relevant organisations. |
| <i>Quantity</i> | Number of international organisations to which Australia contributes. |
| <i>Price</i> | \$103.499m |
| Export Finance and Insurance Corporation – payments in respect of national interest business <i>(for effectiveness see sub-outputs 1.1.6)</i> | |
| <i>Quality</i> | National interest payments and receipts managed in accordance with the national interest provisions of the EFIC Act. |
| <i>Quantity</i> | Value of payments and receipts; value of exports supported on EFIC's National Interest Account. |

Outcome 1

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|---|--|
| <i>Price</i> | \$15.500m |
| Compensation for Detriment caused by Defective Administration <i>(for effectiveness see all outputs and sub-outputs relating to outcome 1)</i> | |
| <i>Quality</i> | Efficiency and timeliness of case management, where necessary. |
| <i>Quantity</i> | Where necessary, number of cases successfully managed. |
| <i>Price</i> | \$0.054m |

Table 2.2.1, above, lists the information that the Department of Foreign Affairs and Trade will use to assess its performance in achieving Outcome 1 during 2000-01. The table shows quality, quantity and effectiveness indicators and the price of the outputs. The table also shows the uses to which administered resources will be put (including, where applicable, the outputs by third parties) in relation to Outcome 1.

Achievement of planned performance will be reported in the Department of Foreign Affairs and Trade's 2000-01 Annual Report.

EVALUATIONS

In evaluating the Department's performance in the annual report, the Department expects to draw on a range of cyclical and periodic performance evaluation mechanisms. These include:

- Post Evaluation Reports
- Divisional Evaluation Reviews
- Office Evaluation Reports
- Post Liaison Visits
- Internal audits
- Australian National Audit Office reports, and
- Policy reviews.

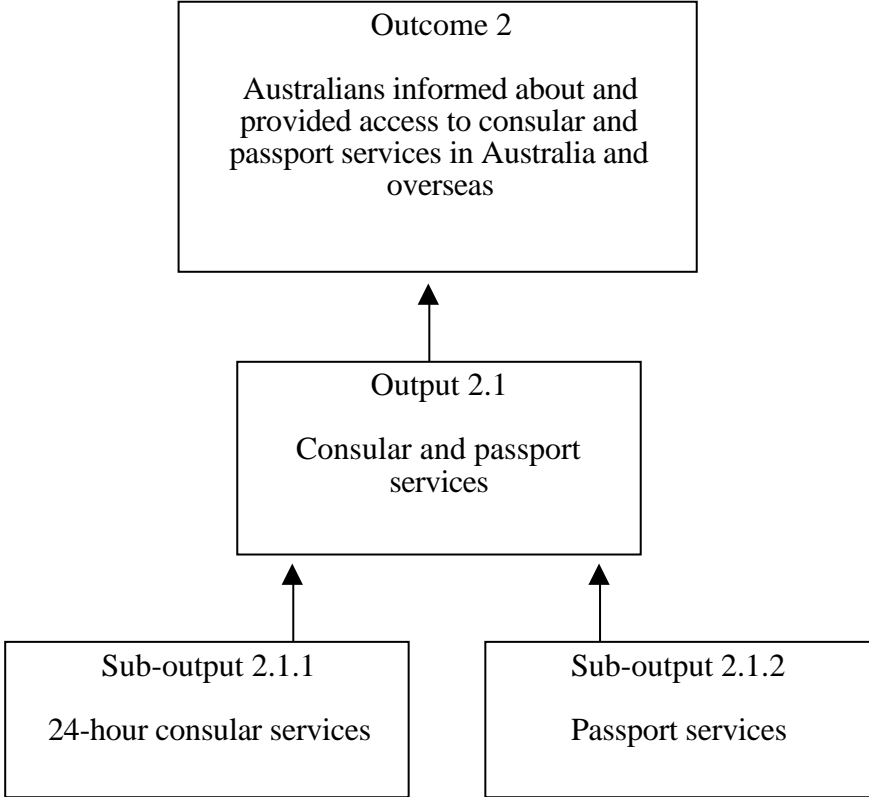
COMPETITIVE TENDERING AND CONTRACTING

Outcome 1

The Department's market-testing and contracting activities are overseen by its Competitive Tendering and Contract Management Unit. The unit, located within the Finance Management Branch, provides guidance to all areas of the Department in procurement and contracting matters. The unit also assists operational areas in market-testing their functions and assists in selecting providers and establishing contracts.

Consistent with government policy the Department has an active program of market-testing particularly in respect of corporate support functions. Major functions which are now performed by external providers include logistical and delivery services, mail processing, archival processing, aspects of recruitment and training, some legal services, provision of desk top hardware, receptionist and telephone services. The Department will continue to identify further activities on which the market will be approached in the next three years, including travel claims processing, accounts processing, overseas property management and fleet management.

Chart 2.2.2 Department of Foreign Affairs and Trade - Relationship between Outcome 2 and Contributing Output



Note: Revenue from Government (Appropriations) contributes 99.8% the Total Price of Outputs for Outcome 2 for 2000-01

OUTCOME 2 — DESCRIPTION

OUTCOME 2 - AUSTRALIANS INFORMED ABOUT AND PROVIDED ACCESS TO CONSULAR AND PASSPORT SERVICES IN AUSTRALIA AND OVERSEAS

Output 2.1: Consular and passport services

The Department provides 24-hour consular and passport services to Australians travelling overseas and their families in Australia through the network of overseas missions and honorary consulates, a consular operations centre and consular cooperation arrangements with other countries. Australian travellers are kept informed about international developments, including potential trouble spots, and the extent to which the Australian Government can assist them. The Department operates a registration service for Australian travellers at its missions overseas, including a warden system in selected countries. Under the authority of the *Passports Act 1938*, the Department provides secure travel documents to eligible Australian citizens.

In addition to maintaining its consular and passport services, in 2000-01 the Department will continue to enhance its consular information program, through an upgraded consular travel advice system and the use of improved technology. The security features of Australian travel documents will be strengthened.

BUDGET MEASURES AFFECTING OUTCOME 2

Pricing review of departmental resourcing

Budget Measure Purpose: The Government will provide ongoing funding to supplement the existing consular network, enabling it to meet a significant expected increase in the demand for consular services. This measure contributes to the Government's commitment to provide a comprehensive and high-quality consular service for Australians abroad.

Impact of the Budget Measure: The Departments of Foreign Affairs and Trade and Finance and Administration recently completed a pricing review of the provision of consular services. The review confirmed that the Government provides one of the most comprehensive and high quality consular services in the world at a reasonable cost. Demand for consular services has increased in recent years, and is expected to increase significantly in future years due primarily to increasing numbers of Australians travelling overseas and living overseas.

Financial Implications: Additional ongoing funding of \$1.1 million per annum will be used to maintain the current level of service in the face of increasing demand. The funding will be used to ensure that essential travel advice and information is better targeted, to develop global on-line case management technology, and to extend access to the 24-hour Consular Operations Centre to as many consular clients and countries as possible.

Consular notarial fees will be increased in order to meet these additional costs. This is expected to raise an additional \$1.1 million per annum. Notarial services include the authentication or legalisation of private or commercial documents covering transactions between parties in two or more countries.

OUTCOME 2 - RESOURCING

Table 2.3.2 shows how the 2000-01 appropriations translate to total resourcing for Outcome 2, including Administered Expenses, Revenue from Government (Appropriation), Revenue from Other Sources, and the Total Price of Outputs. Cell references **C2**, **E2** and **I2** show the links back to Table 1.1, the Appropriations Table, on page 19.

Table 2.3.2: Total Resources for Outcome 2 (\$'000)

| | Estimated Actual 1999-2000 (\$'000) | Budget Estimate 2000-01 (\$'000) |
|---|---|--|
| ADMINISTERED APPROPRIATIONS | | |
| Emergency advances to Australian travellers | 175 | 175 |
| Total Administered Expenses | 175 | 175 |
| DEPARTMENTAL APPROPRIATIONS | | |
| Output 2.1 - Consular and passport services | | |
| Sub-output 2.1.1 - 24-hour consular services | 36,683 | 39,033 |
| Sub-output 2.1.2 - Passport services | 92,429 | 96,653 |
| Total Revenue from Government Appropriation | 129,112 | 135,691 |
| Contributing to Price of Departmental Output | 90.1% | 99.8% |
| Total Revenue from Other Sources | 14,154 | 22,200 |
| Total Price of Departmental Outputs | 143,266 | 135,911 |
| TOTAL ESTIMATED RESOURCING FOR OUTCOME 2 | 143,441 | 136,092 |
| Average Staffing Years (number) | 1999-2000 | 2000-01 |
| | 666 | 618 |

Notes:

1. further details on Revenue from Other Sources can be found in Appendix 1, page 66.
2. The price of outputs is expected to reduce in 2000-01 when compared with that of 1999-2000 partially due to cost reductions from Government tax reforms

OUTCOME 2 - CONTRIBUTION OF OUTPUTS

PERFORMANCE INFORMATION FOR OUTCOME 2

Table 2.4.2: Performance Information and Level of Achievement, 2000-01

Effectiveness Indicators – Overall Achievement of the Outcome

| |
|--|
| Output 2.1: Consular and passport services |
| 2.1.1 24-hour consular services |
| Comprehensive, high-quality consular services provided to the growing number of Australians travelling overseas, including through the use of improved technology. |
| Awareness among Australian travellers of potential trouble spots and understanding of the extent of assistance that the Australian Government can provide. |
| Responsiveness of the Department to major international crises or natural disasters in order to help Australians affected by them. |
| Accessibility of advice to and support for Australians travelling overseas, as well as their families in Australia, through the Department's network of overseas posts and honorary consulates, the 24-hour Consular Operations Centre, and consular cooperation arrangements with other countries (<i>also relates to administered item Travellers' Emergency Loans</i>). |
| Improved consular information program, including upgraded consular travel advice system and better use of website. |
| Improved consular network, through widening of the 24-hour service overseas, more honorary consuls, greater cooperation with partner consular services and better consular case management. |

| |
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| <i>2.1.2 Passport services</i> |
| Comprehensive, secure and high-quality passport service accessible to the public through Australian passport offices, overseas posts, the seven-day Australian Passport Information Service and the passports web page. |
| Client access and services improved through simplified procedures and processes for issue and renewal of passports in Australia and overseas. |
| Security features of Australian travel documents strengthened. |
| Client services provided in Australia and overseas within the parameters of the Client Service Charter, with particular reference to turn-around times. |

| |
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| Performance Information for Departmental Outputs |
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| Sub-output 2.1.1: 24-hour consular services |
|--|

| | |
|-----------------|--|
| <i>Quality</i> | Satisfaction of the public and travel industry with consular services. |
| | Extent to which highly developed crisis management procedures are in place and tested. |
| | Response time to consular issues. |
| <i>Quantity</i> | Number of Australians assisted overseas, including the number of public enquiries handled, notarial acts performed and travel advisories issued. |
| | Number of unexpected events or crises handled by the Department, number of associated Departmental Emergency Task Force/Inter-Departmental Emergency Task Force meetings held, and the duration of Crisis Centre operations. |
| <i>Price</i> | \$39.039m |

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|--|
| Sub-output 2.1.2: Passport services |
|--|

| | |
|-----------------|--|
| <i>Quality</i> | Satisfaction of the public and travel industry with passport services. |
| | Turn-around time for passport issue, including urgent issues. |
| <i>Quantity</i> | Number of passport enquiries handled by the Australian Passport Information Service. |
| | Number of travel documents issued, including urgent issues. |
| <i>Price</i> | \$96.655m |

| Performance information for administered items | |
|--|--|
| Traveller's Emergency Loans <i>(for effectiveness see sub-output 2.1.1)</i> | |
| <i>Quality</i> | Travellers' Emergency Loans granted to Australian travellers in accordance with the guidelines laid down in the Consular Instructions. |
| <i>Quantity</i> | Number of Australian travellers assisted by receipt of emergency loans. |
| | Success of debt recovery activities. |
| <i>Price</i> | \$0.175m |

Table 2.4.2, above, lists the information that the Department of Foreign Affairs and Trade will use to assess its performance in achieving Outcome 2 during 2000-01. The table shows quality, quantity and effectiveness indicators and the price of the sub-outputs. The table also shows the uses to which administered resources will be put (including, where applicable, the outputs by third parties) in relation to Outcome 2.

Achievement of planned performance will be reported in the Department of Foreign Affairs and Trade's 2000-01 Annual Report.

EVALUATIONS

In evaluating the Department's performance in the annual report, the Department expects to draw on a range of cyclical and periodic performance evaluation mechanisms. These include:

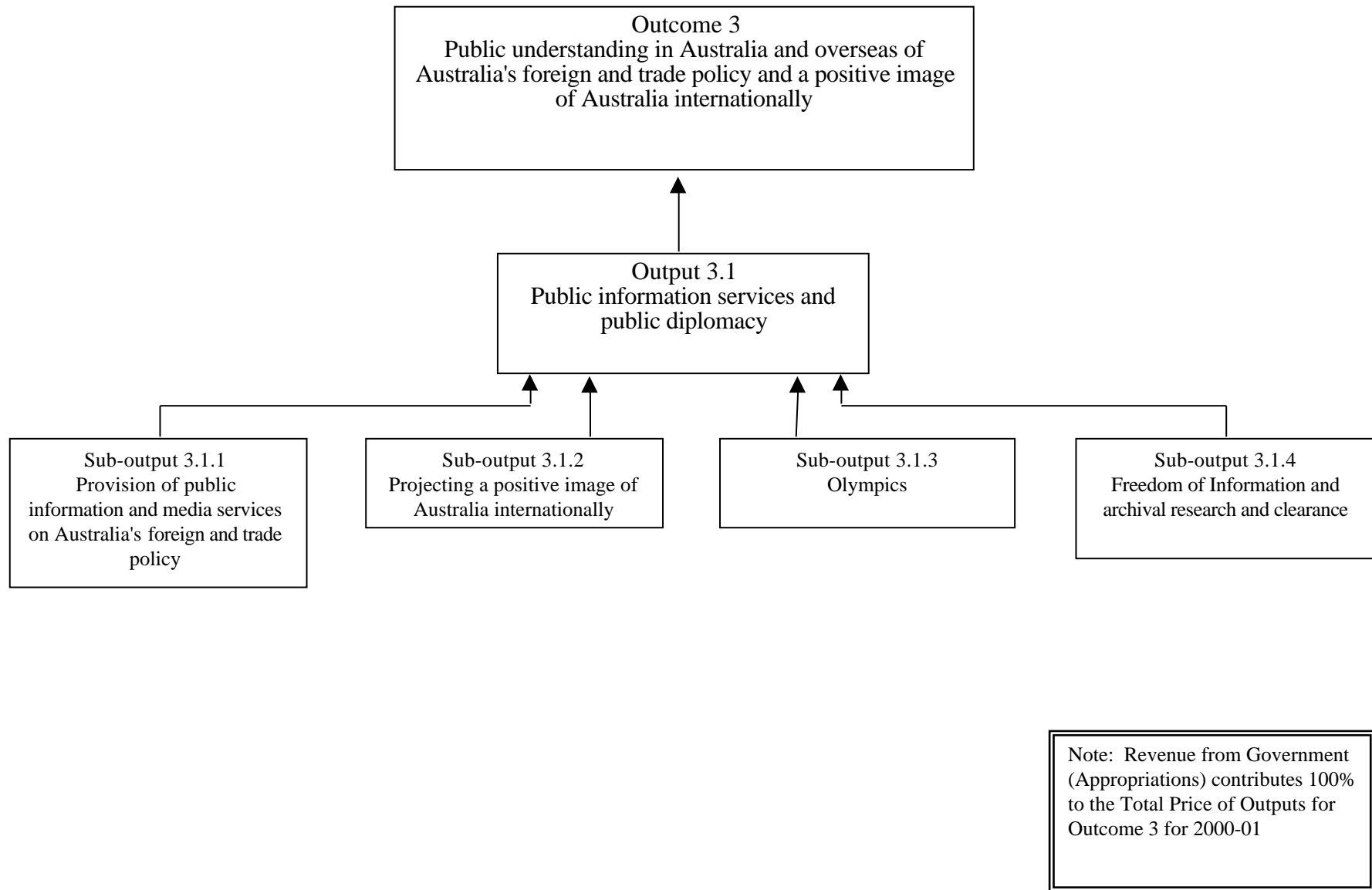
- Post Evaluation Reports
- Divisional Evaluation Reviews
- Office Evaluation Reports
- Post Liaison Visits
- Internal audits
- Australian National Audit Office reports, and
- Policy reviews.

COMPETITIVE TENDERING AND CONTRACTING

Over 50 per cent of passport production and processing is outsourced and further opportunities are being pursued as part of continuing efforts to improve client service. Currently over 80 per cent of the passport interview process is provided by Australia Post. Operation of the passport telephone information service and the production of passport booklets, forms and laminates are fully outsourced.

(See also Outcome 1, page 39.)

Chart 2.3.3 Department of Foreign Affairs and Trade - Relationship between Outcome 3 and Contributing Outputs



OUTCOME 3–DESCRIPTION

Output 3.1: Public information services and public diplomacy

The Department provides public information services overseas and in Australia aimed at promoting a positive image of Australia internationally and increasing public understanding of Australia's foreign and trade policies. The Department operates a 24-hour media service and comprehensive websites, and conducts media briefings.

In 2000-01 priority areas of the Government's public diplomacy will be promoting greater awareness of portfolio issues, including the importance to Australia of trade and open markets, and conveying an accurate and contemporary image of the Australian economy and its people. The Department will use international attention on the Sydney Olympics to promote greater awareness of Australia and to advance portfolio interests where possible.

BUDGET MEASURES AFFECTING OUTCOME 3

There are no new measures in the 2000-01 Budget that affect Outcome 3.

OUTCOME 3 - RESOURCING

Table 2.5.3 shows how the 2000-01 appropriations translate to total resourcing for Outcome 3, including Administered Expenses, Revenue from Government (Appropriation), Revenue from Other Sources, and the Total Price of Outputs. Cell references **C3**, **E3** and **I3** show the links back to Table 1.1, the Appropriations Table, page 19.

Table 2.5.3: Total Resources for Outcome 3 (\$'000)

| | Estimated Actual 1999-2000 (\$'000) | Budget Estimate 2000-01 (\$'000) |
|---|---|--|
| ADMINISTERED APPROPRIATIONS | | |
| Grants and Contributions | 0 | 3,541 |
| Grawemeyer Award for Ideas Improving World Order | 41 | 0 |
| Participation at Expo 2000, Germany | 7,428 | 750 |
| Total Administered Expenses | 7,469 | 4,291 (13) |
| DEPARTMENTAL APPROPRIATIONS | | |
| Output 3.1 - Public information services and public diplomacy | 64,556 | 50,333 |
| Total Revenue from Government (Appropriations) | 64,556 | 50,333 (C3) |
| Contributing to Price of Departmental Output | 90.1% | 100.0% |
| Total Revenue from Other Sources | 7,077 | 0 |
| Total Price of Departmental Outputs | 71,633 | 50,333 (E3) |
| TOTAL ESTIMATED RESOURCING FOR OUTCOME 3 | 79,102 | 54,633 |
| Average Staffing Years (number) | 1999-2000 | 2000-01 |
| | 334 | 326 |

Notes:

Outcome 3

1. The Grants and Contributions expenses (\$3.554m) were included in the 1998-99 financial year as administered capital, however, actual payments were made in the 1999-2000 financial year.
2. The Grawemeyer Award program lapses at the end of the 1999-2000 financial year.
3. Detail on Revenue from Other Sources can be found in Appendix 1, page 66.
4. The price of outputs is expected to reduce in 2000-01 when compared with that of 1999-2000 partially due to cost reductions from Government tax reforms

OUTCOME 3 - CONTRIBUTION OF OUTPUTS

PERFORMANCE INFORMATION FOR OUTCOME 3

Table 2.6.3: Performance Information and Level of Achievement, 2000-01

| |
|--|
| <i>Effectiveness Indicators – Overall Achievement of the Outcome</i> |
| Output 3.1: Public information services and public diplomacy |
| <i>3.1.1 Provision of public information and media services on Australia's foreign and trade policy</i> |
| Contribution to awareness and public understanding of Australian foreign and trade policy through Departmental engagement with the media. |
| Department's Internet websites and publications updated and enhanced to promote understanding of foreign and trade policy issues. |
| Greater domestic awareness of portfolio issues promoted (particularly in regional and rural centres), including of the importance to Australia of open markets and the benefits of trade, through: <ul style="list-style-type: none"> · Support to the Minister for Foreign Affairs, Minister for Trade and the Parliamentary Secretary for public presentations; · Briefings and public presentations by Departmental officers including from the Department's State and Territory offices; · Development of brochures, reports, Internet-based material and ministerial speech input. |
| Portfolio issues highlighted for Australian students through the development of curriculum-based material. |

| |
|---|
| Benefits of trade, and related Australian and Cairns Group positions, promoted internationally through studies and the provision of tailored information packages; misinformation countered. |
| Contribution to increased public understanding of arms control and regional security matters, and nuclear fuel-cycle issues and safeguards, including through interaction with the media, the Internet, the Council for Security Cooperation in Asia and the Pacific, regular production of <i>Peace and Disarmament News</i> , and contributions to internationally recognised publications. |
| Electronic database of international treaties maintained and updated to ensure continued accessibility, through the Internet, by the widest possible audience. |
| East Asia Analytical Unit reports successfully launched on East Asia-related topics of interest to Australian business, including on financial market reform in the region, on the recovering economies of Thailand and Indonesia, and the commencement of reporting on emerging market opportunities outside East Asia, including Latin America and the Middle East. |
| Contribution to a positive image of Australia in Asia through highlighting in the <i>Asialine</i> magazine of trade opportunities and Government support available to business. |
| Commercially useful information and statistical services provided to business and the public through publication of trade and economic reports, Internet-based information and client-based statistical and market access information services. |
| <i>3.1.2 Projecting a positive image of Australia internationally</i> |
| An accurate and contemporary image of Australia projected through public diplomacy activities and initiatives, including targeted international media, special visitor program and cultural award scheme visits, and public affairs material. |
| Public affairs strategies developed to counter misperceptions of Australia. |
| International appreciation for Australian cultural achievements enhanced through the work of the Commission on International Cultural Promotion and support for Australian performing groups, artists, exhibitors and other cultural visitors touring overseas. |

| |
|--|
| Implementation of the Australia International Cultural Council three-year strategy for the Coordination and Promotion of Australian Cultural Activity Overseas. |
| Strategy implemented for the international promotion of major events including the Centenary of Federation. |
| Positive image of Australia conveyed through successful operation of the Australian Expo 2000 pavilion in Hannover (<i>also relates to administered item on Expo 2000</i>). |
| Non-official linkages and partnerships between Australia and key Asian partners developed, and a positive image of Australia promoted in these countries, through the work of the Australia-China Council, Australia-India Council, Australia-Indonesia Institute, Australia-Japan Foundation, and Australia-Korea Foundation. |
| <i>3.1.3 Olympics</i> |
| Australia's foreign and trade policy interests relating to the Sydney Olympics advanced through effective coordination and liaison with the Sydney Organising Committee for the Olympic Games and other agencies, including the Olympic Torch relay through Oceania. |
| Australia's image promoted through placement on the Olympic Virtual Media Centre of public affairs and media material produced for overseas markets. |
| Sydney Media Centre judged by the international media to meet its requirements for the Sydney Olympics. |
| <i>3.1.4 Freedom of Information and archival research and clearance</i> |
| Obligations under the Freedom of Information Act fully met. |
| First draft of <i>One Hundred Years of Australia's Engagement with Asia</i> completed and submitted to the Advisory Committee to the Centenary of Federation Project. |

Performance information for departmental outputs
Output 3.1: Public information services and public diplomacy

| | |
|-----------------|---|
| <i>Quality</i> | 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. |
| <i>Quantity</i> | Number of Australian performing groups, artists, exhibitors and other cultural visitors supported. |
| | Number of public briefings given by DFAT staff in Australia and overseas. |
| | Number of other public diplomacy/cultural activities organised. |
| | Number of media-related enquiries handled by the media liaison section. |
| | Number of visits organised under the International Media and Special Visitor Programs and the Cultural Award 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. |

Outcome 3

| | |
|--------------|---|
| | Number of records assessed for international relations sensitivities before release under the Archives Act and number of completed requests for archival information. |
| <i>Price</i> | \$50.337m |

| Performance Information for Administered Items | |
|--|--|
| Grants and Contributions <i>(for effectiveness see sub-output 3.1.2)</i> | |
| <i>Quality</i> | Grants administered in accordance with Commonwealth guidelines on the administration of the Discretionary Grants Program. |
| <i>Quantity</i> | Number of grants. |
| <i>Price</i> | \$3.547m |
| Participation at Expo 2000, Germany <i>(for effectiveness see sub-output 3.1.2)</i> | |
| <i>Quality</i> | Ministerial and stakeholder satisfaction with the implementation process, and the degree to which a positive image of Australia is projected internationally and Australia's profile raised. |
| <i>Quantity</i> | Number of stakeholders, sponsors, and visitors to displays and participating in business development program, and number of performances by Australian artists. |
| <i>Price</i> | \$0.750m |

Table 2.6.3, above, lists the information that the Department of Foreign Affairs and Trade will use to assess its performance in achieving Outcome 3 during 2000-01. The table shows quality, quantity and effectiveness indicators and the price of the outputs. The table also shows the uses to which administered resources will be put (including, where applicable, the outputs by third parties) in relation to Outcome 3.

Achievement of planned performance will be reported in the Department of Foreign Affairs and Trade's 2000-01 Annual Report.

EVALUATIONS

In evaluating the Department's performance in the annual report, the Department expects to draw on a range of cyclical and periodic performance evaluation mechanisms. These include:

- Post Evaluation Reports

- Divisional Evaluation Reviews
- Office Evaluation Reports
- Post Liaison Visits
- Internal audits
- Australian National Audit Office reports, and
- Policy reviews.

COMPETITIVE TENDERING AND CONTRACTING

See Outcome 1 (page 39).