





REFERENCE MATERIAL

Glossary of terms	341
Acronyms and abbreviations	342
List of figures	345
List of tables	346
List of images	347
Index	350



GLOSSARY OF TERMS

additional estimates	Where amounts appropriated at budget time are insufficient, Parliament may approve additional funds to agencies through additional appropriation legislation.
administered items	Revenues, expenses, assets or liabilities managed by agencies on behalf of the Commonwealth. Agencies do not control administered items. Administered expenses include grants, subsidies and benefits. In many cases, administered expenses fund the delivery of third party outputs.
agency	Agencies are Commonwealth entities as defined under Section 10 of the <i>Public Governance,</i> Performance and Accountability Act 2013.
appropriation	An authorisation by Parliament to spend moneys from the Consolidated Revenue Fund for a particular purpose.
APS employee	A person engaged under section 22, or a person who is engaged as an APS employee under section 74, of the <i>Public Service Act 1999</i> .
average staffing level	The average number of employees receiving salary over the financial year, with adjustments for part-time and casual employees to show the full-time equivalent.
core funding	Contributions to the regular budgets of organisations to support agreed activities in their strategic plans.
corporate governance	The process by which agencies are directed and controlled. It encompasses authority, accountability, stewardship, leadership, direction and control.
departmental items	Revenue, expenses, assets and liabilities that are controlled by the agency in providing its programs.
economic diplomacy	Economic diplomacy is the use of Australia's international diplomatic assets to advance Australia's prosperity and global prosperity. It is guided by four key pillars: promoting trade; encouraging growth; attracting investment; and supporting Australian business.
grant	Commonwealth financial assistance as defined under the <i>Commonwealth Grants Rules and Guidelines</i> (paragraphs 2.3 – 2.5).
key performance indicators (KPIs)	Annual program performance targets that are outlined in the Foreign Affairs and Trade Portfolio Budget Statements.
memorandum of understanding (MOU)	A document outlining the terms and details of a non-binding arrangement between parties including each party's requirements and responsibilities.
non-core funding	Funding for organisations for specific programs with a clearly identified purpose.
non-ongoing APS employee	A person engaged as a non-ongoing APS employee under subsection 22(2)(b) or 22(2)(c) of the <i>Public Service Act 1999</i> .
ongoing APS employee	A person engaged as an ongoing APS employee under subsection 22(2)(a) of the <i>Public Service Act 1999.</i>
performance pay	A payment in recognition of performance.
Portfolio Budget Statements	Inform the public and Parliament of the proposed allocation of resources by program to achieve the agency's outcomes.
program	An activity or a group of activities that deliver benefits, services or transfer payments to individuals, industry/business or the community as a whole and are the primary vehicles for government agencies to achieve the intended results of their outcome statements.
purchaser–provider arrangements	Arrangements under which the services of one agency are purchased by another agency to contribute to outcomes.
service charter	A public statement about the service that a department will provide and what customers can expect from the department. It is government policy that departments which provide services directly to the public have service charters in place.



ACRONYMS AND ABBREVIATIONS

AACES	Australia Africa Community Engagement Scheme	
ACC	Australian Civilian Corps	
ADB	Asian Development Bank	
ADF	Australian Defence Force	
ADF	Asian Development Fund (ADB)	
AGAG	Australia–Germany Advisory Group	
ANAO	Australian National Audit Office	
ANCP	Australian NGO Cooperation Program	
APEC	Asia–Pacific Economic Cooperation (forum)	
APO	Australian Passport Office	
APPRs	aid program performance reports	
APS	Australian Public Service	
ARC	Australian Red Cross	
ARF	ASEAN Regional Forum	
ASEAN	Association of Southeast Asian Nations	
AUKMIN	Australia–United Kingdom Ministerial Consultations	
AUSFTA	Australia – United States Free Trade Agreement	
AUSMIN	Australia – United States Ministerial Consultations	
Austrade	Australian Trade and Investment Commission	
AVID	Australian Volunteers for International Development	
CECA	Comprehensive Economic Cooperation Agreement (Australia–India)	
ChAFTA	China–Australia Free Trade Agreement	
COP 21	UNFCCC 21st Conference of Parties	
CRT	Crisis Response Team	
CSIRO		
CSIRO CSP	Crisis Response Team Commonwealth Scientific and Industrial Research Organisation Comprehensive Strategic Partnership (Australia–Singapore)	
CSIRO CSP DFAT	Crisis Response Team Commonwealth Scientific and Industrial Research Organisation	
CSIRO CSP DFAT	Crisis Response Team Commonwealth Scientific and Industrial Research Organisation Comprehensive Strategic Partnership (Australia–Singapore) Department of Foreign Affairs and Trade East Asia Summit	
CSIRO CSP DFAT EAS	Crisis Response Team Commonwealth Scientific and Industrial Research Organisation Comprehensive Strategic Partnership (Australia–Singapore) Department of Foreign Affairs and Trade East Asia Summit Export Finance and Insurance Corporation	
CSIRO CSP DFAT EAS Efic	Crisis Response Team Commonwealth Scientific and Industrial Research Organisation Comprehensive Strategic Partnership (Australia–Singapore) Department of Foreign Affairs and Trade East Asia Summit Export Finance and Insurance Corporation Extractive Industries Transparency Initiative	
CSIRO CSP DFAT EAS Efic EITI	Crisis Response Team Commonwealth Scientific and Industrial Research Organisation Comprehensive Strategic Partnership (Australia–Singapore) Department of Foreign Affairs and Trade East Asia Summit Export Finance and Insurance Corporation Extractive Industries Transparency Initiative executive level	
CSIRO CSP DFAT EAS Efic EITI EL	Crisis Response Team Commonwealth Scientific and Industrial Research Organisation Comprehensive Strategic Partnership (Australia–Singapore) Department of Foreign Affairs and Trade East Asia Summit Export Finance and Insurance Corporation Extractive Industries Transparency Initiative executive level European Union	
CSIRO CSP DFAT EAS Efic EITI EL EU FOI	Crisis Response Team Commonwealth Scientific and Industrial Research Organisation Comprehensive Strategic Partnership (Australia–Singapore) Department of Foreign Affairs and Trade East Asia Summit Export Finance and Insurance Corporation Extractive Industries Transparency Initiative executive level European Union freedom of information	
CSIRO CSP DFAT EAS Efic EITI EL EU FOI	Crisis Response Team Commonwealth Scientific and Industrial Research Organisation Comprehensive Strategic Partnership (Australia–Singapore) Department of Foreign Affairs and Trade East Asia Summit Export Finance and Insurance Corporation Extractive Industries Transparency Initiative executive level European Union free dom of information free trade agreement	
CSIRO CSP DFAT EAS Efic EITI EL EU FOI FTA	Crisis Response Team Commonwealth Scientific and Industrial Research Organisation Comprehensive Strategic Partnership (Australia–Singapore) Department of Foreign Affairs and Trade East Asia Summit Export Finance and Insurance Corporation Extractive Industries Transparency Initiative executive level European Union free dom of information free trade agreement Green Climate Fund	
CSIRO CSP DFAT EAS Efic EITI EL EU FOI FTA GCF	Crisis Response Team Commonwealth Scientific and Industrial Research Organisation Comprehensive Strategic Partnership (Australia–Singapore) Department of Foreign Affairs and Trade East Asia Summit Export Finance and Insurance Corporation Extractive Industries Transparency Initiative executive level European Union freedom of information free trade agreement	

ном	head of mission
HR	human resources
IA-CEPA	Indonesia–Australia Comprehensive Economic Partnership Agreement
ICN	international communications network
ICT	
	information and communications technology
IORA	Indian Ocean Rim Association
iXc	innovationXchange
JSCOT	(Parliamentary) Joint Standing Committee on Treaties
LES	locally engaged staff
MC10	WTO 10th Ministerial Conference
MDF	market development facility
MIKTA	Mexico, Indonesia, Republic of Korea, Turkey and Australia
мои	memorandum of understanding
NATO	North Atlantic Treaty Organization
NCP	New Colombo Plan
NGO	non-government organisation
ODA	Official Development Assistance
ODE	Office of Development Effectiveness
OECD	Organisation for Economic Co-operation and Development
ОРО	Overseas Property Office and Services
P5+1	China, France, Russia, United Kingdom and United States (UN Permanent Five) + Germany
PACER	Pacific Agreement on Closer Economic Relations
PBS	Portfolio Budget Statements
PGPA	Public Governance, Performance and Accountability (Act)
PIF	Pacific Islands Forum
PNG	Papua New Guinea
	Pacific Islands Forum Papua New Guinea Regional Comprehensive Economic Partnership
PNG RCEP	Pacific Islands Forum Papua New Guinea
PNG RCEP SAFTA	Pacific Islands Forum Papua New Guinea Regional Comprehensive Economic Partnership Singapore—Australia Free Trade Agreement Secure Australian Telecommunications and Information Network
PNG RCEP SAFTA SATIN SES	Pacific Islands Forum Papua New Guinea Regional Comprehensive Economic Partnership Singapore–Australia Free Trade Agreement Secure Australian Telecommunications and Information Network senior executive service
PNG RCEP SAFTA SATIN SES SLA	Pacific Islands Forum Papua New Guinea Regional Comprehensive Economic Partnership Singapore–Australia Free Trade Agreement Secure Australian Telecommunications and Information Network senior executive service Service Level Agreement
PNG RCEP SAFTA SATIN SES SLA SME	Pacific Islands Forum Papua New Guinea Regional Comprehensive Economic Partnership Singapore—Australia Free Trade Agreement Secure Australian Telecommunications and Information Network senior executive service Service Level Agreement small to medium enterprise
PNG RCEP SAFTA SATIN SES SLA SME	Pacific Islands Forum Papua New Guinea Regional Comprehensive Economic Partnership Singapore—Australia Free Trade Agreement Secure Australian Telecommunications and Information Network senior executive service Service Level Agreement small to medium enterprise sovereign wealth fund
PNG RCEP SAFTA SATIN SES SLA SME SWF	Pacific Islands Forum Papua New Guinea Regional Comprehensive Economic Partnership Singapore—Australia Free Trade Agreement Secure Australian Telecommunications and Information Network senior executive service Service Level Agreement small to medium enterprise sovereign wealth fund United Arab Emirates
PNG RCEP SAFTA SATIN SES SLA SME SWF UAE	Pacific Islands Forum Papua New Guinea Regional Comprehensive Economic Partnership Singapore—Australia Free Trade Agreement Secure Australian Telecommunications and Information Network senior executive service Service Level Agreement small to medium enterprise sovereign wealth fund United Arab Emirates United Nations
PNG RCEP SAFTA SATIN SES SLA SME SWF UAE UN	Pacific Islands Forum Papua New Guinea Regional Comprehensive Economic Partnership Singapore—Australia Free Trade Agreement Secure Australian Telecommunications and Information Network senior executive service Service Level Agreement small to medium enterprise sovereign wealth fund United Arab Emirates United Nations United Nations Educational, Scientific and Cultural Organization
PNG RCEP SAFTA SATIN SES SLA SME SWF UAE UN UNESCO UNFCCC	Pacific Islands Forum Papua New Guinea Regional Comprehensive Economic Partnership Singapore—Australia Free Trade Agreement Secure Australian Telecommunications and Information Network senior executive service Service Level Agreement small to medium enterprise sovereign wealth fund United Arab Emirates United Nations United Nations Educational, Scientific and Cultural Organization United Nations Framework Convention on Climate Change
PNG RCEP SAFTA SATIN SES SLA SME SWF UAE UN UNESCO UNFCCC UNICEF	Pacific Islands Forum Papua New Guinea Regional Comprehensive Economic Partnership Singapore—Australia Free Trade Agreement Secure Australian Telecommunications and Information Network senior executive service Service Level Agreement small to medium enterprise sovereign wealth fund United Arab Emirates United Nations United Nations Educational, Scientific and Cultural Organization United Nations Framework Convention on Climate Change United Nations Children's Fund
PNG RCEP SAFTA SATIN SES SLA SME SWF UAE UN UNESCO UNFCCC UNICEF	Pacific Islands Forum Papua New Guinea Regional Comprehensive Economic Partnership Singapore—Australia Free Trade Agreement Secure Australian Telecommunications and Information Network senior executive service Service Level Agreement small to medium enterprise sovereign wealth fund United Arab Emirates United Nations United Nations Educational, Scientific and Cultural Organization United Nations Framework Convention on Climate Change

UN Women	United Nations Entity for Gender Equality and the Empowerment of Women
US	United States of America
USAID	United States Agency for International Development
WASH	water, sanitation and hygiene
WBG	World Bank Group
WMD	weapons of mass destruction
WTO	World Trade Organization
'2+2'	Meeting of foreign and defence ministers from two countries

LIST OF FIGURES

Figure 1	Organisational structure (as at 30 June 2016)	7
Figure 2	Outcomes and programs structure 2015–16	8
Figure 3	Foreign affairs and trade portfolio structure and outcomes (as at 30 June 2016)	9
Figure 4	Australia's trade in goods and services with Oceania	29
Figure 5	Pacific aid program highlights	31
Figure 6	Australia's trade in goods and services with North Asia	36
Figure 7	Australia's trade in goods and services with Southeast Asia	41
Figure 8	Southeast Asia aid program highlights	46
Figure 9	Australia's trade in goods and services with South and West Asia	54
Figure 10	South and West Asia aid program highlights	54
Figure 11	Syria and Iraq humanitarian assistance	59
Figure 12	Middle East and Africa aid program highlights	62
Figure 13	Australia's trade in goods and services with the Americas	67
Figure 14	AUSFTA—10 years on	69
Figure 15	Australia's trade in goods and services with Europe	74
Figure 16	KAFTA and JAEPA	77
Figure 17	Australia's total two-way trade and investment, 2015	92
Figure 18	Services to the Australian Parliament	114
Figure 19	Estimated department ODA by sector, 2015–16	123
Figure 20	AVID program, 2015–16	132
Figure 21	Australian Government response to Tropical Cyclone Winston	142
Figure 22	Global social media coverage, 2015–16	153
Figure 23	Foundations, councils and institutes	156
Figure 24	Australia Awards, 2016	158
Figure 25	Departmental expenses, 2015–16	184
Figure 26	Assets and liabilities, 2011–12 to 2015–16	185

LIST OF TABLES

Table 1	Services to diplomatic and consular representatives in Australia	121
Table 2	Travellers' emergency loans	163
Table 3	Consular services provided to Australian travellers	164
Table 4	Travel documents issued, 2013–14 to 2015–16	171
Table 5	Security and ICT statistics	176
Table 6	Employees by classification, gender and location	210
Table 7	Ongoing and non-ongoing employees, full-time and part-time	211
Table 8	Employees by categories of employment	211
Table 9	SES by level and location	211
Table 10	SES by gender	212
Table 11	SES: New starters and separations during the year	212
Table 12	SES: Inter-agency mobility during the year	212
Table 13	Employees by location and gender as at 30 June 2016	213
Table 14	Employees covered by the Enterprise Agreement, determinations, individual flexibility agreements and remuneration supplementation agreements as at 30 June 2016	214
Table 15	Performance bonus payments by level, 2015–16	215
Table 16	Department of Foreign Affairs and Trade resource statement 2015–16	216
Table 17	Expenses for Outcome 1	218
Table 18	Expenses for Outcome 2	220
Table 19	Expenses for Outcome 3	221
Table 20	Estimated departmental ODA by country and region, 2015–16	222
Table 21	Workplace health and safety statistics	228
Table 22	Advertising and market research	233
Table 23	Contributions to international organisations and peacekeeping operations	234
Table 24	List of sponsors	236
Table 25	Embassies, high commissions, consulates and multilateral missions managed by the Department of Foreign Affairs and Trade (100 posts)	242
Table 26	Consulates managed by Austrade (16 posts)	245
Table 27	Consulates headed by honorary consuls (76 consulates)	245
Table 28	Places where Canada provides consular services to Australian citizens	248
Table 29	Places where Australia provides consular services to Canadian citizens	249

LIST OF IMAGES

1.	The executive	6
2.	ANCAP fisheries project, Papua New Guinea	25
3.	Ms Bishop, University of PNG, November 2015	27
4.	Mr Ciobo, Seasonal Worker Programme MOU with Fiji	28
5.	Anthea Smits, The Difference Incubator, Port Vila, November 2015	30
6.	Tess Connolly (Canberra–profile)	31
7.	Ms Bishop, Australia–ROK '2+2', Sydney, September 2015	33
8.	Gary Quinlan, Ms Bishop, Australia–Japan '2+2', Sydney, November 2015	35
9.	John Langtry with Australian Alumni, Ulaanbaatar, March 2016	37
10.	Jan Adams, Australian Writers Week, Beijing, March 2016	38
11.	Peter Varghese, CT MOU signing with Indonesia, Sydney, December 2015	39
12.	Kyaw Kyaw, Myanmar general elections, Yangon, November 2015	43
13.	Singapore–Australia Joint Ministerial Committee Meeting, Sydney, March 2016	44
14.	Peter Doyle, launch Nabilan program baseline study, Dili, May 2016	45
15.	Richard Mathews (Makassar–profile)	47
16.	MDF initiative, chilli harvesting, Pakistan	49
17.	Ms Bishop, 15th IORA Council of Ministers, Padang, October 2015	51
18.	Mr Robb, IIT Madras Research Park, Chennai, October 2015	52
19.	Hannah Birks and Shoaib Tayyab, SRSP project, Nowshera, June 2016	53
20.	Warren Hauck, Australian Food Festival, Salmiya, January 2016	56
21.	Arthur Spyrou, Gerard Seeber, John Cavanagh, Abu Dhabi, June 2016	60
22.	AACES rural and remote health services, Rwanda	61
23.	Joe Hockey and President Obama, Washington DC, January 2016	64
24.	Ms Bishop, AUSMIN, Boston, October 2015	66
25.	Robert Curtis (Mexico City–profile)	67
26.	Damien Miller, Women Deliver Conference, Copenhagen, May 2016	70
27.	David Ritchie, AGAG members, Canberra, October 2015	72
28.	Gerald Thomson, Eurovision, Stockholm, May 2016	73
29.	Jan Adams, ChAFTA entry into force, Sydney, December 2015	75
30.	Hugh Boylan, final TPP text, Auckland, February 2016	79
31.	Nicola Campion (Canberra–profile)	80
32.	Australian delegation, WTO MC10, Nairobi, December 2015	81
33.	MDF partner business, drying apricots, northern Pakistan	82
34.	Michael Mugliston, Jessica Allen, RCEP round, Perth, April 2016	83
35.	Andrea Gleason, Australian – German LNG cooperation, Perth, April 2016	85
36.	Brendan Berne, MIKTA meeting, Canberra, January 2016	88
37.	Adam Coin, Emily Sandilands, launch FTA Portal, Sydney, March 2016	89

38.	Fairtrade project, Tonga	91
39.	Peter Varghese, Gender Equality & Women's Empowerment Strategy, 2016	95
40.	Lisa Gittos (Canberra–profile)	97
41.	Andrew Goledzinowski, Paul Grigson, Bali Process, Bali, March 2016	98
42.	Katrina Cooper, Antarctic Treaty meeting, Santiago, May 2016	99
43.	Michael Bliss, Kate Smith, MH17 meeting, Malaysia, March 2016	100
44.	Peter Woolcott, Ms Bishop, climate change negotiations, Paris, December 2015	101
45.	Four Corners of the World, Emma Kerslake, 2016	102
46.	lan Biggs, DFAT staff, ADF demonstration, Puckapunyal, October 2015	105
47.	Arms Trade Treaty workshop, Bangkok, April 2016	107
48.	Miles Armitage, DFAT staff, MIKTA meeting, Melbourne, April 2016	108
49.	Prime Minister Turnbull and President Widodo, Jakarta, November 2015	111
50.	Mr Ciobo, Australia Week in China, Beijing, April 2016	113
51.	Lucy Du (LES Shanghai–profile)	114
52.	Justin Brown, Lyndall Sachs, credentials presentation, Canberra, June 2016	117
53.	Peter Varghese, Lyndall Sachs with Diplomatic Corps, Tasmania, April 2016	119
54.	Ric Wells, opening Estonian embassy, Canberra, February 2016	120
55.	DFAT-funded Skills for Economic Growth Program, Vanuatu	122
56.	David Kelly, innovationXchange meeting, Sydney, May 2016	127
57.	Matt Steine (Contractor Canberra–profile)	128
58.	WASH Fund supported training , Vietnam	129
59.	innovationXchange tests methods of global communication, March 2016	130
60.	ANCAP training, Afghanistan	131
61.	Sustainable Development Goals projection, UN New York, September 2015	134
62.	Ms Fierravanti-Wells, ADB Annual Meeting, Frankfurt, May 2016	136
63.	Ewen McDonald, GCF Board Meeting, Songdo, ROK, June 2016	137
64.	Brek Batley, Crisis Response Team, Koro Island, Fiji, February 2016	139
65.	Cameron Noble, aid distribution, Koro Island, Fiji, March 2016	141
66.	ACC specialist Gail Owen, food aid, Daru PNG, March 2016	144
67.	New Colombo Plan alumni, Canberra, September 2015	145
68.	NCP scholar, Asher Taccori, Bangkok, November 2015	147
69.	Australia now performance, Brazil, May 2016	149
70.	Ms Bishop, Sen. Colbeck, Global Alumni strategy, Launceston, April 2016	151
71.	International media visit, Cairns, November 2015	152
72.	Hugh Borrowman, Taste of Australia Vietnam, Hanoi, April 2016	155
73.	Janette Lynagh, Lyndon Christie, consular training, June 2016	159
74.	Smartraveller television advertisement	161
75.	Simon Mamouney, Exercise Sea Raider, Atherton, September 2015	162
76.	Caitlin Bell (Canberra–profile)	165

77.	Australian passport security features	167
78.	New passport website, December 2015	169
79.	Craig Ferguson issues first passport, Phuket, June 2016	170
80.	Adrian Jensz (Canberra–profile)	171
81.	Mauro Kolobaric, Kabul, May 2016	173
82.	External view, new chancery, Jakarta, March 2016	178
83.	Internal courtyard, new chancery, Jakarta, March 2016	181
84.	Peter Varghese, Gary Quinlan, Women in Leadership, Canberra, March 2016	189
85.	Linda Hein (Canberra–profile)	196
86.	Craig Ferguson and LES staff, Phuket	197

INDEX

A	aid program performance reports (APPRs), 126 aid quality checks, 126
AACES, 61	AIDS/HIV, 135
AANZFTA, 76	Ambassador for People Smuggling and Human
Abu Dhabi, 60	Trafficking, 98
accountability and management, 189–201	Ambassador for Women and Girls, 51, 103
see also transparency	Americas, 64–9
ACIAR, 9, 190	Caribbean, 22, 65
administered program, see aid program	OPO tenants' satisfaction, 180 see also Canada; Latin America; United States
administrative tribunal matters, 226	Amman, 176, 227
advertising and market research, 233	ANCP, 131
Smartraveller campaign, 161	Andaman Sea, 98
Advisory Group on Australian African Relations, 57	Ankara, 73
Afghanistan, 50, 54, 55, 103	annual performance statement, 13–185
Kabul, 174	Annual Report
Africa, 22, 57, 61, 62, 63	corrections to errors in 2014–15, 250–1
diplomatic and consular agreements, 118 financial services, 131	list of requirements, 252–5
humanitarian programs, 57, 128	Antarctica, 99, 229
Indian Ocean region, 51, 127	anti-bullying, harassment and discrimination,
posts in, 180, 182; OPO tenants' satisfaction,	227-8
180	APEC, 26, 86, 102, 103, 106
posts in Australia, 118	appropriations, <i>see</i> finance aquaculture, 51, 127
terrorist prisoners program trial, 108	armoured vehicle training, 176
Africa Down Under Mining conference, 57	Arms Trade Treaty, 107
African Union, 51	ASEAN, 41, 98, 156
agency resource statement, 216–21	Secretariat, 42
Agenda for Sustainable Development, 133, 138	ASEAN–Australia–New Zealand Free Trade
agriculture and agricultural markets, 76, 81, 82, 124	Agreement (AANZFTA), 76
Africa, 61	ASEAN Regional Forum (ARF), 106
Cambodia, 46	Asia, see Middle East and Africa; North Asia; South
China, 78	and West Asia; Southeast Asia
India, 52	Asia–Europe Ministerial Meeting, 71 The Asia Foundation, 43
Indonesia, 46	Asialink Business, 146
Japan, 77	Asian Development Bank (ADB), 124, 137, 192
Laos, 131	Asian Development Fund, 135, 136, 185
Pakistan, 50	Pacific Business Investment Facility, 30
Papua New Guinea, 102	Asian Infrastructure Investment Bank, 135
Republic of Korea, 77 Seasonal Worker Programme, 28	ASIS, 9, 190
Sri Lanka, 50	assets and assets management, 185, 200
Timor-Leste, 45	depreciation and amortisation expenses, 183,
United States, 68	184
see also food and food security	property services, 178–82, 180 Association of Southeast Asian Nations, <i>see</i>
aid for trade, see trade facilitation programs	ASSOCIATION OF SOUTHERST ASIAN NATIONS, SEE
Aid Investment Committee, 191	asylum seekers, <i>see</i> refugees and displaced
Aid Investment Plans, 123, 126	persons
aid program, 18, 97, 122–33, 150, 222–3, 229	Attorney-General's Department, 118
financial performance, 185	Auckland, 227
Middle East and Africa, 56, 57, 59, 61–2, 128, 131	Audit and Risk Committee, 191
multilateral replenishments and global	audits, 194, 196, 200, 201
development partnerships, 134–8	workplace health and safety, 227
North Asia, 33, 34, 37	AUSFTA, 68–9
Office of Development Effectiveness	AusIndustry, 89 AUSMIN, 65, 66, 109
evaluations, 192	Austrade, 9, 86, 151, 190
Pacific, 25, 26–32, 124, 129, 131, 136; climate	China, 34
change responses, 26, 29, 103, 137	consulates managed by, 245
senior management committees, 191	FTA information seminars, 89
South and West Asia, 49, 50, 53, 54, 124	India, 52
Southeast Asia, 39, 40, 45–7, 124, 125, 129; Laos, 129, 131, 135; Myanmar, 46, 103,	Indonesia, 40
124, 131	United Arab Emirates (UAE), 60
trade and investment, tourism and private	United States, 65
sector engagement, 85, 86, 87, 91	Australia Africa Community Engagement Scheme, 61
trade negotiations, 75, 76, 82–3	Australia–ASEAN Council, 41, 156
United States cooperation, 65	Australia–ASEAN councit, 41, 150 Australia–ASEAN summits, 41
see also humanitarian programs	

Australia–Asia Program to Combat Trafficking in	P
Persons, 46, 98	В
Australia Awards, 20, 150, 158, 192 Africa, 62	Baghdad, 174, 227
South and West Asia, 54	Bali Process, 98
Australia–China Council, 156	Bangkok, 180, 182
Australia–China High-Level Dialogue, 34	Bangladesh, 50, 124
Australia–EU Crisis Management Agreement, 71	Dhaka, 176
Australia EU Framework Agreement, 71	banking (financial) services, 46, 131, 135
Australia Germany Advisory Group, 71, 72	beef exports, 68, 77 Beijing, 38, 86, 154
Australia Global Alumni Engagement Strategy, 151 Australia Group, 106	Belgium, 21, 71, 100
Australia–India Civil Nuclear Cooperation	Belgrade, 73
Agreement, 50	Bennelong Foundation NCP Cross-Cultural
Australia–India Council, 156	Training Program, 146
Australia India Japan trilateral meeting, 50	Berlin, 73
Australia–India Leadership Dialogue, 50	'Big Picture' activities, 116 biodiversity treaty, 96
Australia–India Policy Forum, 156 Australia–India Senior Officials' Talks, 50	biological weapons, 106
Australia–Indonesia Institute, 156	biometrics, 168, 172
Australia–Japan Basic Treaty of Friendship and	blogs, 116, 153, 154
Cooperation, 15	Bloomberg Philanthropies, 127
Australia–Japan Foundation, 157	Blue Economy Aquaculture Challenge, 51, 127
Australia–Korea Foundation, 157 Australia–Pacific Technical College, 31	BRAC, 54 Brazil, 20, 65, 150, 157
Australia Papua New Guinea Business Forum, 26	Britain, see United Kingdom
Australia–Papua New Guinea Ministerial Forum, 26	broadening knowledge and understanding priority
Australia–UK Strategic and Economic Dialogues,	function, 22–3
71	Brunei Darussalam, 40
Australia–Ukraine Nuclear Cooperation	budget, <i>see</i> finance building personal networks and institutional links
Agreement, 73 Australia United States Business Week, 65	priority function, 19–20
Australia – United States Free Trade Agreement,	bullying, 227–8
68–9	Burma, see Myanmar
Australia – United States Ministerial (AUSMIN)	business continuity planning, 194
consultations, 65, 66, 109	business delegations, 40, 52
Australian Aid, see aid program	to Australia, 71 Business Envoy, 90
Australian Aid Budget Summary 2016–17, 126 Australian Antarctic Division, 229	business involvement, <i>see</i> private sector
Australian Antarctic Strategy and 20 Year Plan, 99	investment
Australian Broadcasting Corporation (ABC), 151	Business Partnerships Platform, 87
Australian by Degree, 151	business satisfaction with support, 90
Australian Centre for International Agricultural	Business@dfat portal, 90
Research, 9, 190 Australian Civilian Corps, 143, 227	
Australian Defence Force, see Department of	C
Defence	
Australian Electoral Commission, 43	Cabinet submissions and briefings, 112
Australian Engagement with Developing Countries,	cable network, 175
126 Australian Fodoral Police, 119	Cairns Group, 81
Australian Federal Police, 118 Australian Federation of Travel Agents, 160	Cambodia, 40, 46, 125, 129 New Colombo Plan, 146, 147
Australian Government Global Watch Office, 165	Canada, 65
Australian Government IT Awards, 89	consular services, 160, 248–9
Australian Information Commissioner, 195	cancelled passports, 168
Australian National Audit Office (Auditor-General), 191	Cao Lanh Bridge, Vietnam, 40, 124 capacity building, 90
audits, 196, 200, 201	APEC economy policymakers, 86
Australian National University, 27, 83, 88	corrections officers, 108
Australian NGO Cooperation Program (ANCP), 131	first-aid training, 143
Australian Passport Information Service, 169, 170	Myanmar voters and poll workers, 43
Australian Passport Office (passport services), 19,	Pacific women negotiators, 29
167–72, 230 Australian Red Cross, 143	Papua New Guinea, 27, 31 capital works projects, 118, 180–2
Australian Research Council grants, 172	CARE Australia, 131
Australian Secret Intelligence Service, 9, 190	Caribbean, 22, 65
Australian Trade and Investment Commission, see	cattle, 46
Austrade	beef exports, 68, 77
Australian Volunteers for International	chemical weapons, 106
Development (AVID) program, 20, 132 Australian Writers Week, 38	Chengdu, 38 Chennai, 52
autonomous sanctions, <i>see</i> sanctions	children
Autonomous Sanctions Regulations 2011, 97	health, 45, 61, 127
aviation, 42	passports, 169, 170
Malaysia Airways Flight MH17, 73, 74, 100	see also education
awards (recognition), 61, 89, 129, 181, 227 awards (scholarships), <i>see</i> scholarships and awards	

China, 16, 34, 146	Crisis Centre, 141
Antarctic talks, 99	crisis response teams, 141, 162, 197, 227
Beijing, 38, 86, 154	Croatia, 73
coal testing procedures, 36	Cuba, 65
consular agreement, 160	cultural diplomacy, see public diplomacy and
consular posts in Australia, 118	communication
cyber security, 106, 109	Cushman and Wakefield, 180, 230
Free Trade Agreement (ChAFTA), 16, 78, 89–90	cyber activities, <i>see</i> information and
G20, 86	communications technology
Hong Kong, 34; post, 38, 227	Cyber Security Strategy, 106
public diplomacy programs, 38, 152, 154, 156	cyclones, <i>see</i> tropical cyclones
cigarette plain packaging, 76	Cyprus, 118
Civil Society Water, Sanitation and Hygiene	
(WASH) Fund, 129	n
classification of staff, 210, 211–12, 214–15	U
client service charter, APO, 168	
climate change, 86, 101, 135	Daesh, 57, 58, 96, 106
Pacific responses, 26, 29, 103, 137	DCNS, 71
cloud storage, 73	death penalty, 96
co-location of diplomatic missions, 120	debt rescheduling agreement, Cuba, 65
coal, 36	defective administration, compensation for, 196
coal-fired power plants, 86	defence and security, 135
coastal protection activities, 137	Afghanistan, 50, 55
cocoa, 102	against Daesh, 57
coffee, 131	see also peacebuilding and peacekeeping;
Colombia, 65, 118	
	protective security; terrorism
Colombo, 176	defence and security, bilateral discussions and
Comcare, 227	cooperation
incidents notified to, 228	Europe, 71
Commission on the Status of Women, 103	India, 16
Commonwealth Director of Public Prosecutions	Indonesia, 40
referrals, 193	Israel, 57
Commonwealth Heads of Government Meeting,	Japan, 34, 35, 106
96, 103	Malaysia, 40
Commonwealth Ombudsman, 195	Papua New Guinea, 26
compensation for detriment caused by defective	Republic of Korea, 34, 35
administration, 196	Singapore, 44
complaints, 195	United States, 15, 66, 106
see also feedback	defence exercises, 16, 162
Comprehensive Nuclear-Test-Ban Treaty, 22, 107	Defence Science and Technology Group, 172
computing, see information and communications	Defence White Paper, 106
technology; websites and web services	deliverables, 205–9
conduct and ethics, 191, 193	delivering an innovative aid program priority
construction projects, 118, 180–2	function, 18
Consular Consultative Group, 160	democratic governance, 40
Consular Emergency Centre, 160	elections, 26, 43
Consular Information System, 161	dengue fever, 152
consular services, 159–66, 250	Denmark, 73
Croatia, 73	Department of Defence (Australian Defence
India, 52	Force), 15, 16, 34, 66, 106
Indonesia, 47	Defence Science and Technology Group, 172
services to representatives in Australia, 115,	humanitarian programs, 140, 141, 162
117–21	Department of Education and Training, 20, 151
Thailand, 40	Department of Finance, 174, 195
see also honorary consuls	Department of Immigration and Border
Consular Strategy, 160	Protection, 40, 66, 168
consultancy services, 201	Department of Industry, Innovation and Science,
contingency planning, 162	36
	Department of the Environment, 99, 229
contract services, <i>see</i> purchasing	
Copyright Agency Limited Cultural Fund, 38	Department of the Prime Minister and Cabinet,
corporate governance, 190–4	66, 101, 113
Corporate Plan, 5, 14, 190, 192	Department of the Treasury, 16, 60, 86, 135
performance statement, 13–185	Departmental Executive, 191
correspondence, 112	Departmental Security Committee, 177, 192
diplomatic mail, 179	depreciation and amortisation expenses, 183, 184
costs, <i>see</i> finance	deputy secretaries, 6, 137, 190, 191
Council for Australian–Arab Relations, 157	detriment caused by defective administration, 196
Council of Australian Tour Operators, 162	development assistance, see aid program
Council on Australia Latin America Relations, 157	Development Assistance Committee, 135
counter-terrorism, <i>see</i> terrorism	development banks, 135, 136
country and regional aid programs, assessment	see also Asian Development Bank; World Bank
of, 126	Group
country (rules) of origin, 89	Development Policy Committee, 191
court actions, 226	Dhaka, 176
court systems, <i>see</i> law and justice	The Difference Incubator 20
coure systems, see law and justice	The Difference Incubator, 30
couselling for staff, 198	Digital Media Strategy, 23
credentials ceremonies, 118	see also social media
Crisis Action Plans, 162	digital passports, 168

Diplomatic Academy, 198, 199 diplomatic and consular representatives in	Enabling Women's Contributions to the Indian Ocean Rim Economies, 51
Australia, 115, 117–21	energy, <i>see</i> mining and energy sector
diplomatic cable system, 175	Enterprise Agreement, 199, 214, 251
diplomatic leases, 118, 120	environment, 229–30
diplomatic mail service, 179 diplomatic relations, 34, 118	Antarctica, 99, 229 Indian Ocean, 51
Diplomatic Tradecraft Month, 198	Pacific, 31
diplomatic visas, 118	see also climate change
Direct Aid Program, 150	Environment Protection Policy for the Aid Program,
Director of Public Prosecutions referrals, 193	229
disability, people with, 18	Environmental Goods Agreement, 76
Fiji, 131 staff, 198	Estonian embassy, 72, 120 ethics and conduct, 193
Disability-Inclusive Development Fund, 18	Ethics Committee, 191
disarmament, see non-proliferation and	Ethiopia, 57
disarmament	Europe, 70–4
disaster preparedness and risk reduction, 140	Antarctic collaborations, 99
Pacific, 136, 143 disaster response, <i>see</i> humanitarian programs	development partnerships, 108, 135, 137, 141 diplomatic and consular agreements, 118
discrimination, 227–8	diplomatic and consular corps in Australia, 72,
against women, 103	120
see also human rights	Malaysia Airways Flight MH17, 74, 100
Doha, 180	terrorist attacks, 21, 71, 163
Doha Round, 81, 84	see also United Kingdom
domestic property, 180, 230 domestic violence, <i>see</i> sexual and gender-based	European Commission, 71 European Council, 71
violence	European Union (EU), 71, 74, 135
drugs, 97	Eurovision, 73
	evaluation and planning, see plans and planning
E	executive, 6, 190, 192
	exempt contracts, 201 expenses, <i>see</i> finance
e-learning programs, 198, 227	Export Finance and Insurance Corporation (Efic), 9,
earthquakes, 50	65, 86, 89, 190
East Asia, see North Asia; Southeast Asia	exports, see trade
East Asia Summit, 42	external scrutiny and accountability, 195–6, 224–6
East New Britain, 102	Extractive Industries Transparency Initiative, 90
East Timor, see Timor-Leste ecologically sustainable development. see	
ecologically sustainable development, see environment	F
ecologically sustainable development, see	F
ecologically sustainable development, see environment economic governance, see governance economic growth and development, 41, 135	Facebook, 73, 153, 154, 163
ecologically sustainable development, see environment economic governance, see governance economic growth and development, 41, 135 Malawi, 131	Facebook, 73, 153, 154, 163 facial recognition technology (biometrics), 168,
ecologically sustainable development, see environment economic governance, see governance economic growth and development, 41, 135 Malawi, 131 Mongolia, 37	Facebook, 73, 153, 154, 163 facial recognition technology (biometrics), 168, 172
ecologically sustainable development, see environment economic governance, see governance economic growth and development, 41, 135 Malawi, 131 Mongolia, 37 Pacific, 26	Facebook, 73, 153, 154, 163 facial recognition technology (biometrics), 168, 172 Fairtrade Australia New Zealand, 91
ecologically sustainable development, see environment economic governance, see governance economic growth and development, 41, 135 Malawi, 131 Mongolia, 37 Pacific, 26 South and West Asia, 50, 53, 54 Timor-Leste, 45	Facebook, 73, 153, 154, 163 facial recognition technology (biometrics), 168, 172 Fairtrade Australia New Zealand, 91 faulty passports, 170 feedback, 90, 192
ecologically sustainable development, see environment economic governance, see governance economic growth and development, 41, 135 Malawi, 131 Mongolia, 37 Pacific, 26 South and West Asia, 50, 53, 54 Timor-Leste, 45 see also employment; infrastructure; private	Facebook, 73, 153, 154, 163 facial recognition technology (biometrics), 168, 172 Fairtrade Australia New Zealand, 91 faulty passports, 170 feedback, 90, 192 Australia Awards recipients, 20
ecologically sustainable development, see environment economic governance, see governance economic growth and development, 41, 135 Malawi, 131 Mongolia, 37 Pacific, 26 South and West Asia, 50, 53, 54 Timor-Leste, 45 see also employment; infrastructure; private sector development	Facebook, 73, 153, 154, 163 facial recognition technology (biometrics), 168, 172 Fairtrade Australia New Zealand, 91 faulty passports, 170 feedback, 90, 192 Australia Awards recipients, 20 consular services, 160, 163
ecologically sustainable development, see environment economic governance, see governance economic growth and development, 41, 135 Malawi, 131 Mongolia, 37 Pacific, 26 South and West Asia, 50, 53, 54 Timor-Leste, 45 see also employment; infrastructure; private sector development education and education markets, 46, 124, 135,	Facebook, 73, 153, 154, 163 facial recognition technology (biometrics), 168, 172 Fairtrade Australia New Zealand, 91 faulty passports, 170 feedback, 90, 192 Australia Awards recipients, 20 consular services, 160, 163 diplomatic and consular corps in Australia, 119
ecologically sustainable development, see environment economic governance, see governance economic growth and development, 41, 135 Malawi, 131 Mongolia, 37 Pacific, 26 South and West Asia, 50, 53, 54 Timor-Leste, 45 see also employment; infrastructure; private sector development	Facebook, 73, 153, 154, 163 facial recognition technology (biometrics), 168, 172 Fairtrade Australia New Zealand, 91 faulty passports, 170 feedback, 90, 192 Australia Awards recipients, 20 consular services, 160, 163
ecologically sustainable development, see environment economic governance, see governance economic growth and development, 41, 135 Malawi, 131 Mongolia, 37 Pacific, 26 South and West Asia, 50, 53, 54 Timor-Leste, 45 see also employment; infrastructure; private sector development education and education markets, 46, 124, 135, 192 Bangladesh, 50, 124 India, 50, 52	Facebook, 73, 153, 154, 163 facial recognition technology (biometrics), 168, 172 Fairtrade Australia New Zealand, 91 faulty passports, 170 feedback, 90, 192 Australia Awards recipients, 20 consular services, 160, 163 diplomatic and consular corps in Australia, 119 FTA information seminars, 89 ICT users, 175 ministerial travel support, 113
ecologically sustainable development, see environment economic governance, see governance economic growth and development, 41, 135 Malawi, 131 Mongolia, 37 Pacific, 26 South and West Asia, 50, 53, 54 Timor-Leste, 45 see also employment; infrastructure; private sector development education and education markets, 46, 124, 135, 192 Bangladesh, 50, 124 India, 50, 52 Laos, 135	Facebook, 73, 153, 154, 163 facial recognition technology (biometrics), 168, 172 Fairtrade Australia New Zealand, 91 faulty passports, 170 feedback, 90, 192 Australia Awards recipients, 20 consular services, 160, 163 diplomatic and consular corps in Australia, 119 FTA information seminars, 89 ICT users, 175 ministerial travel support, 113 ministers, 112
ecologically sustainable development, see environment economic governance, see governance economic growth and development, 41, 135 Malawi, 131 Mongolia, 37 Pacific, 26 South and West Asia, 50, 53, 54 Timor-Leste, 45 see also employment; infrastructure; private sector development education and education markets, 46, 124, 135, 192 Bangladesh, 50, 124 India, 50, 52 Laos, 135 Pakistan, 50, 53	Facebook, 73, 153, 154, 163 facial recognition technology (biometrics), 168, 172 Fairtrade Australia New Zealand, 91 faulty passports, 170 feedback, 90, 192 Australia Awards recipients, 20 consular services, 160, 163 diplomatic and consular corps in Australia, 119 FTA information seminars, 89 ICT users, 175 ministerial travel support, 113 ministers, 112 New Colombo Plan, 146
ecologically sustainable development, see environment economic governance, see governance economic growth and development, 41, 135 Malawi, 131 Mongolia, 37 Pacific, 26 South and West Asia, 50, 53, 54 Timor-Leste, 45 see also employment; infrastructure; private sector development education and education markets, 46, 124, 135, 192 Bangladesh, 50, 124 India, 50, 52 Laos, 135 Pakistan, 50, 53 school partnerships, 156, 157	Facebook, 73, 153, 154, 163 facial recognition technology (biometrics), 168, 172 Fairtrade Australia New Zealand, 91 faulty passports, 170 feedback, 90, 192 Australia Awards recipients, 20 consular services, 160, 163 diplomatic and consular corps in Australia, 119 FTA information seminars, 89 ICT users, 175 ministerial travel support, 113 ministers, 112 New Colombo Plan, 146 passport services, 168
ecologically sustainable development, see environment economic governance, see governance economic growth and development, 41, 135 Malawi, 131 Mongolia, 37 Pacific, 26 South and West Asia, 50, 53, 54 Timor-Leste, 45 see also employment; infrastructure; private sector development education and education markets, 46, 124, 135, 192 Bangladesh, 50, 124 India, 50, 52 Laos, 135 Pakistan, 50, 53	Facebook, 73, 153, 154, 163 facial recognition technology (biometrics), 168, 172 Fairtrade Australia New Zealand, 91 faulty passports, 170 feedback, 90, 192 Australia Awards recipients, 20 consular services, 160, 163 diplomatic and consular corps in Australia, 119 FTA information seminars, 89 ICT users, 175 ministerial travel support, 113 ministers, 112 New Colombo Plan, 146
ecologically sustainable development, see environment economic governance, see governance economic growth and development, 41, 135 Malawi, 131 Mongolia, 37 Pacific, 26 South and West Asia, 50, 53, 54 Timor-Leste, 45 see also employment; infrastructure; private sector development education and education markets, 46, 124, 135, 192 Bangladesh, 50, 124 India, 50, 52 Laos, 135 Pakistan, 50, 53 school partnerships, 156, 157 Sri Lanka, 50 Timor-Leste, 45 see also capacity building; higher education;	Facebook, 73, 153, 154, 163 facial recognition technology (biometrics), 168, 172 Fairtrade Australia New Zealand, 91 faulty passports, 170 feedback, 90, 192 Australia Awards recipients, 20 consular services, 160, 163 diplomatic and consular corps in Australia, 119 FTA information seminars, 89 ICT users, 175 ministerial travel support, 113 ministers, 112 New Colombo Plan, 146 passport services, 168 property services, 180 females, see women and girls Fields Group Pty Ltd, 201
ecologically sustainable development, see environment economic governance, see governance economic growth and development, 41, 135 Malawi, 131 Mongolia, 37 Pacific, 26 South and West Asia, 50, 53, 54 Timor-Leste, 45 see also employment; infrastructure; private sector development education and education markets, 46, 124, 135, 192 Bangladesh, 50, 124 India, 50, 52 Laos, 135 Pakistan, 50, 53 school partnerships, 156, 157 Sri Lanka, 50 Timor-Leste, 45 see also capacity building; higher education; scholarships and awards; vocational	Facebook, 73, 153, 154, 163 facial recognition technology (biometrics), 168, 172 Fairtrade Australia New Zealand, 91 faulty passports, 170 feedback, 90, 192 Australia Awards recipients, 20 consular services, 160, 163 diplomatic and consular corps in Australia, 119 FTA information seminars, 89 ICT users, 175 ministerial travel support, 113 ministers, 112 New Colombo Plan, 146 passport services, 168 property services, 180 females, see women and girls Fields Group Pty Ltd, 201 Fiji, 26, 31, 82
ecologically sustainable development, see environment economic governance, see governance economic growth and development, 41, 135 Malawi, 131 Mongolia, 37 Pacific, 26 South and West Asia, 50, 53, 54 Timor-Leste, 45 see also employment; infrastructure; private sector development education and education markets, 46, 124, 135, 192 Bangladesh, 50, 124 India, 50, 52 Laos, 135 Pakistan, 50, 53 school partnerships, 156, 157 Sri Lanka, 50 Timor-Leste, 45 see also capacity building; higher education; scholarships and awards; vocational education and training	Facebook, 73, 153, 154, 163 facial recognition technology (biometrics), 168, 172 Fairtrade Australia New Zealand, 91 faulty passports, 170 feedback, 90, 192 Australia Awards recipients, 20 consular services, 160, 163 diplomatic and consular corps in Australia, 119 FTA information seminars, 89 ICT users, 175 ministerial travel support, 113 ministers, 112 New Colombo Plan, 146 passport services, 168 property services, 168 property services, 180 females, see women and girls Fields Group Pty Ltd, 201 Fiji, 26, 31, 82 Tropical Cyclone Winston, 125, 141–2, 143, 163
ecologically sustainable development, see environment economic governance, see governance economic growth and development, 41, 135 Malawi, 131 Mongolia, 37 Pacific, 26 South and West Asia, 50, 53, 54 Timor-Leste, 45 see also employment; infrastructure; private sector development education and education markets, 46, 124, 135, 192 Bangladesh, 50, 124 India, 50, 52 Laos, 135 Pakistan, 50, 53 school partnerships, 156, 157 Sri Lanka, 50 Timor-Leste, 45 see also capacity building; higher education; scholarships and awards; vocational education and training Efic, 9, 65, 86, 89, 190	Facebook, 73, 153, 154, 163 facial recognition technology (biometrics), 168, 172 Fairtrade Australia New Zealand, 91 faulty passports, 170 feedback, 90, 192 Australia Awards recipients, 20 consular services, 160, 163 diplomatic and consular corps in Australia, 119 FTA information seminars, 89 ICT users, 175 ministerial travel support, 113 ministers, 112 New Colombo Plan, 146 passport services, 168 property services, 180 females, see women and girls Fields Group Pty Ltd, 201 Fiji, 26, 31, 82 Tropical Cyclone Winston, 125, 141–2, 143, 163 water, sanitation and hygiene, 129, 137
ecologically sustainable development, see environment economic governance, see governance economic growth and development, 41, 135 Malawi, 131 Mongolia, 37 Pacific, 26 South and West Asia, 50, 53, 54 Timor-Leste, 45 see also employment; infrastructure; private sector development education and education markets, 46, 124, 135, 192 Bangladesh, 50, 124 India, 50, 52 Laos, 135 Pakistan, 50, 53 school partnerships, 156, 157 Sri Lanka, 50 Timor-Leste, 45 see also capacity building; higher education; scholarships and awards; vocational education and training Efic, 9, 65, 86, 89, 190 elections, 26, 43 to international organisations, 22, 96	Facebook, 73, 153, 154, 163 facial recognition technology (biometrics), 168, 172 Fairtrade Australia New Zealand, 91 faulty passports, 170 feedback, 90, 192 Australia Awards recipients, 20 consular services, 160, 163 diplomatic and consular corps in Australia, 119 FTA information seminars, 89 ICT users, 175 ministerial travel support, 113 ministers, 112 New Colombo Plan, 146 passport services, 168 property services, 168 property services, 180 females, see women and girls Fields Group Pty Ltd, 201 Fiji, 26, 31, 82 Tropical Cyclone Winston, 125, 141–2, 143, 163
ecologically sustainable development, see environment economic governance, see governance economic growth and development, 41, 135 Malawi, 131 Mongolia, 37 Pacific, 26 South and West Asia, 50, 53, 54 Timor-Leste, 45 see also employment; infrastructure; private sector development education and education markets, 46, 124, 135, 192 Bangladesh, 50, 124 India, 50, 52 Laos, 135 Pakistan, 50, 53 school partnerships, 156, 157 Sri Lanka, 50 Timor-Leste, 45 see also capacity building; higher education; scholarships and awards; vocational education and training Efic, 9, 65, 86, 89, 190 elections, 26, 43 to international organisations, 22, 96 electricity generation and transmission, 47, 60, 86	Facebook, 73, 153, 154, 163 facial recognition technology (biometrics), 168, 172 Fairtrade Australia New Zealand, 91 faulty passports, 170 feedback, 90, 192 Australia Awards recipients, 20 consular services, 160, 163 diplomatic and consular corps in Australia, 119 FTA information seminars, 89 ICT users, 175 ministerial travel support, 113 ministers, 112 New Colombo Plan, 146 passport services, 168 property services, 168 property services, 168 females, see women and girls Fields Group Pty Ltd, 201 Fiji, 26, 31, 82 Tropical Cyclone Winston, 125, 141–2, 143, 163 water, sanitation and hygiene, 129, 137 Fiji Red Cross, 143 Fiji Spinal Injuries Association, 131 film, 157
ecologically sustainable development, see environment economic governance, see governance economic growth and development, 41, 135 Malawi, 131 Mongolia, 37 Pacific, 26 South and West Asia, 50, 53, 54 Timor-Leste, 45 see also employment; infrastructure; private sector development education and education markets, 46, 124, 135, 192 Bangladesh, 50, 124 India, 50, 52 Laos, 135 Pakistan, 50, 53 school partnerships, 156, 157 Sri Lanka, 50 Timor-Leste, 45 see also capacity building; higher education; scholarships and awards; vocational education and training Efic, 9, 65, 86, 89, 190 elections, 26, 43 to international organisations, 22, 96 electricity generation and transmission, 47, 60, 86 Embassy Productions, 160	Facebook, 73, 153, 154, 163 facial recognition technology (biometrics), 168, 172 Fairtrade Australia New Zealand, 91 faulty passports, 170 feedback, 90, 192 Australia Awards recipients, 20 consular services, 160, 163 diplomatic and consular corps in Australia, 119 FTA information seminars, 89 ICT users, 175 ministerial travel support, 113 ministers, 112 New Colombo Plan, 146 passport services, 168 property services, 180 females, see women and girls Fields Group Pty Ltd, 201 Fiji, 26, 31, 82 Tropical Cyclone Winston, 125, 141–2, 143, 163 water, sanitation and hygiene, 129, 137 Fiji Red Cross, 143 Fiji Spinal Injuries Association, 131 film, 157 television series, 151, 157, 160
ecologically sustainable development, see environment economic governance, see governance economic growth and development, 41, 135 Malawi, 131 Mongolia, 37 Pacific, 26 South and West Asia, 50, 53, 54 Timor-Leste, 45 see also employment; infrastructure; private sector development education and education markets, 46, 124, 135, 192 Bangladesh, 50, 124 India, 50, 52 Laos, 135 Pakistan, 50, 53 school partnerships, 156, 157 Sri Lanka, 50 Timor-Leste, 45 see also capacity building; higher education; scholarships and awards; vocational education and training Efic, 9, 65, 86, 89, 190 elections, 26, 43 to international organisations, 22, 96 electricity generation and transmission, 47, 60, 86 Embassy Productions, 160 emergencies, see humanitarian programs	Facebook, 73, 153, 154, 163 facial recognition technology (biometrics), 168, 172 Fairtrade Australia New Zealand, 91 faulty passports, 170 feedback, 90, 192 Australia Awards recipients, 20 consular services, 160, 163 diplomatic and consular corps in Australia, 119 FTA information seminars, 89 ICT users, 175 ministerial travel support, 113 ministers, 112 New Colombo Plan, 146 passport services, 168 property services, 180 females, see women and girls Fields Group Pty Ltd, 201 Fiji, 26, 31, 82 Tropical Cyclone Winston, 125, 141–2, 143, 163 water, sanitation and hygiene, 129, 137 Fiji Red Cross, 143 Fiji Spinal Injuries Association, 131 film, 157 television series, 151, 157, 160 finance, 183–5, 200–1, 214–23, 231–41, 258–337
ecologically sustainable development, see environment economic governance, see governance economic growth and development, 41, 135 Malawi, 131 Mongolia, 37 Pacific, 26 South and West Asia, 50, 53, 54 Timor-Leste, 45 see also employment; infrastructure; private sector development education and education markets, 46, 124, 135, 192 Bangladesh, 50, 124 India, 50, 52 Laos, 135 Pakistan, 50, 53 school partnerships, 156, 157 Sri Lanka, 50 Timor-Leste, 45 see also capacity building; higher education; scholarships and awards; vocational education and training Efic, 9, 65, 86, 89, 190 elections, 26, 43 to international organisations, 22, 96 electricity generation and transmission, 47, 60, 86 Embassy Productions, 160	Facebook, 73, 153, 154, 163 facial recognition technology (biometrics), 168, 172 Fairtrade Australia New Zealand, 91 faulty passports, 170 feedback, 90, 192 Australia Awards recipients, 20 consular services, 160, 163 diplomatic and consular corps in Australia, 119 FTA information seminars, 89 ICT users, 175 ministerial travel support, 113 ministers, 112 New Colombo Plan, 146 passport services, 168 property services, 180 females, see women and girls Fields Group Pty Ltd, 201 Fiji, 26, 31, 82 Tropical Cyclone Winston, 125, 141–2, 143, 163 water, sanitation and hygiene, 129, 137 Fiji Red Cross, 143 Fiji Spinal Injuries Association, 131 film, 157 television series, 151, 157, 160
ecologically sustainable development, see environment economic governance, see governance economic growth and development, 41, 135 Malawi, 131 Mongolia, 37 Pacific, 26 South and West Asia, 50, 53, 54 Timor-Leste, 45 see also employment; infrastructure; private sector development education and education markets, 46, 124, 135, 192 Bangladesh, 50, 124 India, 50, 52 Laos, 135 Pakistan, 50, 53 school partnerships, 156, 157 Sri Lanka, 50 Timor-Leste, 45 see also capacity building; higher education; scholarships and awards; vocational education and training Efic, 9, 65, 86, 89, 190 elections, 26, 43 to international organisations, 22, 96 electricity generation and transmission, 47, 60, 86 Embassy Productions, 160 emergencies, see humanitarian programs emergency loans to travellers, 163 emergency passports issued, 170 emissions reduction target, 101	Facebook, 73, 153, 154, 163 facial recognition technology (biometrics), 168, 172 Fairtrade Australia New Zealand, 91 faulty passports, 170 feedback, 90, 192 Australia Awards recipients, 20 consular services, 160, 163 diplomatic and consular corps in Australia, 119 FTA information seminars, 89 ICT users, 175 ministerial travel support, 113 ministers, 112 New Colombo Plan, 146 passport services, 168 property services, 168 property services, 180 females, see women and girls Fields Group Pty Ltd, 201 Fiji, 26, 31, 82 Tropical Cyclone Winston, 125, 141–2, 143, 163 water, sanitation and hygiene, 129, 137 Fiji Red Cross, 143 Fiji Spinal Injuries Association, 131 film, 157 television series, 151, 157, 160 finance, 183–5, 200–1, 214–23, 231–41, 258–337 compensation for detriment caused by defective administration, 196 contributions to international organisations,
ecologically sustainable development, see environment economic governance, see governance economic growth and development, 41, 135 Malawi, 131 Mongolia, 37 Pacific, 26 South and West Asia, 50, 53, 54 Timor-Leste, 45 see also employment; infrastructure; private sector development education and education markets, 46, 124, 135, 192 Bangladesh, 50, 124 India, 50, 52 Laos, 135 Pakistan, 50, 53 school partnerships, 156, 157 Sri Lanka, 50 Timor-Leste, 45 see also capacity building; higher education; scholarships and awards; vocational education and training Efic, 9, 65, 86, 89, 190 elections, 26, 43 to international organisations, 22, 96 electricity generation and transmission, 47, 60, 86 Embassy Productions, 160 emergencies, see humanitarian programs emergency loans to travellers, 163 emergency passports issued, 170 emissions reduction target, 101 employment	Facebook, 73, 153, 154, 163 facial recognition technology (biometrics), 168, 172 Fairtrade Australia New Zealand, 91 faulty passports, 170 feedback, 90, 192 Australia Awards recipients, 20 consular services, 160, 163 diplomatic and consular corps in Australia, 119 FTA information seminars, 89 ICT users, 175 ministerial travel support, 113 ministers, 112 New Colombo Plan, 146 passport services, 168 property services, 168 property services, 180 females, see women and girls Fields Group Pty Ltd, 201 Fiji, 26, 31, 82 Tropical Cyclone Winston, 125, 141–2, 143, 163 water, sanitation and hygiene, 129, 137 Fiji Red Cross, 143 Fiji Spinal Injuries Association, 131 film, 157 television series, 151, 157, 160 finance, 183–5, 200–1, 214–23, 231–41, 258–337 compensation for detriment caused by defective administration, 196 contributions to international organisations, 134–8, 185, 234–5
ecologically sustainable development, see environment economic governance, see governance economic growth and development, 41, 135 Malawi, 131 Mongolia, 37 Pacific, 26 South and West Asia, 50, 53, 54 Timor-Leste, 45 see also employment; infrastructure; private sector development education and education markets, 46, 124, 135, 192 Bangladesh, 50, 124 India, 50, 52 Laos, 135 Pakistan, 50, 53 school partnerships, 156, 157 Sri Lanka, 50 Timor-Leste, 45 see also capacity building; higher education; scholarships and awards; vocational education and training Efic, 9, 65, 86, 89, 190 elections, 26, 43 to international organisations, 22, 96 electricity generation and transmission, 47, 60, 86 Embassy Productions, 160 emergencies, see humanitarian programs emergency loans to travellers, 163 emergency passports issued, 170 emissions reduction target, 101 employment diplomatic officers' dependants, 118	Facebook, 73, 153, 154, 163 facial recognition technology (biometrics), 168, 172 Fairtrade Australia New Zealand, 91 faulty passports, 170 feedback, 90, 192 Australia Awards recipients, 20 consular services, 160, 163 diplomatic and consular corps in Australia, 119 FTA information seminars, 89 ICT users, 175 ministerial travel support, 113 ministers, 112 New Colombo Plan, 146 passport services, 168 property services, 168 property services, 180 females, see women and girls Fields Group Pty Ltd, 201 Fiji, 26, 31, 82 Tropical Cyclone Winston, 125, 141–2, 143, 163 water, sanitation and hygiene, 129, 137 Fiji Red Cross, 143 Fiji Spinal Injuries Association, 131 film, 157 television series, 151, 157, 160 finance, 183–5, 200–1, 214–23, 231–41, 258–337 compensation for detriment caused by defective administration, 196 contributions to international organisations, 134–8, 185, 234–5 travellers' emergency loans, 163
ecologically sustainable development, see environment economic governance, see governance economic growth and development, 41, 135 Malawi, 131 Mongolia, 37 Pacific, 26 South and West Asia, 50, 53, 54 Timor-Leste, 45 see also employment; infrastructure; private sector development education and education markets, 46, 124, 135, 192 Bangladesh, 50, 124 India, 50, 52 Laos, 135 Pakistan, 50, 53 school partnerships, 156, 157 Sri Lanka, 50 Timor-Leste, 45 see also capacity building; higher education; scholarships and awards; vocational education and training Efic, 9, 65, 86, 89, 190 elections, 26, 43 to international organisations, 22, 96 electricity generation and transmission, 47, 60, 86 Embassy Productions, 160 emergencies, see humanitarian programs emergency loans to travellers, 163 emergency passports issued, 170 emissions reduction target, 101 employment diplomatic officers' dependants, 118 migrant workers, 98	Facebook, 73, 153, 154, 163 facial recognition technology (biometrics), 168, 172 Fairtrade Australia New Zealand, 91 faulty passports, 170 feedback, 90, 192 Australia Awards recipients, 20 consular services, 160, 163 diplomatic and consular corps in Australia, 119 FTA information seminars, 89 ICT users, 175 ministerial travel support, 113 ministers, 112 New Colombo Plan, 146 passport services, 168 property services, 168 property services, 180 females, see women and girls Fields Group Pty Ltd, 201 Fiji, 26, 31, 82 Tropical Cyclone Winston, 125, 141–2, 143, 163 water, sanitation and hygiene, 129, 137 Fiji Red Cross, 143 Fiji Spinal Injuries Association, 131 film, 157 television series, 151, 157, 160 finance, 183–5, 200–1, 214–23, 231–41, 258–337 compensation for detriment caused by defective administration, 196 contributions to international organisations, 134–8, 185, 234–5
ecologically sustainable development, see environment economic governance, see governance economic growth and development, 41, 135 Malawi, 131 Mongolia, 37 Pacific, 26 South and West Asia, 50, 53, 54 Timor-Leste, 45 see also employment; infrastructure; private sector development education and education markets, 46, 124, 135, 192 Bangladesh, 50, 124 India, 50, 52 Laos, 135 Pakistan, 50, 53 school partnerships, 156, 157 Sri Lanka, 50 Timor-Leste, 45 see also capacity building; higher education; scholarships and awards; vocational education and training Efic, 9, 65, 86, 89, 190 elections, 26, 43 to international organisations, 22, 96 electricity generation and transmission, 47, 60, 86 Embassy Productions, 160 emergencies, see humanitarian programs emergency loans to travellers, 163 emergency passports issued, 170 emissions reduction target, 101 employment diplomatic officers' dependants, 118	Facebook, 73, 153, 154, 163 facial recognition technology (biometrics), 168, 172 Fairtrade Australia New Zealand, 91 faulty passports, 170 feedback, 90, 192 Australia Awards recipients, 20 consular services, 160, 163 diplomatic and consular corps in Australia, 119 FTA information seminars, 89 ICT users, 175 ministerial travel support, 113 ministers, 112 New Colombo Plan, 146 passport services, 168 property services, 180 females, see women and girls Fields Group Pty Ltd, 201 Fiji, 26, 31, 82 Tropical Cyclone Winston, 125, 141–2, 143, 163 water, sanitation and hygiene, 129, 137 Fiji Red Cross, 143 Fiji Spinal Injuries Association, 131 film, 157 television series, 151, 157, 160 finance, 183–5, 200–1, 214–23, 231–41, 258–337 compensation for detriment caused by defective administration, 196 contributions to international organisations, 134–8, 185, 234–5 travellers' emergency loans, 163 workers' compensation insurance premium,

financial services, 46, 131, 135 financial statements, 259–337 Finland, 72, 118, 120 fishing and fisheries, 229 Indian Ocean aquaculture, 51, 127 Pacific region, 26, 31, 124 flexible work trial, 198 food and food security, 127 Africa, 61 Australian cuisine, 73, 155, 157 Syria and Syrian refugees, 59	grants, 234 Australian NGO Cooperation Program, 131 Australian Research Council, 172 International Relations Grant Program, 156–7 Great Barrier Reef, 71 Green Climate Fund, 137 greenhouse gas emissions reduction target, 101 Guangzhou, 38 Guest of Government visitors, 71, 72 Gulf Cooperation Council, 57, 63 Gulf States, see Middle East and Africa
<i>see also</i> agriculture	201. 300.05, 300 7 1100.0 2050 0110 7 111100
foreign aid, <i>see</i> aid program foreign fighters, 42	Н
foreign investment and foreign investment markets, 17, 86, 93, 152	Hanoi, 155
Africa, 57	harassment, 227–8
European Union, 71 North Asia, 34	health, 97, 124–5, 127, 135 Africa, 61
United Arab Emirates (UAE), 60 United States, 69	dengue fever, 152
foundations, councils and institutes, 41, 150,	India, 52 Pacific, 26, 29, 31
156–7 France, 71, 141	Syrian refugees, 59 Timor-Leste, 45, 46
Paris terror attacks, 21, 71, 163	Uruzgan, 54
FRANZ disaster relief arrangement, 141 fraud control, 193	see also food and food security; workplace health and safety
passports, 168, 169, 172	Heart of Asia regional dialogue, 50
free trade agreements, 76, 77–80, 89, 154 China, 16, 78, 89–90	higher education, 20 Australian Studies, 157
European Union, 71	India, 52
Gulf Cooperation Council, 63 India, 50, 76, 152	Mongolia, 37 New Colombo Plan, 20, 145–8
Indonesia, 46 Japan, 15–16, 77, 89–90	<i>see also</i> Australia Awards HIV/AIDS, 135
United States, 68–9	Ho Chi Minh City, 155
see also regional trade negotiations freedom of information, 195	Hong Kong, 34 post, 38, 227
fruit and vegetables, 77, 78, 82	honorary consuls, 5, 160, 245–7
FTA hotline, 90 FTA Portal, 89	in Australia, 118 Horn of Africa, 57, 128
full-time employees, 211	horticulture, 77, 78, 82, 102, 131
	hospitals, 26 Hostage UK, 162
G	Howard, John, 68
G20, 50, 71, 86, 106	human resources, <i>see</i> staff human rights, 22, 96
gas, 87 Gavi, 135	Brunei Darussalam, 40 see also discrimination; women and girls
G'Day USA, 65	Human Rights Council, 22, 96
gender equality, <i>see</i> women and girls Gender Equality and Women's Empowerment	human trafficking (people smuggling), 46, 50, 98 Humanitarian Operations Centre, 141
Strategy, 103	humanitarian programs, 21, 125, 130, 139–44
Gender Equality Fund, 103 gender of staff, 210, 212, 213	Middle East and Africa, 57, 128; Syria and Iraq, 57, 59, 62, 128
Geneva Group, 96	Nepal, 50 Tropical Cyclone Winston, 125, 141–2, 143, 162,
Germany, 71, 72, 137 Berlin, 73	163
Glasgow–Burchell Declaration on Enhanced Diplomatic Network Cooperation, 65	Humanitarian Strategy and Strategy for Australia's Aid Investments in Social Protection, 125,
global aid programs, assessment of, 126	128
global and regional environment priority function, 15–16	
Global Blue Economy Challenge, 51, 127	
Global Consular Forum, 160 Global Counter-Terrorism Forum, 106, 108	i2i Development, 102
Global Environment Facility, 135	ICAO, 19
Global Fund to Fight AIDS, Tuberculosis and Malaria, 135	'ice', 97 ICT Steering Committee, 191
Global Partnership for Education, 135	identity security, 168
Global Watch Office, 165 governance, 124	immigration, see migration imports, see trade
Afghanistan, 50, 54	improving market access priority function, 17
Palestinian Authority, 62 Papua New Guinea, 27, 31	income generation, 45, 53 see also private sector development
see also democratic governance; law and justice Governor-General, 71, 72	Independent Evaluation Committee, 192, 195

India, 16, 50, 52, 55	international law, 96–7
Australia Group membership bid, 106	Malaysian Airlines Flight MH17, 100
Comprehensive Economic Cooperation	see also treaties
Agreement (FTA), 50, 76, 152 public diplomacy programs, 115, 152, 154, 156	International Media Visits program, 115, 150, 152 international organisations, 19, 87, 96, 107, 134–8,
Indian Ocean region, 51, 127	140
Indigenous Australians, 102, 150, 156	APEC, 26, 86, 102, 103, 106
staff, 191, 198	OECD, 86; Development Assistance Committee,
Indigenous Progress Strategy, 102	135
Indigenous Procurement Policy, 200–1 Indigenous Task Force, 191	payments to, 134–8, 185, 234–5 posts in Australia, 118
Indonesia, 16, 40, 76, 98	World Trade Organization (WTO), 36, 76, 81, 84
Comprehensive Economic Partnership	see also Asian Development Bank; United
Agreement (IA-CEPA), 46	Nations; World Bank Group
counter-terrorism cooperation, 106, 108 Jakarta, 175, 180, 181, 182	International Relations Grant Program, 156–7 international security, nuclear disarmament and
justice system, 22	non-proliferation, 105–10
Makassar, 47, 175, 180	International Skills Development Program, 198
MIKTA, 88	International Strategy to Combat Human
public diplomacy programs, 152, 154, 156 social protection system, 125	Trafficking and Slavery, 98 International Syria Support Group, 58
website visitors from, 154	International Women's Day, 103
women, 103, 192	International Women's Development Agency, 131
Indonesia–Australia Business Partnership Group,	intranet, 116, 175
46 information and communications technology, 115	Investing in Women Initiative, 103 investment, see foreign investment
cyber security, 40, 106, 109, 110	investment quality reporting (aid program), 126
mobile phones, 45; apps, 43, 161	IORA, 51
WTO Agreement, 76	Iran, 57, 63, 97, 107
information and communications technology, departmental, 24, 173–7, 191	Tehran, 176 Iraq, 57, 58–9, 62
cloud storage, 73	Baghdad, 174, 227
Consular Information System, 161	Daesh, 57, 58, 96, 106
eLearning programs, 198, 227	Iraq and Syria Task Force, 57
financial management information system, 200 innovationXchange, 127, 128, 194	Israel, 57 Italy, 71
passport services, 168, 169	icasy, i
services to attached agencies, 232	1
see also social media; websites and web	J
services	lakarta 175 180 181 182
services infrastructure markets, 60, 87,	Jakarta, 175, 180, 181, 182 Japan, 34, 35
services infrastructure and infrastructure markets, 60, 87, 124, 135 Cambodia, 40	Japan, 34, 35 diplomatic premises in, 118
services infrastructure and infrastructure markets, 60, 87, 124, 135 Cambodia, 40 Indonesia, 46	Japan, 34, 35 diplomatic premises in, 118 Economic Partnership Agreement (JAEPA),
services infrastructure and infrastructure markets, 60, 87, 124, 135 Cambodia, 40 Indonesia, 46 Pacific, 26, 31	Japan, 34, 35 diplomatic premises in, 118 Economic Partnership Agreement (JAEPA), 15–16, 77, 89–90
services infrastructure and infrastructure markets, 60, 87, 124, 135 Cambodia, 40 Indonesia, 46	Japan, 34, 35 diplomatic premises in, 118 Economic Partnership Agreement (JAEPA),
services infrastructure and infrastructure markets, 60, 87, 124, 135 Cambodia, 40 Indonesia, 46 Pacific, 26, 31 Pakistan, 54 Sri Lanka, 50 Vietnam, 40, 124	Japan, 34, 35 diplomatic premises in, 118 Economic Partnership Agreement (JAEPA), 15–16, 77, 89–90 public diplomacy programs, 152, 157 trilateral discussions, 50, 106 joint parliamentary committees, <i>see</i> parliamentary
services infrastructure and infrastructure markets, 60, 87, 124, 135 Cambodia, 40 Indonesia, 46 Pacific, 26, 31 Pakistan, 54 Sri Lanka, 50 Vietnam, 40, 124 see also water, sanitation and hygiene	Japan, 34, 35 diplomatic premises in, 118 Economic Partnership Agreement (JAEPA), 15–16, 77, 89–90 public diplomacy programs, 152, 157 trilateral discussions, 50, 106 joint parliamentary committees, <i>see</i> parliamentary committees
services infrastructure and infrastructure markets, 60, 87, 124, 135 Cambodia, 40 Indonesia, 46 Pacific, 26, 31 Pakistan, 54 Sri Lanka, 50 Vietnam, 40, 124 see also water, sanitation and hygiene Innovation Strategy, 194	Japan, 34, 35 diplomatic premises in, 118 Economic Partnership Agreement (JAEPA), 15–16, 77, 89–90 public diplomacy programs, 152, 157 trilateral discussions, 50, 106 joint parliamentary committees, see parliamentary committees Jones Lang LaSalle, 179
services infrastructure and infrastructure markets, 60, 87, 124, 135 Cambodia, 40 Indonesia, 46 Pacific, 26, 31 Pakistan, 54 Sri Lanka, 50 Vietnam, 40, 124 see also water, sanitation and hygiene	Japan, 34, 35 diplomatic premises in, 118 Economic Partnership Agreement (JAEPA), 15–16, 77, 89–90 public diplomacy programs, 152, 157 trilateral discussions, 50, 106 joint parliamentary committees, <i>see</i> parliamentary committees
services infrastructure and infrastructure markets, 60, 87, 124, 135 Cambodia, 40 Indonesia, 46 Pacific, 26, 31 Pakistan, 54 Sri Lanka, 50 Vietnam, 40, 124 see also water, sanitation and hygiene Innovation Strategy, 194 innovationXchange, 127, 128, 194 Instagram accounts, 154 inter-agency mobility, 212	Japan, 34, 35 diplomatic premises in, 118 Economic Partnership Agreement (JAEPA), 15–16, 77, 89–90 public diplomacy programs, 152, 157 trilateral discussions, 50, 106 joint parliamentary committees, see parliamentary committees Jones Lang LaSalle, 179 Jordan, 128
services infrastructure and infrastructure markets, 60, 87, 124, 135 Cambodia, 40 Indonesia, 46 Pacific, 26, 31 Pakistan, 54 Sri Lanka, 50 Vietnam, 40, 124 see also water, sanitation and hygiene Innovation Strategy, 194 innovationXchange, 127, 128, 194 Instagram accounts, 154 inter-agency mobility, 212 internal audit, 194	Japan, 34, 35 diplomatic premises in, 118 Economic Partnership Agreement (JAEPA), 15–16, 77, 89–90 public diplomacy programs, 152, 157 trilateral discussions, 50, 106 joint parliamentary committees, see parliamentary committees Jones Lang LaSalle, 179 Jordan, 128 Amman, 176, 227
services infrastructure and infrastructure markets, 60, 87, 124, 135 Cambodia, 40 Indonesia, 46 Pacific, 26, 31 Pakistan, 54 Sri Lanka, 50 Vietnam, 40, 124 see also water, sanitation and hygiene Innovation Strategy, 194 innovationXchange, 127, 128, 194 Instagram accounts, 154 inter-agency mobility, 212 internal audit, 194 internally displaced persons, see refugees and	Japan, 34, 35 diplomatic premises in, 118 Economic Partnership Agreement (JAEPA), 15–16, 77, 89–90 public diplomacy programs, 152, 157 trilateral discussions, 50, 106 joint parliamentary committees, see parliamentary committees Jones Lang LaSalle, 179 Jordan, 128
services infrastructure and infrastructure markets, 60, 87, 124, 135 Cambodia, 40 Indonesia, 46 Pacific, 26, 31 Pakistan, 54 Sri Lanka, 50 Vietnam, 40, 124 see also water, sanitation and hygiene Innovation Strategy, 194 innovationXchange, 127, 128, 194 Instagram accounts, 154 inter-agency mobility, 212 internal audit, 194	Japan, 34, 35 diplomatic premises in, 118 Economic Partnership Agreement (JAEPA), 15–16, 77, 89–90 public diplomacy programs, 152, 157 trilateral discussions, 50, 106 joint parliamentary committees, see parliamentary committees Jones Lang LaSalle, 179 Jordan, 128 Amman, 176, 227
services infrastructure and infrastructure markets, 60, 87, 124, 135 Cambodia, 40 Indonesia, 46 Pacific, 26, 31 Pakistan, 54 Sri Lanka, 50 Vietnam, 40, 124 see also water, sanitation and hygiene Innovation Strategy, 194 innovationXchange, 127, 128, 194 Instagram accounts, 154 inter-agency mobility, 212 internal audit, 194 internally displaced persons, see refugees and displaced persons international agreements, see treaties and other international agreements	Japan, 34, 35 diplomatic premises in, 118 Economic Partnership Agreement (JAEPA), 15–16, 77, 89–90 public diplomacy programs, 152, 157 trilateral discussions, 50, 106 joint parliamentary committees, see parliamentary committees Jones Lang LaSalle, 179 Jordan, 128 Amman, 176, 227
services infrastructure and infrastructure markets, 60, 87, 124, 135 Cambodia, 40 Indonesia, 46 Pacific, 26, 31 Pakistan, 54 Sri Lanka, 50 Vietnam, 40, 124 see also water, sanitation and hygiene Innovation Strategy, 194 innovationXchange, 127, 128, 194 Instagram accounts, 154 inter-agency mobility, 212 internal audit, 194 internally displaced persons, see refugees and displaced persons international agreements, see treaties and other international agreements International Atomic Energy Agency, 107	Japan, 34, 35 diplomatic premises in, 118 Economic Partnership Agreement (JAEPA), 15–16, 77, 89–90 public diplomacy programs, 152, 157 trilateral discussions, 50, 106 joint parliamentary committees, see parliamentary committees Jones Lang LaSalle, 179 Jordan, 128 Amman, 176, 227 K Kabul, 174 keeping government communications secure, Australia's global assets in good order and
services infrastructure and infrastructure markets, 60, 87, 124, 135 Cambodia, 40 Indonesia, 46 Pacific, 26, 31 Pakistan, 54 Sri Lanka, 50 Vietnam, 40, 124 see also water, sanitation and hygiene Innovation Strategy, 194 innovation Xchange, 127, 128, 194 Instagram accounts, 154 inter-agency mobility, 212 internal audit, 194 internally displaced persons, see refugees and displaced persons international agreements, see treaties and other international agreements International Atomic Energy Agency, 107 International Civil Aviation Organization, 19	Japan, 34, 35 diplomatic premises in, 118 Economic Partnership Agreement (JAEPA), 15–16, 77, 89–90 public diplomacy programs, 152, 157 trilateral discussions, 50, 106 joint parliamentary committees, see parliamentary committees Jones Lang LaSalle, 179 Jordan, 128 Amman, 176, 227 K Kabul, 174 keeping government communications secure, Australia's global assets in good order and ensuring the security and health of our
services infrastructure and infrastructure markets, 60, 87, 124, 135 Cambodia, 40 Indonesia, 46 Pacific, 26, 31 Pakistan, 54 Sri Lanka, 50 Vietnam, 40, 124 see also water, sanitation and hygiene Innovation Strategy, 194 innovationXchange, 127, 128, 194 Instagram accounts, 154 inter-agency mobility, 212 internal audit, 194 internally displaced persons, see refugees and displaced persons international agreements, see treaties and other international agreements, see treaties and other international Atomic Energy Agency, 107 International Civil Aviation Organization, 19 International Committee of the Red Cross (ICRC), 140	Japan, 34, 35 diplomatic premises in, 118 Economic Partnership Agreement (JAEPA), 15–16, 77, 89–90 public diplomacy programs, 152, 157 trilateral discussions, 50, 106 joint parliamentary committees, see parliamentary committees Jones Lang LaSalle, 179 Jordan, 128 Amman, 176, 227 K Kabul, 174 keeping government communications secure, Australia's global assets in good order and
services infrastructure and infrastructure markets, 60, 87, 124, 135 Cambodia, 40 Indonesia, 46 Pacific, 26, 31 Pakistan, 54 Sri Lanka, 50 Vietnam, 40, 124 see also water, sanitation and hygiene Innovation Strategy, 194 innovation Strategy, 194 innovationXchange, 127, 128, 194 Instagram accounts, 154 inter-agency mobility, 212 internal audit, 194 internally displaced persons, see refugees and displaced persons international agreements, see treaties and other international agreements International Atomic Energy Agency, 107 International Civil Aviation Organization, 19 International Communications Network (ICN), 174	Japan, 34, 35 diplomatic premises in, 118 Economic Partnership Agreement (JAEPA), 15–16, 77, 89–90 public diplomacy programs, 152, 157 trilateral discussions, 50, 106 joint parliamentary committees, see parliamentary committees Jones Lang LaSalle, 179 Jordan, 128 Amman, 176, 227 K Kabul, 174 keeping government communications secure, Australia's global assets in good order and ensuring the security and health of our staff priority function, 23–4 Kenya, 57, 108 Nairobi, 180, 182
services infrastructure and infrastructure markets, 60, 87, 124, 135 Cambodia, 40 Indonesia, 46 Pacific, 26, 31 Pakistan, 54 Sri Lanka, 50 Vietnam, 40, 124 see also water, sanitation and hygiene Innovation Strategy, 194 innovationXchange, 127, 128, 194 Instagram accounts, 154 inter-agency mobility, 212 internal audit, 194 internally displaced persons, see refugees and displaced persons international agreements, see treaties and other international agreements, see treaties and other international Committee of the Red Cross (ICRC), 140 International Communications Network (ICN), 174 International Conference and Exhibition on	Japan, 34, 35 diplomatic premises in, 118 Economic Partnership Agreement (JAEPA), 15–16, 77, 89–90 public diplomacy programs, 152, 157 trilateral discussions, 50, 106 joint parliamentary committees, see parliamentary committees Jones Lang LaSalle, 179 Jordan, 128 Amman, 176, 227 K Kabul, 174 keeping government communications secure, Australia's global assets in good order and ensuring the security and health of our staff priority function, 23–4 Kenya, 57, 108 Nairobi, 180, 182 key performance indicators, see performance
services infrastructure and infrastructure markets, 60, 87, 124, 135 Cambodia, 40 Indonesia, 46 Pacific, 26, 31 Pakistan, 54 Sri Lanka, 50 Vietnam, 40, 124 see also water, sanitation and hygiene Innovation Strategy, 194 innovationXchange, 127, 128, 194 Instagram accounts, 154 inter-agency mobility, 212 internal audit, 194 internally displaced persons, see refugees and displaced persons international agreements, see treaties and other international agreements International Committee of the Red Cross (ICRC), 140 International Communications Network (ICN), 174 International Conference and Exhibition on Liquefied Natural Gas, 87	Japan, 34, 35 diplomatic premises in, 118 Economic Partnership Agreement (JAEPA), 15–16, 77, 89–90 public diplomacy programs, 152, 157 trilateral discussions, 50, 106 joint parliamentary committees, see parliamentary committees Jones Lang LaSalle, 179 Jordan, 128 Amman, 176, 227 K Kabul, 174 keeping government communications secure, Australia's global assets in good order and ensuring the security and health of our staff priority function, 23–4 Kenya, 57, 108 Nairobi, 180, 182 key performance indicators, see performance indicators
services infrastructure and infrastructure markets, 60, 87,	Japan, 34, 35 diplomatic premises in, 118 Economic Partnership Agreement (JAEPA), 15–16, 77, 89–90 public diplomacy programs, 152, 157 trilateral discussions, 50, 106 joint parliamentary committees, see parliamentary committees Jones Lang LaSalle, 179 Jordan, 128 Amman, 176, 227 K Kabul, 174 keeping government communications secure, Australia's global assets in good order and ensuring the security and health of our staff priority function, 23–4 Kenya, 57, 108 Nairobi, 180, 182 key performance indicators, see performance
services infrastructure and infrastructure markets, 60, 87,	Japan, 34, 35 diplomatic premises in, 118 Economic Partnership Agreement (JAEPA), 15–16, 77, 89–90 public diplomacy programs, 152, 157 trilateral discussions, 50, 106 joint parliamentary committees, see parliamentary committees Jones Lang LaSalle, 179 Jordan, 128 Amman, 176, 227 K Kabul, 174 keeping government communications secure, Australia's global assets in good order and ensuring the security and health of our staff priority function, 23–4 Kenya, 57, 108 Nairobi, 180, 182 key performance indicators, see performance indicators kidnapping incidents, 160, 162 Kiribati, 26, 28, 29, 124, 125, 147 knowledge and understanding priority function,
services infrastructure and infrastructure markets, 60, 87, 124, 135 Cambodia, 40 Indonesia, 46 Pacific, 26, 31 Pakistan, 54 Sri Lanka, 50 Vietnam, 40, 124 see also water, sanitation and hygiene Innovation Strategy, 194 innovationXchange, 127, 128, 194 Instagram accounts, 154 inter-agency mobility, 212 internal audit, 194 internally displaced persons, see refugees and displaced persons international agreements, see treaties and other international Atomic Energy Agency, 107 International Civil Aviation Organization, 19 International Committee of the Red Cross (ICRC), 140 International Communications Network (ICN), 174 International Conference and Exhibition on Liquefied Natural Gas, 87 International Conference of the Red Cross and Red Crescent, 97 international crises priority function, 21 see also consular services; humanitarian	Japan, 34, 35 diplomatic premises in, 118 Economic Partnership Agreement (JAEPA), 15–16, 77, 89–90 public diplomacy programs, 152, 157 trilateral discussions, 50, 106 joint parliamentary committees, see parliamentary committees Jones Lang LaSalle, 179 Jordan, 128 Amman, 176, 227 K Kabul, 174 keeping government communications secure, Australia's global assets in good order and ensuring the security and health of our staff priority function, 23–4 Kenya, 57, 108 Nairobi, 180, 182 key performance indicators, see performance indicators kidnapping incidents, 160, 162 Kiribati, 26, 28, 29, 124, 125, 147 knowledge and understanding priority function, 22–3
services infrastructure and infrastructure markets, 60, 87,	Japan, 34, 35 diplomatic premises in, 118 Economic Partnership Agreement (JAEPA), 15–16, 77, 89–90 public diplomacy programs, 152, 157 trilateral discussions, 50, 106 joint parliamentary committees, see parliamentary committees Jones Lang LaSalle, 179 Jordan, 128 Amman, 176, 227 K Kabul, 174 keeping government communications secure, Australia's global assets in good order and ensuring the security and health of our staff priority function, 23–4 Kenya, 57, 108 Nairobi, 180, 182 key performance indicators, see performance indicators kidnapping incidents, 160, 162 Kiribati, 26, 28, 29, 124, 125, 147 knowledge and understanding priority function, 22–3 see also public diplomacy and communication
services infrastructure and infrastructure markets, 60, 87,	Japan, 34, 35 diplomatic premises in, 118 Economic Partnership Agreement (JAEPA), 15–16, 77, 89–90 public diplomacy programs, 152, 157 trilateral discussions, 50, 106 joint parliamentary committees, see parliamentary committees Jones Lang LaSalle, 179 Jordan, 128 Amman, 176, 227 K Kabul, 174 keeping government communications secure, Australia's global assets in good order and ensuring the security and health of our staff priority function, 23–4 Kenya, 57, 108 Nairobi, 180, 182 key performance indicators, see performance indicators kidnapping incidents, 160, 162 Kiribati, 26, 28, 29, 124, 125, 147 knowledge and understanding priority function, 22–3 see also public diplomacy and communication Korea, 34, 35, 42 see also Republic of Korea
services infrastructure and infrastructure markets, 60, 87,	Japan, 34, 35 diplomatic premises in, 118 Economic Partnership Agreement (JAEPA), 15–16, 77, 89–90 public diplomacy programs, 152, 157 trilateral discussions, 50, 106 joint parliamentary committees, see parliamentary committees Jones Lang LaSalle, 179 Jordan, 128 Amman, 176, 227 K Kabul, 174 keeping government communications secure, Australia's global assets in good order and ensuring the security and health of our staff priority function, 23–4 Kenya, 57, 108 Nairobi, 180, 182 key performance indicators, see performance indicators kidnapping incidents, 160, 162 Kiribati, 26, 28, 29, 124, 125, 147 knowledge and understanding priority function, 22–3 see also public diplomacy and communication Korea, 34, 35, 42 see also Republic of Korea Korea–Australia Free Trade Agreement (KAFTA),
services infrastructure and infrastructure markets, 60, 87, 124, 135 Cambodia, 40 Indonesia, 46 Pacific, 26, 31 Pakistan, 54 Sri Lanka, 50 Vietnam, 40, 124 see also water, sanitation and hygiene Innovation Strategy, 194 innovationXchange, 127, 128, 194 Instagram accounts, 154 inter-agency mobility, 212 internal audit, 194 internally displaced persons, see refugees and displaced persons international agreements, see treaties and other international Atomic Energy Agency, 107 International Civil Aviation Organization, 19 International Committee of the Red Cross (ICRC), 140 International Conference and Exhibition on Liquefied Natural Gas, 87 International Conference of the Red Cross and Red Crescent, 97 international crises priority function, 21 see also consular services; humanitarian programs; terrorism International Day of the Tropics, 96 International Energy Agency, 87 international environment priority function, 15–16	Japan, 34, 35 diplomatic premises in, 118 Economic Partnership Agreement (JAEPA), 15–16, 77, 89–90 public diplomacy programs, 152, 157 trilateral discussions, 50, 106 joint parliamentary committees, see parliamentary committees Jones Lang LaSalle, 179 Jordan, 128 Amman, 176, 227 K Kabul, 174 keeping government communications secure, Australia's global assets in good order and ensuring the security and health of our staff priority function, 23–4 Kenya, 57, 108 Nairobi, 180, 182 key performance indicators, see performance indicators kidnapping incidents, 160, 162 Kiribati, 26, 28, 29, 124, 125, 147 knowledge and understanding priority function, 22–3 see also public diplomacy and communication Korea, 34, 35, 42 see also Republic of Korea Korea–Australia Free Trade Agreement (KAFTA), 76, 77, 89–90
services infrastructure and infrastructure markets, 60, 87,	Japan, 34, 35 diplomatic premises in, 118 Economic Partnership Agreement (JAEPA), 15–16, 77, 89–90 public diplomacy programs, 152, 157 trilateral discussions, 50, 106 joint parliamentary committees, see parliamentary committees Jones Lang LaSalle, 179 Jordan, 128 Amman, 176, 227 K Kabul, 174 keeping government communications secure, Australia's global assets in good order and ensuring the security and health of our staff priority function, 23–4 Kenya, 57, 108 Nairobi, 180, 182 key performance indicators, see performance indicators kidnapping incidents, 160, 162 Kiribati, 26, 28, 29, 124, 125, 147 knowledge and understanding priority function, 22–3 see also public diplomacy and communication Korea, 34, 35, 42 see also Republic of Korea Korea-Australia Free Trade Agreement (KAFTA), 76, 77, 89–90 Kosovo, 118
services infrastructure and infrastructure markets, 60, 87, 124, 135 Cambodia, 40 Indonesia, 46 Pacific, 26, 31 Pakistan, 54 Sri Lanka, 50 Vietnam, 40, 124 see also water, sanitation and hygiene Innovation Strategy, 194 innovationXchange, 127, 128, 194 Instagram accounts, 154 inter-agency mobility, 212 internal audit, 194 internally displaced persons, see refugees and displaced persons international agreements, see treaties and other international agreements, see treaties and other international Civil Aviation Organization, 19 International Committee of the Red Cross (ICRC), 140 International Communications Network (ICN), 174 International Conference and Exhibition on Liquefied Natural Gas, 87 International Conference of the Red Cross and Red Crescent, 97 international crises priority function, 21 see also consular services; humanitarian programs; terrorism International Day of the Tropics, 96 International Energy Agency, 87 international Energy Agency, 87 international Energy Agency, 87 international Energy Agency, 87 international Foundation for Electoral Systems, 43	Japan, 34, 35 diplomatic premises in, 118 Economic Partnership Agreement (JAEPA), 15–16, 77, 89–90 public diplomacy programs, 152, 157 trilateral discussions, 50, 106 joint parliamentary committees, see parliamentary committees Jones Lang LaSalle, 179 Jordan, 128 Amman, 176, 227 K Kabul, 174 keeping government communications secure, Australia's global assets in good order and ensuring the security and health of our staff priority function, 23–4 Kenya, 57, 108 Nairobi, 180, 182 key performance indicators, see performance indicators kidnapping incidents, 160, 162 Kiribati, 26, 28, 29, 124, 125, 147 knowledge and understanding priority function, 22–3 see also public diplomacy and communication Korea, 34, 35, 42 see also Republic of Korea Korea–Australia Free Trade Agreement (KAFTA), 76, 77, 89–90

· ·	Pacific, 28–9
L	Singapore, 44, 80
	South and West Asia, 50, 52
Lae, 26	United Arab Emirates (UAE), 60
Laos, 40, 129, 131, 135	see also free trade agreements
Latin America, 65, 88	Masdar, 60
diplomatic premises in, 118	maternal and reproductive health, 45, 61, 127
public diplomacy programs, 20, 65, 150, 157	MC10, 76, 81
Latin America Down Under mining conference, 65	meat exports, 68, 77
Launceston, 119	media, 150–4
law and justice, 22, 124	international visits and exchanges, 115, 150,
abuses of diplomatic privileges and immunities,	152
118	see also websites and web services
Brunei Darussalam, 40	media queries, 150, 154
death penalty, 96	media releases and public statements, 150
terrorist prisoners, 106, 108	medical services, <i>see</i> health
see also sexual and gender-based violence	Medical Unit, 198
Leaders' Summit on Strengthening UN	Mekong region, 47
Peacekeeping, 96	Cao Lanh Bridge, 40, 124
leading the Government's response to	see also Cambodia; Laos; Vietnam
international crises priority function, 21	memorandums of understanding (MOUs)
learning and development, <i>see</i> education; staff learning and development	attached agencies, 24
Learning X Impact Awards, 227	Australia–Korea Foundation, 157
leased estate, 178–82	Canada, 160 China, 86
leasing arrangements, Canberra, 118, 120	IORA, 51
Lebanon, 128	Russia, 72
legislation, 196	mentoring programs, 199
diplomatic leases, 120	methamphetamines, 97
passports, 169, 196	Mexico, 65, 88
PGPA Act, 13, 190, 192	Middle East and Africa, 56–63, 72
sanctions, 97	Iran, 57, 63, 97, 107, 176
lesbian, gay, bisexual, transgender and intersex	posts in, 128, 176, 227
(LGBTI) staff, 198	public diplomacy programs, 157
liabilities, 185	return of foreign fighters from, 42
LinkedIn accounts, 146, 151, 153	see also Africa; Iraq; Syria
liquefied natural gas, 87	migration, 98
Lisbon, 73	people smuggling (human trafficking), 46, 50,
loans to travellers, 163	98
locally engaged staff, 197, 213	see also refugees and displaced persons
location of staff, 210, 211, 213	MIKTA, 86, 88
lost passports, 169	mining and energy sector (extractive sector), 87,
Lowy Institute, 157	90
	Africa, 57
M	China, 36
IM	Latin America, 65
Marrow 460	Pacific, 29
Macau, 160	power generation and transmission, 47, 60, 86
Madrid, 73	Republic of Korea, 157
mail, 179	South and West Asia, 50, 52
ministerial correspondence, 112	Timor Sea, 40, 104
Making Performance Count aid performance	United States, 68
Making Performance Count aid performance	Mining Indaba conference, 57
framework, 18 see also performance indicators	ministerial correspondence, 112 ministerial submissions, 112
malaria, 29, 135	ministerial travel, 113
Malawi, 131	ministers, 112, 113, 114
Malaysia, 40, 100, 106	mobile phones, 45
Malaysia Airways Flight MH17, 73, 74, 100	apps, 43; Smartraveller, 161
male staff, 210, 211, 212, 213	Mongolia, 34, 37
Malta, 73	Ulaanbaatar, 34, 175, 180
management and accountability, 189–201	Motivation Australia, 131
see also transparency	multilateral organisations, see international
Manila, 174	organisations ,
marine environment, 51, 229	multilateral policy, development, legal and
see also fishing and fisheries	environment, 95–104
maritime-related incident response, 51	multilateral replenishments and global
maritime security, 26, 42, 50	development partnerships, 134–8
South China Sea, 35, 41, 42, 96	Mumbai, 52
Market Development Facility, 45, 82	Mundine, Warren, 102
market research, 233	Myanmar, 46, 124, 140
markets and market access, 17, 75–94	elections, 43
Africa, 57	women's empowerment and gender equality,
China, 36, 78	103, 131
Europe, 71	Myer Foundation, 146
Indonesia, 46	
Japan, 15–16	
Middle East, 57	

N	passports issued, 170 staff, 128, 197, 210, 211, 213; locally engaged,
Nairobi, 180, 182 National Archives Australia, 157 National Capital Authority, 120 national day celebrations, 118 national security, <i>see</i> defence and security natural disasters, <i>see</i> disaster preparedness and risk reduction; humanitarian programs	197 websites and online services, 150, 154 workplace health and safety, 227–8 see also consular services; public diplomacy and communication Overseas Property Office and Services, 177, 178–82
natural gas, 87 Nauru, 26, 28 naval cooperation, 16, 65	P
Nepal, 50' Netherlands, 100, 108 networks and links priority function, 19–20 New Colombo Plan, 20, 145–8 New Delhi, 52 New South Wales, 52, 60 Newcastle passport office, 168 New Zealand, 26, 79, 91, 112, 141, 154 Auckland, 227 Nguyen, Luke, 155 Nigeria, 118 non-government organisations (NGOs), 131, 140, 192	P5+1, 57 PACER Plus, 26, 28 Pacific, 25–32, 130, 150 climate change responses, 26, 29, 103, 137 cooperation strategy with Japan, 34, 35 disaster preparedness and risk reduction, 136, 143 Fairtrade revenue, 91 Fijians with spinal injuries, 131 fisheries, 26, 31, 124 justice systems, 22 Market Development Facility, 82 New Colombo Plan locations, 147
Africa, 61 Middle East, 62 non-ongoing employees, 211	office services, 182; tenants' satisfaction, 180 Tropical Cyclone Winston, 125, 141–2, 143, 162, 163
non-proliferation and disarmament, 106–7 bilateral discussions and cooperation, 50 Iran, 57, 107 North Korea, 22, 34, 35, 106 North America, <i>see</i> Canada; Latin America; United States	water, sanitation and hygiene, 29, 129 women and girls, 29, 30, 103, 125 see also New Zealand; Papua New Guinea Pacific Humanitarian Challenge, 130 Pacific Islands Forum (PIF), 26, 137, 141 Pacific Leadership and Governance Precinct, 27,
North Asia, 33–8 New Colombo Plan, 146 OPO tenants' satisfaction, 180 see also China; Japan; Republic of Korea North Korea, 22, 34, 35, 42, 106	31, 102 Pacific National Disaster Management Offices, 143 Pacific Regional Environment Programme, 29, 137 Pacific Women Shaping Pacific Development
Northern Australia, 152 White Paper, 28, 152 Northern Territory, 152 Norway, 99 Nowshera District, 53 NPM Industries, 45 nuclear energy, 50, 73	program, 125 Pakistan, 50, 118 market development, 53, 54, 82 Palaung Women's Organisation, 131 Palestinians, 57, 62, 63, 176 paper, passport services, 172, 230 Papua New Guinea, 26, 82 justice system, 22
0	Pacific Leadership and Governance Precinct, 27, 31, 102 small to medium-sized enterprise development,
objectives, 205–9 OECD, 86 Development Assistance Committee, 135 Office of Development Effectiveness (ODE), 126, 128, 192–3 Office of the Australian Information Commissioner, 195 Official Development Assistance (ODA), see	water, sanitation and hygiene, 129 Papua New Guinea Institute of Public Administration, 27 Paris Agreement, 101 Paris Club negotiations, 65 parliamentary committees, 65, 112, 224–5 corrections to errors in 2014–15 Annual Report,
program oil stockholding, 87 Ombudsman, 195 1.5 track dialogues, 34 ongoing employees, 211 operating result, 183–5	250 treaties, 78, 79, 96, 224 parliamentary delegations, 26, 113 Parliamentary Document Management System, 112 part-time employees, 211
organisation and structure, 5–9 passport services, 168 security branches, 177 Organisation of Islamic Cooperation, 57 Organo Botanica, 82 origin rules, 89	partner performance assessments, 126 passport services, 19, 167–72, 230 peacebuilding and peacekeeping, 96, 135, 185, 235 Myanmar, 46, 124 South Sudan, 57
ORIMA Research, 180 outcomes and programs, 25–185, 205–9, 218–21, 229–30 outer space, 107, 115 overseas network, 5, 23–4, 178–82, 230, 242–9	Sri Lanka, 50 women and, 103 peaceful uses of nuclear energy, 50, 73 people smuggling (human trafficking), 46, 50, 98 people-to-people links, <i>see</i> public diplomacy and
corrections to errors in 2014–15 Annual Report, 250	communication; scholarships People's Republic of China, <i>see</i> China

performance bonuses, 215 performance indicators Americas, 64	promoting a stable and prosperous regional and global environment priority function, 15–16
consular services, 159 Europe, 70 humanitarian, 139	property services, 178–82, 230 protective security, 23–4, 173–7 diplomatic and consular missions in Australia,
international security, nuclear disarmament and non-proliferation, 105 Middle East and Africa, 56	118 ICT, 40, 106, 109 ICT, departmental, 174, 192; cable network, 175
multilateral policy, development, legal and environment, 95	passports, 168, 169, 172 protocol services, 115, 117–21
multilateral replenishments and global development partnerships, 134 New Colombo Plan, 145	providing a secure, efficient and responsive passport service priority function, 19 public diplomacy and communication, 19–20, 22–3,
North Asia, 33 Pacific, 25	149–58 ASEAN, 41, 156
passport services, 167 progress against Australia's development	China, 38, 152, 154, 156 Europe, 73
policy and performance framework, 122 property services, 178	India, 115, 152, 154, 156 Latin America, 20, 65, 150, 157
public diplomacy and communication, 149 security and ICT services, 173	United States, 65, 154 see also media; scholarships and awards
services to diplomatic and consular	Public Diplomacy Strategy, 154
representatives in Australia, 117 services to other agencies, 111	Public Governance, Performance and Accountability Act 2013 (PGPA Act), 13, 190, 192
South and West Asia, 49 Southeast Asia, 39	public interest disclosure policy, 193 publications, 90
trade and investment, tourism and private sector engagement, 85	aid program, 123, 124, 126, 192 consular 'State of Play' report, 160
trade negotiations, 75	media releases and public statements, 150
performance management, 199, 215 aid program, 125–6	see also websites and web services purchaser–provider arrangements, 231–2
Performance of Australian Aid report, 18, 126, 192 performance statement, 13–185	purchasing (procurement), 184, 200–1 advertising and market research, 233
Philip Morris Asia, 76 Philippines, 40, 103, 124	property management services contract, 230 security and ICT services, 174
Manila, 174 Phuket, 40, 175, 180	termination of contractors' engagements, 193 United States market, 68
plain packaging of tobacco products, 76	WTO Agreement, 76
plans and planning, 192–3, 194 aid investment, 123, 126	ригроse, 14
crisis management, 162 Medical Unit, 198	Q
property services, 179 reconciliation action, 198	Qatar Airways, 73
workforce, 197 Policy Planning Branch, 116	qualifications, mutual recognition of, 68
portfolio, 9 Portfolio Budget Statements, 205–9	R
see also performance indicators	
Portugal, 73 power generation and transmission, 47, 60, 86	RG Casey Building, 180 Reconciliation Action Plan, 198
Prime Minister's Directive: Guidelines for the Management of the Australian Government	recruitment, 198, 212 Red Cross and Red Crescent, 97, 140, 143
Presence Overseas, 111, 190, 197 priority functions, 14–24	ReDESIGN Strategy, 197 refugees and displaced persons, 140
priority passports, 170 prisoner radicalisation, 108	Cambodian resettlement, 40
privacy, 195	Syrian, 57, 59 refused passports, 168
Private Infrastructure Development Group, 87 private sector development, 82, 135	regional and global environment priority function, 15–16
APEC, 86 Pacific, 30, 102	Regional Assistance Mission to Solomon Islands (RAMSI), 26
Pakistan, 53 Timor-Leste, 45	Regional Comprehensive Economic Partnership, 76, 83
see also financial services private sector investment, 71, 87, 131	regional security, <i>see</i> defence and security regional trade negotiations, 76, 83
New Colombo Plan, 146	PACER Plus, 26, 28
Pacific, 30 Philippines, 124	Trans-Pacific Partnership (TPP) Agreement, 79, 154
water, sanitation and hygiene, 129 procurement, <i>see</i> purchasing	Rehabilitation Management System, 227 remuneration, 184, 199, 214–15, 251
professional qualifications, mutual recognition of, 68	seasonal workers, 28 renewable energy, 29
programs and outcomes, 25–185, 205–9, 218–21, 229–30	Republic of Korea, 34, 35, 127 free trade agreement, 76, 77, 89–90
progress against Australia's development policy	MIKTA, 88
and performance framework, 122–33	public diplomacy programs, 152, 154, 157

Republic of Seychelles, 51, 71	social media, 150, 153, 154
resilience building, 21, 31, 54, 62, 125 see also climate change; disaster preparedness	Australia Global Alumni Engagement Strategy, 151
and risk reduction	Digital Media Strategy, 23
Review of Diplomatic Security, 177	New Colombo Plan, 146
risk management, 193 Medical Unit, 198	Policy Planning Branch, 116 Smartraveller presence, 163
rules of origin, 89	Spanish promotional competition, 73
Russia, 72, 74, 100	see also Twitter
	social protection, 125
S	Solomon Islands, 22, 26, 31, 129, 136 Somalia, 57
	SoundCloud account, 154
salt production, 45	South Africa, 57
Samoa, 26, 30, 136, 137	South America, see Latin America
sanctions Iran, 57, 97	South and West Asia, 49–55, 82, 103 diplomatic premises in, 118
North Korea, 34	Indian Ocean region, 51, 127
Russia, 74	posts in, 174
Sarhad Rural Support Programme, 53	see also India
SATIN network, 24, 177	South China Sea 35, 41, 42, 96
Savills, 180 scholarships and awards, 20	South China Sea, 35, 41, 42, 96 South Sudan, 57
Mongolia, 37	Southeast Asia, 39–48, 103
New Colombo Plan, 20, 145–8	humanitarian programs, 140
see also Australia Awards	New Colombo Plan, 146, 147 people smuggling (human trafficking), 46, 98
science and innovation, 115, 150 Antarctica, 99, 119	private sector investment, 124, 129, 146
Europe, 71	see also ASEAN; Cambodia; Indonesia; Malaysia;
India, 52	Myanmar; Philippines; Singapore;
Israel, 57	Thailand; Timor-Leste; Vietnam space, peaceful uses of, 107
Papua New Guinea, 26 Republic of Korea, 157	Spain, 73
Singapore, 44	Special Envoy for Human Rights, 22
Seasonal Worker Programme, 28	Special Envoy for Trade, 44, 65
Secretariat of the Pacific Community, 143	Special Visits Program, 57, 65
Secretary, 6, 13, 190, 191, 199 end-of-year reception, 118	speeches drafted or contributed to, 112 sponsors, 236–41
review of year, 3–4	sports, 73, 150, 156
security, see defence and security; protective	Sri Lanka, 50, 82
security	Colombo, 176
security and ICT services, 173–7 security breaches, 175	staff, 184, 191, 197–9, 210–15 conduct and ethics, 191, 193
security clearances, 174, 175	humanitarian positions, 128
Security Committee, 177	security clearances and awareness, 24, 174, 175
Senate committees, 65, 224, 225	strategic thinking, encouragement of, 116
senior executive service (SES) staff, 190, 198, 211–12	see also workplace health and safety Staff and Family Support Office, 198
remuneration, 199	staff learning and development, 193, 198–9
senior management committees, 190–2	anti-bullying, harassment and discrimination,
Seoul, 154 service charter, APO, 168	228 armoured vehicle training, 176
Service Level Agreement, 112, 231	consular services, 160
services to diplomatic and consular	ICT, 175
representatives in Australia, 115, 117–21	passport provisions, policies and systems, 169
services to other agencies, 111–16, 231–2 sex of staff, 210, 211, 212, 213	security training, 24, 175 Staff and Family Support Office sessions, 198
sexual and gender-based violence, 97, 103	technical capacity, 174
DFAT guidance for staff, 198	workplace health and safety, 227
Myanmar, 131	staff recruitment, 198, 212
Pakistan, 53 Timor-Leste, 45	staff welfare, 198 state and territory offices, 23, 112, 115
sexual equality, see women and girls	staff, 210, 211, 213
Seychelles, 51, 71	'State of Play' report, 160
Shanghai, 38	Stockholm, 73
Singapore, 44, 106, 152 free trade agreement (SAFTA), 80	Strategic Framework, 190 strategic thinking, 116
Singapore–Australia Joint Ministerial Committee,	Strategy for Australia's Aid for Trade Investments,
44	124
slavery, 98	Strategy for Australia's Investments in
small to medium enterprises (SMEs), 30, 86 Indigenous, 102, 201	Infrastructure, 124 strengthening international frameworks and
procurement initiatives, 201	norms priority function, 21–2
Smartraveller campaign, 161	Studybank program, 198
	submarines, 71 submissions, 112
	3001113310113, 112

suspended passports, 168 Sustainable Development Agenda, 133, 138 Sweden, 73 Syria, 57, 58–9, 62, 72 chemical weapons use, 106 Daesh, 57, 58, 96, 106 evaluation of humanitarian response, 128 Syria Donors Conference, 71	Trade in Services Agreement, 76 trade negotiations, 75–84 Trade Talk, 90 TradeStart, 89 training, see capacity building; staff learning and development; vocational education and training Trans-Pacific Partnership (TPP) Agreement, 79, 154
Т	transnational crime (people smuggling), 46, 50, 98 see also terrorism
Taiwan, 34, 146	extractive industries, 90
Taipei, 38 tariffs, 89	peace and security activities, 135 transport infrastructure
free trade agreement outcomes, 68, 77, 78	Pacific, 26, 31
Tasmania, 99, 119, 146 tax concessions for construction or renovation,	Vietnam, 40, 124 travel, 113
118 tax systems, 124	see also tourism; visits programs travel advice, 161, 163
teachers, 45, 192	travel approvals, 175
technical education, <i>see</i> vocational education and	travel documents, 19, 167–72, 230
training Technical Officer Development program, 174	visas, 26, 28, 118 travellers' emergency loans, 163
Tehran, 176	Treasury, 16, 60, 86, 135
television series, 151, 157 The Embassy, 160	treaties and other international agreements, 96 Antarctica, 99
tenders, <i>see</i> purchasing	arms trade, 107
terrorism, 96, 106, 110 Africa, 57	climate change, 29, 101 European Union, 71
attacks in Paris and Brussels, 21, 71, 163	India, 50
bilateral discussions and cooperation, 26, 40, 72, 106	Japan, 15–16 non-proliferation and disarmament, 22, 107
Daesh, 57, 58, 96, 106	Papua New Guinea, 26
EAS Leaders' Statement, 42 terrorist prisoners, 106, 108	Ukraine, 73 WTO agreements, 76
Thailand, 40	see also free trade agreements
Bangkok, 180, 182 Phuket, 40, 175, 180	tribunals, matters before, 226 Trilateral Strategic Dialogue, 106
timeliness of passport issue, 170	Tripartite Action to Enhance the Contribution
Timor-Leste, 28, 45, 46 Timor Sea treaties, 40, 104	of Labour Migration to Growth and Development in ASEAN (TRIANGLE II), 98
tobacco plain packaging, 76	tropical cyclones, 143
Tonga, 26, 29, 30, 136, 163 Torres Strait Treaty, 26	Pam, 26 Winston, 125, 141–2, 143, 162, 163
tourism and tourism markets, 119	tuberculosis, 125, 135
China, 86 Singapore, 44	tuna fisheries, 124 Turkey, 71, 86, 88, 106
Sri Lanka, 50	Ankara, 73
United States, 65 see also consular services; travel documents	Tuvalu, 28, 137 Twitter, 23, 151, 153, 154
Tourism Australia, 9, 190	Australian Writers Week hits, 38
trade, 75–94 Americas, 67	Smartraveller followers, 163 '2+2' security talks, 35
Europe, 71, 74	2.2 security cans, 55
export controls, 106, 107 Gulf Cooperation Council, 63	II.
North Asia, 34, 36	
Pacific (Oceania), 29 South and West Asia, 54	Ukraine, 73, 74, 100 Kyiv, 120
Southeast Asia, 41	Ulaanbaatar, 34, 175, 180
see also foreign investment; markets and market access	Umbrella Group, 101 UN Women, 51, 103
trade and investment, tourism and private sector	UNESCO World Heritage Committee, 71
engagement, 85–94 Trade and Investment Policy Committee, 192	United Arab Emirates (UAE), 57, 60 United Kingdom, 71, 99, 108
Trade Facilitation Agreement, 76	Brexit, 74
trade facilitation programs, 86, 124, 192	public diplomacy programs, 152, 154 United Nations, 22, 96, 103–4
Fairtrade, 91 Pakistan, 54	peacekeeping missions, 96, 185, 235
Papua New Guinea, 102	United Nations Committee on the Peaceful Uses
WTO agreement, 76 trade finance, 86	of Outer Space, 107 United Nations Development Programme, 51, 96
Cuban debt rescheduling, 65	United Nations Framework Convention on Climate
	Change, 29, 101

United Nations General Assembly, 51, 96, 97 United Nations Group of Governmental Experts on	websites and web services, 150, 154 aid program, 126
Cyber, 106, 109 United Nations Human Rights Council, 22, 96 United Nations Secretary-General, 96	Australia Global Alumni Engagement Strategy, 151 Business@dfat portal, 90
United Nations Security Council, 96	FTA Portal, 89
resolutions, 96, 100, 103	New Colombo Plan, 146
see also sanctions	passport services, 168, 169, 170
United Nations Trust Facility Supporting Cooperation on Arms Regulation, 107	Smartraveller, 161, 163 see also social media
United States, 65, 66, 109	West Asia, see South and West Asia
Force Posture Initiatives, 15, 66	Western Australia, 52, 115, 146, 152
free trade agreement, 68–9	white paper processes, contributions to, 28, 106
Trilateral Strategic Dialogue, 106 Washington, 66, 180, 182	White Ribbon Day, 103 WiFi, 175
website visitors from, 154	wine, 76, 78
University of New South Wales, 172	women and girls (gender equality), 86, 103, 124,
University of Papua New Guinea, 27	125
uranium exports, 50, 73	Afghanistan, 50, 103
urban management, 52 Uruzgan, 54	Africa, 61 entrepreneurs, 30, 53, 86
USAID, 127	in film industry, 157
•	in humanitarian efforts, 140
V/	Indian Ocean rim economies, 51
V	Indonesia, 103, 192 Mongolia, 37
Values Statement, 6, 190, 192	Myanmar, 103, 131
Vanuatu, 26, 30, 129, 136, 163	Pacific, 30, 103, 125; climate change
Vietnam, 40, 103, 129, 146	negotiators, 29
Cao Lanh Bridge project, 40, 124	Pakistan, 53
public diplomacy programs, 155 violence, <i>see</i> sexual and gender-based violence;	Timor-Leste, 45 WTO aid for trade work program, 76
terrorism	see also sexual and gender-based violence
visas, diplomatic, 118, 121	women and girls, education and training of, 124
Papua New Guinea, 26	Women Deliver Conference, 103
seasonal workers, 28	women staff, 210, 211, 212, 213 Women in Leadership Strategy, 198
visits programs, 150 Australia–Indonesia Institute, 156	Women 20 engagement group, 86
business delegations, 40, 52; to Australia, 71	Workforce Planning Framework, 197
Guest of Government visitors, 71, 72	workplace arrangements, 199, 251
international media, 115, 150, 152	workplace diversity, 198, 227–8
parliamentary delegations, 26, 113 Special Visits Program, 57, 65	workplace health and safety, 198, 227–8 consular staff, 160
visual arts, 150, 156	e-learning program, 227
vocational education and training, 119	Jakarta embassy construction, 181
Australia–Pacific Technical College, 31	Workplace Relations Committee, 191
India, 50	World Bank Group, 22, 137
Pakistan, 53 see also capacity building	International Development Association, 135, 185
volunteers and volunteer programs, 20, 132	World Congress against the Death Penalty, 96
	World Heritage Committee, 71
\4/	World Humanitarian Summit, 140, 144
VV	World Trade Organization (WTO), 36, 76, 81, 84 World Wine Trade Group, 76
WASH Fund, 129	vvolta vviile made aroup, ro
Washington DC, 66, 180, 182	V
water, sanitation and hygiene, 129, 135, 143	Υ
Africa, 61	Vancon 42
India, 52 Iraq, 59	Yangon, 43
Mekong region, 47	_
Myanmar, 124	Z
Pacific, 29, 129, 137	7
weapons of mass destruction, seepon-	Zagreb, 73
weapons of mass destruction, <i>see</i> non- proliferation and disarmament	Zambia, 118 zinc exports, 68
weather services, 29	1 7