

Business Guides to the Arab Gulf

People to help You

ORGANISATION	KEY SERVICES	CONTACT	COMMENT
In Australia			
Australian Government			
Australian Quarantine and Inspection Service (AQIS) Department of Agriculture, Fisheries and Forestry Canberra	Responsible for accreditation of halal certifying agencies in Australia for red meat.	http://www.daff.gov.au	AQIS provides a list of recognised Islamic bodies for the halal certification of red meat. <i>(This list is subject to regular update. If the hyperlink is not functional, please enter the text of the above link into the search pane on the DAFF website, and click through to ensure the listing is current.)</i>
Australian Trade Commission (Austrade)	<p>The Australian Government's trade and investment development agency. Austrade provides:</p> <ul style="list-style-type: none">♦ detailed advice on exporting and individual markets♦ Market research♦ Partner selection♦ Program arrangements in Middle East markets <p>Austrade also administers the TradeStart program in partnership with a range of private and public sector organisations, employing Export Advisors well versed in</p>	<p>http://www.austrade.gov.au</p> <p>T: 13 28 78</p>	<p>Austrade in Australia provides advice on export to the Arab Gulf, as well as referrals to Austrade offices in the UAE (Dubai and Abu Dhabi), Saudi Arabia (Riyadh and Jeddah), Oman (Muscat), Qatar (Doha) for in-market assistance.</p> <p>The Export Market Development Grants (EMDG) scheme is also a key financial assistance program of the Australian Government, administered by Austrade. It provides financial support for a wide range of market development activities.</p>

international trade.

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Department of Foreign Affairs and Trade (DFAT)	<ul style="list-style-type: none"> Trade policy advice – incl. free trade agreements (FTAs) Political and economic briefings Consular assistance Intervention on market access issues Economic and trade statistics. 	http://www.dfat.gov.au http://www.smartraveller.gov.au T: +61 2 6261 1111	<p>Australians are advised to register with DFAT when travelling overseas, and if taking up residence in a foreign country, register with the Australian mission responsible for that location. This registration will assist DFAT to locate you in the event of a natural disaster, civil disturbance or a family emergency.</p> <p>There is a registration form available on-line.</p>
Export Finance and Insurance Corporation (EFIC) Sydney	EFIC is the Australian Government's export credit agency, providing specialist finance and insurance services.	http://www.efic.gov.au T: 1800 887 588 or +61 2 9201 2111	<p>EFIC has over 50 years of experience in assessing risk in markets around the world. It provides financial solutions, risk management options and professional advice.</p> <p>EFIC publishes an email newsletter, World Risk Developments, which provides a current analysis of worldwide developments and why they matter for Australian exporters and investors abroad.</p> <p>See the EFIC website to subscribe.</p>
State and Territory Governments			
<u>Australian Capital Territory</u> Business and Industry Development (BID) Chief Minister's Department	BID delivers a range of programs to the ACT business community, which may include in-country and tradeshow assistance, market research, mentoring services and trade missions.	Email: business.mailbox@act.gov.au Tel: 1 800 244 650 (Australia) +61 13 22 81 (International) Web: www.business.act.gov.au	ACT companies interested in exploring business opportunities in the Gulf can receive support through the TradeConnect program.

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<u>New South Wales</u> Department of State and Regional Development (DSRD)	DSRD provides free counselling to NSW business entering export markets and guidance with regard to activities such as: <ul style="list-style-type: none"> • market research • distribution options, and • shipping information. 	http://www.smallbiz.nsw.gov.au/smallbusiness/Exporting T: +61 2 9338 6958	DSRD organises trade missions to the Middle East and many other parts of the world on a regular basis
<u>Queensland</u> Queensland Government Trade Queensland Export Advisory Unit	<ul style="list-style-type: none"> • Introductions to government and private sector contacts • Advice on the suitability of products and services • Identifying potential business partners and customers. 	tradeinfo@qld.gov.au Export Hotline: 1300 363 711 T: +61 7 3224 4035	Trade Queensland has two offices in the Gulf region: Abu Dhabi and Riyadh to provide a range of on-the-ground support services for Queensland business.
<u>South Australia</u> Department of Trade and Economic Development (DTED) –	The South Australian Government provides assistance and services to South Australian companies exporting overseas. This includes: <ul style="list-style-type: none"> • market intelligence, • in-market support and • direct financial assistance to promote exports. 	http://www.southaustralia.biz/Exporting-from-SA.aspx T: +61 8 8303 2400	A range of key contacts is also available on the Department's website. The South Australian Government also has a representative office in Dubai, UAE.
<u>Tasmania:</u> Department of Economic Development and Tourism	The Export Facilitation and Market Development business unit provides: <ul style="list-style-type: none"> • Assistance to develop and expand sales into national and international markets. • Matching national and international buyers 	http://www.development.tas.gov.au/export/index.html Business Point: 1 800 440 026	The services include customised market research for specific businesses, including advice on identifying and screening potential agents or distributors, inward buyer programs (including visit scheduling and business matching) and exporter education.

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<u>Victoria</u> Department of Innovation, Industry and Regional Development (DIIRD)	Generating new investment leads and attracting international investment. Export development initiatives and assistance	http://www.diird.vic.gov.au Victorian Business Line (VBL) 13 22 15	Assistance to Victorian companies to develop viable exports and to source investment. Through the International Coordination Office (ICO) provides a coordination/contact point for the Victorian Government office for the Gulf region – based in Dubai UAE.
<u>Western Australia</u> Department of Industry and Resources	Through the WA Global Network a range of international business services are provided, including: <ul style="list-style-type: none"> ♦ Market research ♦ Provision of in-depth statistical, market and economic analysis ♦ Matching WA businesses with international opportunities ♦ Trade missions, etc. 	http://www.doir.wa.gov.au T: +61 8 9222 3333	The WA Government has a network of 13 international offices with Market Development Specialists to assist companies registered in WA to market goods and services internationally. Western Australia has an office in Dubai (see Dubai section of this guide).
Non-Government			
Australia Arab Chamber of Commerce Inc (AACCI)	<ul style="list-style-type: none"> ♦ Advice on visas arrangements (especially for Saudi Arabia.) ♦ Legalisation of documents ♦ Networking functions <p><i>(See the website for details of other services provided.)</i></p>	http://www.austarab.com.au The National Secretariat is in Canberra, with branches in NSW, Qld, SA, Vic and WA. Contact via the AACCI Contact Us webpage :	The AACCI is the peak body representing Australian private enterprise with commercial interests in the markets of the Arab League countries. Over 450 companies with commercial interests in the Arab world are members of the Chamber.

ORGANISATION	KEY SERVICES	CONTACT	COMMENT
Australian Institute of Export (AIEx)	AIEx is a national, not-for-profit membership organisation that provides export education and training, and a wide range of practical export services.	http://www.aiex.com.au T: +61 2 8243 7400 +61 3 8562 2241 1 300 361 526	AIEx works with Austrade to deliver TradeStart services in seven locations across Australia. Provides a comprehensive web-based export information service. AIEx has offices in NSW, Qld, SA, Vic. and WA.
United Arab Emirates			
Abu Dhabi			
Australian Trade Commission (Austrade) Australian Embassy Abu Dhabi Level 14, Al Muhairy Centre Zayed the First (7th) Street PO Box 32711, Abu Dhabi United Arab Emirates	Austrade Abu Dhabi specialises in construction, environment and industrial services.	elizabeth.gordon@austrade.gov.au	Austrade Abu Dhabi is a branch of Austrade Dubai, which is the main office for Austrade in the Middle East region.
Australian Business Group Abu Dhabi (AusBG)	AusBG is the networking group of the Australian business community in Abu Dhabi.	http://www.ausbg.net M: +971 50 264 1134	AusBG has over 200 members. When visiting Abu Dhabi there would be value in checking whether there is a networking function during the time of your visit.

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<u>Queensland</u> Trade Queensland United Arab Emirates office - Abu Dhabi Level 8, Office 801 Lulu Centre Building Salam Street Abu Dhabi United Arab Emirates	<ul style="list-style-type: none"> • Introductions to government and private sector contacts • Advice on the suitability of products and services • Identifying potential business partners and customers. 	E: tradeinfo@qld.gov.au T: +61 7 3224 4035	Market specialists assist Queensland businesses to capture export opportunities and overcome differences in business practice, language and culture.
Dubai			
Austrade Dubai Australian Consulate General Dubai	The Australian Government's trade and investment development agency. Austrade provides: <ul style="list-style-type: none"> • Detailed advice on exporting and individual markets • Market research • Partner selection • Program arrangements in Middle East markets 	T: +971 4 508 7100 F: +971 4 355 1547 T (Toll free) : 13 28 78 (Australia only) E: dubai@austrade.gov.au	Austrade Dubai is the largest Austrade office in the Middle East North Africa region. The Senior Trade Commissioner in Dubai has overall responsibility for trade promotion in this region.
ORGANISATION	KEY SERVICES	CONTACT	COMMENT
<u>South Australia</u> Government of South Australia Commercial Representative Office Emarat Atrium, 1st Floor, Office #121-122 Sheikh Zayed Road PO Box 58048 Dubai United Arab Emirates	The office provides <ul style="list-style-type: none"> • cultural training, • business matching and networking • introductions and contacts • logistical support for business trips. • agency identification etc. 	sagovtme@emirates.net.ae T: (971) 4 343 2884 F: (971) 4 343 2885	The UAE office assists SA companies develop relationships with UAE partners, marketing products and establishing operations in UAE, as well as assistance with trade missions and related events.

<p><u>Victoria</u></p> <p>Victorian Government Business Office - Dubai Executive Director Office 111, First Floor Emarat Atrium Sheikh Zayed Road PO Box 58004, Dubai United Arab Emirates</p>	<ul style="list-style-type: none"> • desk space, wireless or ADSL internet access • local phone, printer, copier, fax • initial market research • cultural training • introductions and networking • logistical support • agent identification • product/service evaluation • support at exhibitions and trade 	<p>Email: dubai@iird.vic.gov.au</p> <p>T: +(9714) 321 2600 F: +(9714) 321 2700</p>	<p>Access Middle East aims to assist Victorian companies to:</p> <ul style="list-style-type: none"> • forge new relationships with Middle Eastern partners • market their products more effectively • as appropriate, to set up an operation in the Middle East
<p><u>Western Australia</u></p> <p>Western Australia Department of Industry & Resources International Trade and Investment Office Regional Director PO Box 58007 Dubai United Arab Emirates</p>	<ul style="list-style-type: none"> • Assist WA companies in promoting their products and services through networks and linkages • Match local business with international opportunities • Attract new business and investment to WA • Assist with missions, exhibitions and company visits to and from WA 	<p>http://www.doir.wa.gov.au</p> <p>T: +971 4 343 3226 F: +971 4 343 3238,</p>	<p>The WA office in Dubai provides WA companies with a range of trade development and investment services in the GCC.</p>
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Non-Government			
<p>Australian Business Council</p> <p>The ABC Administrator PO Box 20183, Dubai United Arab Emirates</p>	<p>ABC is a networking forum in Dubai for people with Australian business interests.</p>	<p>http://www.abc-dxb.com</p> <p>E: abigdx@emirates.net.ae</p> <p>T: +971 4 367 2437 F: +971 4 367 8640</p>	<p>Australian Business Council was formerly known as ABIG (Australian Business in the Gulf)</p> <p>Check the ABC website before visiting the Gulf for networking events.</p>

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Bahrain

Austrade Australian Embassy <u>Riyadh</u> <u>Saudi Arabia</u>	♦	Market advisory services	E: riyadh@austrade.gov.au Tel: +966 1 488 7788 Fax: +966 1 488 7458	The Senior Trade Commissioner (STC) in Riyadh assists in matters relating to Bahrain-Australia trade. The STC and Business Development Managers from Riyadh visit Bahrain on a regular basis.
	♦	Market research		
	♦	Business matching		
	♦	Arranging meetings		

Kuwait

Austrade Australian Embassy <u>Riyadh Saudi Arabia</u>	♦	Market advisory services	E: riyadh@austrade.gov.au Tel: +966 1 488 7788 Fax: +966 1 488 7458	The Senior Trade Commissioner (STC) in Riyadh assists in matters relating to Kuwait-Australia trade. The STC and Business Development Managers from Riyadh visit Kuwait on a regular basis.
	♦	Market research		
	♦	Business matching		
	♦	Arranging meetings		

Oman

Australian Trade Commission (Austrade) Muscat PO Box 1257 Ruwi 112 Sultanate of Oman	♦	Market advisory services	Teresa Vallancey Trade Consultant T: +968 99360989 F: +968 24601667 Email: Teresa.Vallancey@austrade.gov.au	The Trade Consultant in Oman is responsible to Austrade in Dubai.
	♦	Market research		
	♦	Business matching		
	♦	Arranging meetings		

Qatar

Australian Trade Commission, (Austrade) Qatar	♦	Market advisory services	Karen Cemm Trade Consultant Doha, Qatar T/F: +974 4934338 M: +974 5837512 E: karen.cemm@austrade.gov.au	The Trade Consultant in Qatar is responsible to Austrade in Dubai.
	♦	Market research		
	♦	Business matching		
	♦	Arranging meetings		

Non-Government			
Australia & New Zealand Business in Qatar (ANZBIQ) PO Box 23245 Doha, Qatar	ANZBIQ is a networking forum in Doha for people with Australian and NZ business interests.	Marianna Westley Office Manager M: +974 569 8493 E: officemanager@anzbiq.org	The website http://www.anzbiq.org/html/_newsletter_.HTM also provides a forward calendar for events and functions organised by ANZBIQ.
ORGANISATION	KEY SERVICES	CONTACT	COMMENT
Saudi Arabia			
Australian Trade Commission, (Austrade) Australian Embassy Riyadh Diplomatic Quarter PO Box 94400 Riyadh 11693	<ul style="list-style-type: none"> Market advisory services Market research Business matching Arranging meetings 	E: riyadh@austrade.gov.au Tel: +966 1 488 7788 Fax: +966 1 488 7458	The Senior Trade Commissioner in Riyadh has responsibility for export and investment facilitation with Saudi Arabia, Kuwait, Bahrain and Yemen. Austrade also has an office in Jeddah.
Australian Trade Commission, (Austrade) Jeddah	<ul style="list-style-type: none"> Market advisory services Market research Business matching Arranging meetings 	Andre Barbour Business Development Manager T: +966 2 652 8540 F: +966 2 652 8560 E: andre.barbour@austrade.gov.au	Responsible for Transportation, Oil & Gas, Construction, Mining and ICT
Trade Queensland Saudi Arabia office – Riyadh PO Box 286737 Riyadh 11323 Kingdom of Saudi Arabia	<ul style="list-style-type: none"> Introductions to government and private sector contacts Advice on the suitability of products and services Identifying potential business partners and customers. 	E: tradeinfo@qld.gov.au T: +61 7 3224 4035 (Brisbane)	Market specialists assist Queensland businesses to capture export opportunities and overcome differences in business practice, language and culture.