



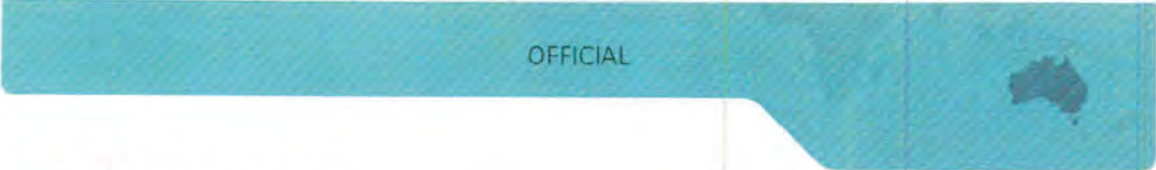
Australian Government  
Department of Foreign Affairs and Trade



# HEAD ARRANGEMENT

Between the Department of Foreign Affairs and Trade and Partner Agencies for Overseas Management, Security and ICT Services, effective 1 July 2022.

Version: 1 July 2022



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## **1. Participants to this Arrangement**

- 1.1. The Participants to this Head Arrangement (the "Arrangement") are the Department of Foreign Affairs and Trade ("DFAT") and the agency listed in paragraph 19.6 (the "Partner Agency").

## **2. Term of this Arrangement**

- 2.1. This Arrangement will come into effect on 1 July 2022 and will remain in effect until 30 June 2027, unless terminated by a Participant in accordance with paragraph 17.
- 2.2. This Arrangement may be extended for a further term of up to three (3) years by the mutual written consent of the Participants.

## **3. Purpose of this Arrangement**

- 3.1. The purpose of this Arrangement is to provide the guiding principles under which DFAT provides services to support the Partner Agency's conduct of its business or interests overseas.
- 3.2. The services provided by DFAT are identified in the Services Catalogues and other supporting material as detailed in paragraph 6, [Attachment A](#) and [Attachment B](#).

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## 5. Confidentiality and privacy

- 5.1. The Participants will take all appropriate steps to protect each other's confidential information they may become aware of as a result of the operation of this Arrangement or through the delivery of services under the Services Catalogues.
- 5.2. When dealing with personal information under this Arrangement, the Participants will comply with the requirements of the *Privacy Act 1988*, including the Australian Privacy Principles.

## 6. Services overview

- 6.1. DFAT delivers services outlined in the Services Catalogues in [Attachment A](#). Each Services Catalogue provides detailed descriptions of available services, Partner Agency and DFAT responsibilities and Key Performance Indicators (KPIs).
- 6.2. The Services Catalogues cover the management, security and ICT services required by a Partner Agency in support of the Australian Government's business overseas. Further details are included in paragraphs 7, 8, and 9.
- 6.3. The Services Catalogues will specify the staff eligible to receive the services and caveats and/or specific requirements, such as security clearances. Services will be provided on an equitable basis reflecting government priorities and consequent needs of the Partner Agency operating overseas.
- 6.4. Services are supported by the *Service Charter and Governance Arrangements* outlined in paragraph 10 of this Arrangement.
- 6.5. DFAT and/or a Partner Agency at Post cannot amend or add services, amend responsibilities or KPIs in Services Catalogues, other than in accordance with paragraph 16.3 of this Arrangement.
- 6.6. DFAT may outsource services where efficiencies can be achieved. The costs incurred through outsourcing a service, or part of a service, that is included in a Services Catalogue under this Arrangement, will be included as part of the cost recovery detailed in paragraph 15.1 of this Arrangement.
- 6.7. In addition to Services Catalogues, other material supporting this Arrangement is listed in [Attachment A](#) and [Attachment B](#). DFAT may introduce additional Services Catalogues and supporting material where a need is identified, or consolidate catalogues and material to achieve efficiencies and streamlining, in accordance with the processes detailed in the *Service Charter and Governance Arrangements* document listed in [Attachment A](#).

## 7. Management services

- 7.1. Management Services are the enabling services DFAT provides to the Partner Agency to facilitate the efficient administration of its overseas presence under three broad categories:
  - a) Financial Services;
  - b) Human Resource Services; and
  - c) Corporate Services, including Property Services.
- 7.2. The services are detailed in the Services Catalogue listed in [Attachment A](#).



## 8. Security services

- 8.1. Security services are the enabling services DFAT provides to the Partner Agency to facilitate the efficient and effective management and delivery of security services to the Partner Agency staff working overseas. The services are detailed in the Services Catalogue listed in [Attachment A](#).
- 8.2. The type and level of services will vary from location to location according to local conditions and prevailing threat and risk assessments. DFAT's objective in delivering services is to mitigate security risk to an acceptable level.
- 8.3. The Partner Agency will ensure that use of DFAT's security infrastructure, equipment and services under the Services Catalogue is strictly in accordance with the DFAT Security Framework and the policies, plans, procedures or instructions prescribed by DFAT or its authorised representative for security services, as well as relevant laws and regulations.

## 9. Information and Communications Technology services

- 9.1. Information and Communications and Technology (ICT) services are the enabling services DFAT provides to the Partner Agency to facilitate the efficient and cost-effective management and delivery of ICT products and services in support of Australia's national interests globally. Products and services are detailed in the Services Catalogue listed in [Attachment A](#).
- 9.2. The Partner Agency will comply with policies, plans, procedures or instructions prescribed by DFAT or its authorised representative for ICT products and services, as well as relevant laws and regulations.

## 10. Service Charter and Governance Arrangements

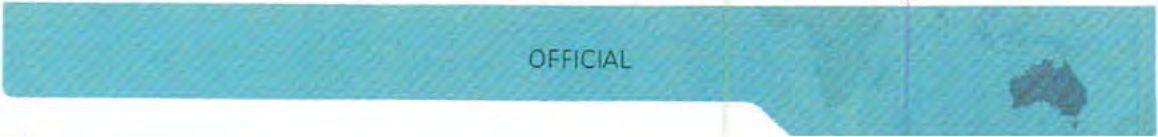
- 10.1. The *Service Charter and Governance Arrangements* document details the service delivery governance arrangements, what Partner Agencies can expect from DFAT and how Partner Agencies can assist DFAT to deliver professional, reliable and consistent services.
- 10.2. DFAT and the Partner Agency, in Australia and at Post, will maintain regular dialogue on the service delivery under this Arrangement.
- 10.3. The *Service Charter and Governance Arrangement* document is listed in [Attachment A](#).

## 11. Dispute resolution

- 11.1. The Participants mutually consent to work cooperatively to resolve any disputes that arise in relation to this Arrangement, or the service delivery under the Service Catalogues. Further details on service monitoring and dispute resolution arrangements are detailed in the *Service Charter and Governance Arrangements* document listed in [Attachment A](#).

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## 14. Financial management

- 14.1. The Partner Agency is responsible for all costs associated with establishing, maintaining and terminating its overseas presence, for ensuring financial tasks it undertakes are in accordance with its own instructions and policies, and that foreign exchange exposures related to its overseas presence are understood and managed.

## 15. Cost recovery

- 15.1. DFAT will recover a proportion of its costs from the Partner Agency. The methodology and process by which these costs will be recovered are detailed in the cost recovery methodology supporting material listed in [Attachment A](#).
- 15.2. Additionally, DFAT will recover all costs incurred by DFAT from the Partner Agency, which are directly associated with the establishment, disestablishment, or permanent changes to the Partner Agency's overseas presence.
- 15.3. The Services Catalogues under this Arrangement may indicate where a service includes tangible local expenses that DFAT may recover from the Partner Agency, such as routine office or property expenses, and security and ICT costs.
- 15.4. DFAT may also recover other local expenses from the Partner Agency that DFAT has incurred and which may not directly relate to services provided but are directly attributable to the Partner Agency's activities. DFAT will recover these costs from the Partner Agency at Post, unless otherwise specified in a Services Catalogue.

## 16. Variations

- 16.1. Any Participant may propose to amend this Arrangement (this document) by notifying the other Participants in writing in accordance with paragraph 18.
- 16.2. Proposed amendments to this Arrangement (this document) will be subject to discussion to determine a global solution, and follow the process detailed in the *Service Charter and Government Arrangements* document listed in [Attachment A](#).
- 16.3. Variations to Services Catalogues, Cost Recovery Methodologies, and other supporting material under this Arrangement will be in accordance with the consultation processes detailed in the *Service Charter and Governance Arrangements* document listed in [Attachment A](#).

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## 19. Acceptance

- 19.1. The Participants acknowledge that this Arrangement records their expectations and commitments, but the Arrangement does not create any legally binding rights or obligations between the Participants. Each Participant undertakes to act in good faith towards the other Participant, consistent with the intention of this Arrangement.
- 19.2. The signing of this Arrangement does not represent a financial commitment by any Participant. The Partner Agency is responsible for seeking all relevant financial approvals, including, but not limited to, approval under section 23 of the PGPA Act, from the appropriate delegate within their agency prior to entering into this Arrangement.
- 19.3. The Partner Agency may refer to the cost recovery methodology listed at [Attachment A](#) and the schedule of fees and annual statements listed in [Attachment B](#) to assist with forecasting costs for current and forward years.
- 19.4. By signing this Arrangement, DFAT and Partner Agencies mutually accept the terms of the Arrangement and the versions of the supporting material listed in [Attachment A](#) at the time of signing. DFAT may only vary supporting material by following the variation process in paragraph 16.
- 19.5. For the Department of Foreign Affairs and Trade  
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Adrian Hudson  
Chief Operating Officer / Deputy Secretary

19.6. For Department of Home Affairs (agency name)

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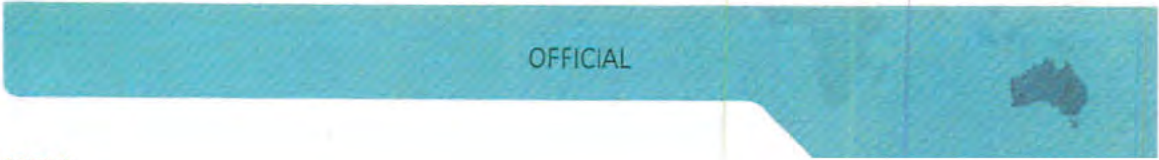
\_\_\_\_\_ (delegate's signature)

Justine Saunders (delegate's name)

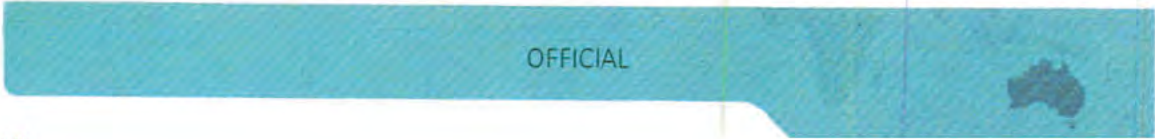
deputy secretary / chief operating officer (delegate's position)



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**Australian Government**  
**Department of Foreign Affairs and Trade**



# OVERSEAS MANAGEMENT SERVICES CATALOGUE

As referred to in the Head Arrangement between Managing and Partner Agencies for Overseas Management, Security and ICT Services, effective 1 July 2022.

Version: 1 July 2022



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## Introduction

- MS1. The DFAT Overseas Management Services Catalogue (the Catalogue) details the Management Services that the Department of Foreign Affairs and Trade (DFAT) provides at DFAT-Managed posts to Partner Agencies who are party to the [Head Arrangement](#).
- MS2. DFAT is a Global Hub under the Whole of Government (WoG) [Shared Services Program](#), led by the Department of Finance. The Catalogue aligns with the format of the WoG Corporate Business Services Catalogue with Management Services falling under three broad categories:
- Financial Services;
  - Human Resource Services; and
  - Corporate Services, including Property Services.

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s 22(1)(a)(ii)

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s 47E(d) – this section, together with the following pages (18-24) are exempt and have been removed.

s 22(1)(a)(ii) – this section, together with the following pages (25-37) have been removed.









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s 44(1)(a)(ii)

s 22(1)(a)(ii)

s 47E(d) – this section, together with the following pages (42-48) are exempt and have been removed.







s 22(1)(a)(ii)

s 47E(d)

s 22(1)(a)(ii) – this section, together with the following pages (53-73) have been removed.