



ACT
Government

Chief Minister, Treasury and
Economic Development

Freedom of Information Publication Coversheet

The following information is provided pursuant to section 28 of the *Freedom of Information Act 2016*.

FOI Reference: CMTEDDFOI 2019-0133

Information to be published	Status
1. Access application	Published
2. Decision notice	Published
3. Documents and schedule	Published
4. Additional information identified	No
5. Fees	Waived
6. Processing time (in working days)	31
7. Decision made by Ombudsman	N/A
8. Additional information identified by Ombudsman	N/A
9. Decision made by ACAT	N/A
10. Additional information identified by ACAT	N/A

From: [REDACTED]
To: [CMTEDD.FOJ](#)
Cc: [REDACTED]
Subject: FOI Request - ACT Government presence in Singapore
Date: Tuesday, 18 June 2019 6:17:56 PM

Good afternoon

I write to request under the *Freedom of Information Act 2016* documents since 1 July 2018 relating to the decision to include an ACT Government presence in Singapore.

These documents may include but are not limited to position descriptions, cost, communication with Commonwealth agencies, selection criteria, ongoing reporting, accountability frameworks or indicators, outcomes, Ministerial briefs, Ministerial correspondence or other correspondence within Ministerial offices, internal correspondence, internal documents, any other types of documents.

Should you require any further information or clarification about my request, [REDACTED]

Kind regards,

[REDACTED]




ACT
Government

Chief Minister, Treasury and
Economic Development

Our ref: CMTEDDFOI2019-133



via email: 

Dear 

FREEDOM OF INFORMATION REQUEST

I refer to your application under section 30 of the *Freedom of Information Act 2016* (the Act), received by the Chief Minister, Treasury and Economic Development Directorate (CMTEDD) on 18 June 2019, in which you sought access to documents relating to the ACT Governments presence in Singapore.

Specifically, you are seeking: *"...documents since 1 July 2018 relating to the decision to include on ACT Government presence in Singapore. These documents may include but are not limited to position descriptions, cost, communication with Commonwealth agencies, selection criteria, ongoing reporting, accountability frameworks or indicators, outcomes, Ministerial briefs, Ministerial correspondence or other correspondence within Ministerial offices, internal correspondence, internal documents, any other types of documents"*.

On 5 July 2019 you confirmed that you agreed to exclude job applications and other similar material of a personal nature.

On 23 July 2019 your office confirmed via phone with a confirmation email that you are not seeking administrative style emails and are happy with the revised scope listed below:

- Ministerial Briefs;
- Selection Criteria;
- Service Level Agreement;
- Co-Operative Administration Agreement between Tourism Australia and the ACT Government;
- Weekly DDG Reports (excludes out of scope information);
- Final contract of employment (excluding personal information);
- Travel documents; and
- Legal advice

Authority

I am an Information Officer appointed by the Director-General under section 18 of the Act to deal with access applications made under Part 5 of the Act.

Timeframes

In accordance with section 40 of the Act, CMTEEDD is required to provide a decision on your access application by 6 August 2019.

Third party consultation

In determining this access request, I identified that some of the information may reasonably be expected to be of concern to Austrade and Tourism Australia. In accordance with section 38 of the Act, I have undertaken third party consultation. The views of the identified third parties were considered in making this decision.

Decision on access

Searches were completed for relevant documents and 95 documents were identified that fall within the scope of your request.

I have decided to grant access in full to 44 documents and partial access to 47 documents relevant to your request. I have also decided to refuse access to four documents as I consider them to be contrary to the public interest information under Schedule 1.

I have included as **Attachment A** to this decision the schedule of relevant documents. This provides a description of each document that falls within the scope of your request and the access decision for each of those documents.

My access decisions are detailed further in the following statement of reasons and the documents released to you are provided as **Attachment B** to this letter.

In accordance with section 54(2) of the Act a statement of reasons outlining my decisions is below.

Statement of Reasons

In reaching my access decisions, I have taken the following into account:

- the Act;
- the content of the documents that fall within the scope of your request;
- the views of the relevant third parties; and
- the *Human Rights Act 2004*.

Exemptions claimed

Documents at references 20 and 36-38 of the identified documents are entirely composed of, or contain, information that is considered to be contrary to the public interest under schedule 1 of the Act.

Section 1.2 Information subject to Legal Professional Privilege

The above documents contain requests for legal advice and legal advice provided by the ACT Government Solicitor Office. I consider the advice is subject to legal professional privilege as it was brought into existence for the dominant purpose of providing a legal opinion. I am satisfied that the communications were made in circumstances of confidentiality and were provided by an independent legal adviser satisfying the

requirements to attract legal professional privilege. Accordingly, I am satisfied this information is contrary to the public interest pursuant to schedule 1 1.2 of the Act.

Public Interest Test (Schedule 2 of the Act)

The Act has a presumption in favour of disclosure. As a decision maker I am required to decide where, on balance, public interest lies. As part of this process I must consider factors favouring disclosure and factors favouring non-disclosure.

In *Hogan v Hinch* (2011) 243 CLR 506, [31] French CJ stated that when 'used in a statute, the term [public interest] derives its content from "the subject matter and the scope and purpose" of the enactment in which it appears'. Section 17(1) of the Act sets out the test, to be applied to determine whether disclosure of information would be contrary to the public interest. These factors are found in subsection 17(2) and Schedule 2 of the Act.

Factors favouring disclosure (Schedule 2 section 2.1)

Taking into consideration the information contained in the documents found to be within the scope of your request, I have identified that the following public interest factors in favour of disclosure are relevant to determine if release of the information contained within these documents is within the 'public interest':

- (a) *disclosure of the information could reasonably be expected to do any of the following:*
 - (viii) *reveal the reason for a government decision and any background or contextual information that informed the decision.*

Having considered the factors identified as relevant in this matter, I consider that release of the information contained in the documents will provide you with the background and contextual information relating to the decision to include an ACT Government presence in Singapore.

Factors favouring non-disclosure (Schedule 2 section 2.2)

As required in the public interest test set out in section 17 of the Act, I have also identified the following public interest factor in favour of non-disclosure that I believe is relevant to determine if release of the information contained within these documents is within the 'public interest':

- (a) *disclosure of the information could reasonably be expected to do any of the following:*
 - (ii) *prejudice the protection of an individual's right to privacy or any other right under the Human Rights Act 2004; and*
 - (xi) *prejudice trade secrets, business affairs or research of an agency or person;*

When considering the documents and the factor in favour of non-disclosure, I have considered the personal information contained in the documents, including names and contact information. I am satisfied that the names and contact information of ACT Government employees (with the exclusion of Jacqueline Lee's private residential address) should be released as these individuals were acting in their official capacity and the personal information being released is done so in relation to these individuals

exercising their delegations in a work-related capacity. I do not consider the release of this information is unreasonable or could prejudice their right to privacy.

However, I consider that it is unreasonable to release the names and contact information of individuals that are not ACT Government employees being the names of Commonwealth Government employees employed with Austrade and Tourism Australia as this is personal information that is not publicly available. I am of the opinion that the release of this information may prejudice the protection of the individual's right to privacy or any other right these people may have under the *Human Rights Act 2004*. I am satisfied that this factor favouring non-disclosure should be afforded significant weight as it relates to individual privacy.

I have also considered the impact of disclosing information which relates to business affairs. In the case of *Re Mangan and The Treasury* [2005] AATA 898 the term 'business affairs' was interpreted as meaning 'the totality of the money-making affairs of an organisation or undertaking as distinct from its private or internal affairs'. Schedule 2 section 2.2(a)(xi) allows for government information to be withheld from release if disclosure of the information could reasonably be expected to prejudice the trade secrets, business affairs or research of an agency or person. The information withheld from release could reasonably be expected to unfairly prejudice the business affairs of the ACT Government by disclosing the details of partnership agreements with international partners.

Noting the pro-disclosure intent of the Act, I am satisfied that redacting only the information that is not in the public interest to release, while releasing the rest of the information to you will ensure that the intent of the Act is met and will provide you with access to the majority of the information held by CMTEDD within the scope of your request.

Charges

Pursuant to *Freedom of Information (Fees) Determination 2017 (No 2)* processing charges have been waived in accordance with section 107(2)(e) of the Act.

Online publishing – Disclosure Log

Under section 28 of the Act, CMTEDD maintains an online record of access applications called a disclosure log. Your original access application, my decision in response to your access application together with the documents that are being released to you will be published in the CMTEDD disclosure log 3 days after the date of my decision. Your personal contact details will not be published. You may view the CMTEDD disclosure log at: <https://www.cmtedd.act.gov.au/functions/foi/disclosure-log>.

Ombudsman Review

My decision on your access request is a reviewable decision as identified in Schedule 3 of the Act. You have the right to seek Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in CMTEDD disclosure log, or a longer period allowed by the Ombudsman.

If you wish to request a review of my decision you may write to the Ombudsman at:

The ACT Ombudsman

GPO Box 442

CANBERRA ACT 2601

Via email: actfoi@ombudsman.gov.au

ACT Civil and Administrative Tribunal (ACAT) Review

Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision. Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal

Level 4, 1 Moore St

GPO Box 370

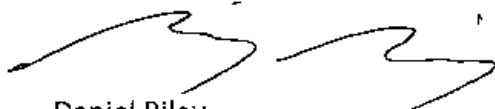
Canberra City ACT 2601

Telephone: (02) 6207 1740

<http://www.acat.act.gov.au/>

Should you have any queries in relation to your request please contact me by telephone on 6207 7754 or email CMTEDDFOI@act.gov.au.

Yours sincerely,



Daniel Riley

Information Officer

Information Access Team

Chief Minister, Treasury and Economic Development Directorate

31 July 2019



ACT
Government

Chief Minister, Treasury and
Economic Development

FREEDOM OF INFORMATION REQUEST SCHEDULE

NAME	WHAT ARE THE PARAMETERS OF THE REQUEST	Reference NO.
[REDACTED]	Documents since 1 July 2018 relating to the decision to include an ACT Government presence in Singapore	CMTEDDFOI2019-133

Ref No	Page number	Description	Date	Status	Reason for Exemption	Online Release Status
Part 1 – ACT Gov - Austrade						
1	1-3	Email – State Specialist Model – for (Service Level Agreement – see pages 45-60)	17 Sep 2018	Partial release	Sch 2 s2.2 (a)(ii)	Yes
2	4-7	Email – SLA Information for ACT Singapore enquiry	5 Mar 2019	Partial release	Sch 2 s2.2 (a)(ii)	Yes
3	8-10	Email – SLA Information for ACT Singapore enquiry for (Service Level Agreement – see pages 45-60)	7 Mar 2019	Partial release	Sch 2 s2.2 (a)(ii)	Yes
4	11-14	Email – SLA Information for ACT Singapore enquiry	13 Mar 2019	Partial release	Sch 2 s2.2 (a)(ii)	Yes
5	15-20	Email – SLA Information for ACT Singapore enquiry	15 Mar 2019	Partial release	Sch 2 s2.2 (a)(ii)	Yes
6	21-27	Email – SLA Information for ACT Singapore enquiry	17 Mar 2019	Partial release	Sch 2 s2.2 (a)(ii)	Yes
7	28	Email – BDM Singapore – Email to stakeholders	21 Mar 2019	Full release	N/A	Yes
8	29	Email – Discussion on Embedded officer in Singapore	27 Mar 2019	Full release	N/A	Yes
9	30-31	Email – BDM Singapore – Email to stakeholders	27 Mar 2019	Full release	N/A	Yes
10	32-39	Email – SLA Information for ACT Singapore enquiry	28 Mar 2019	Partial release	Sch 2 s2.2 (a)(ii)	Yes
11	40-60	Email – Brief to CM on Embedded Officer/Attachments	28 Mar 2019	Partial release	Sch 2 s2.2 (a)(ii)	Yes
12	61-69	Email – SLA Information for ACT Singapore enquiry	1 Apr 2019	Partial release	Sch 2 s2.2 (a)(ii)	Yes
13	70-74	Email – Meeting re embedded officer in Austrade, Singapore/DRAFT Attachment	3 Apr 2019	Full release	N/A	Yes
14	75-83	Email – SLA Information for ACT Singapore enquiry	2 Apr 2019	Partial release	Sch 2 s2.2 (a)(ii)	Yes

15	84	Email – Meeting with Petr Adamek	4 Apr 2019	Full release	N/A	Yes
16	85-89	Email – Embedded Officer Brief/DRAFT Attachment	8 Apr 2019	Full release	N/A	Yes
17	90-92	Email – Embedded ACT Business Development Manager	12 Apr 2019	Full release	N/A	Yes
18	93-96	Email – CM19-151638 Chief Minister Brief (Attachment A can be found at pages 45-60)	12 Apr 2019	Full release	N/A	Yes
19	97	Email – SLA for State Specialist in Singapore/Attachment – for (Service Level Agreement – see pages 45-60)	18 Apr 2019	Partial release	Sch 2 s2.2 (a)(ii)	Yes
20	98-102	Request for Legal Advice	29 Apr 2019	Exempt	Schedule 1 – 1.2 Information subject to legal professional privilege	No
21	103-104	Email – SLA for State Specialist in Singapore/Attachment – for Service Level Agreement – see pages 45-60	6 May 2019	Partial release	Sch 2 s2.2 (a)(ii)	Yes
22	105-106	Email – SLA for State Specialist in Singapore	6 May 2019	Partial release	Sch 2 s2.2 (a)(ii)	Yes
23	107-111	Email – Signed: CMTEDD2019/1481/Attachment	15 May 2019	Full release	N/A	Yes
24	112	Email – Position Description/see pages 120-123 for attachment/position description	28 May 2019	Full release	N/A	Yes
25	113	Email – Position Description State Specialist Singapore	29 May 2019	Full release	N/A	Yes
26	114-115	Email – Position Description State Specialist Singapore	4 Jun 2019	Full release	N/A	Yes
27	116-117	Email – ACT State Specialist Singapore/Attachment (Service Level Agreement – see pages 45-60)	6 Jun 2019	Partial release	Sch 2 s2.2 (a)(ii)	Yes
28	118	Email – ACT recruitment timing	14 Jun 2019	Partial release	Sch 2 s2.2 (a)(ii)	Yes
29	119-123	Email – Singapore BDM	14 Jun 2019	Partial release	Sch 2 s2.2 (a)(ii)	Yes
30	124	Email – Singapore BDM see pages 120-123 for attachment/position description)	19 Jun 2019	Partial release	Sch 2 s2.2 (a)(ii)	Yes
31	125-126	Email – Singapore BDM	20 Jun 2019	Partial release	Sch 2 s2.2 (a)(ii)	Yes
Part 2 ACT Gov - TA						
32	1-4	Minute 2018/2767	13 Jun 2018	Partial release	Sch 2 s2.2 (a)(xi)	Yes
33	5-8	Ministerial Brief 2018/2767	25 Jun 2018	Partial release	Sch 2 s2.2 (a)(xi)	Yes

34	9-10	Email – Draft Costing Sheet/Attachment	9 Jul 2018	Partial release	Sch 2 s2.2 (a)(ii)	Yes
35	11	Email – TA/STO shared resource contract for Singapore	25 Jul 2018	Partial release	Sch 2 s2.2 (a)(ii)	Yes
36	12-14	Request for legal advice	7 Aug 2018	Exempt	Schedule 1 – 1.2 Information subject to legal professional privilege	No
37	15	Email – GSO request for review (attachment removed from pack to reduce page count)	7 Aug 2018	Exempt	Schedule 1 – 1.2 Information subject to legal professional privilege	No
38	16-18	Email – Request for legal review/attachments	20 Aug 2018	Exempt	Schedule 1 – 1.2 Information subject to legal professional privilege	No
39	19-20	Email – Singapore Resource	31 Aug 2018	Full release	N/A	Yes
40	21-23	Australian Government – Tourism Australia – Job Description	01 Oct 2018	Full release	N/A	Yes
41	24-29	SG Rep update	4 Oct 2018	Partial release	Sch 2 s2.2 (a)(ii)	Yes
42	30-33	Email – VisitCanberra Sin Rep	14 Oct 2018	Partial release	Sch 2 s2.2 (a)(ii)	Yes
43	34-35	Email – Free for a quick chat?	22 Oct 2018	Partial release	Sch 2 s2.2 (a)(ii)	Yes
44	36-50	TA-VC SIN Co-operative administration agreement	21 Nov 2018	Partial release	Sch 2 s2.2 (a)(ii)	Yes
45	51-52	Email – Singapore resource	29 Nov 2018	Full release	N/A	Yes
46	53-57	Email – Calendar of work	3 Dec 2018	Partial release	Sch 2 s2.2 (a)(ii)	Yes
47	58-72	Employment contract	5 Dec 2018	Partial release	Sch 2 s2.2 (a)(ii)	Yes
48	73	DDG Weekly Report (Out of scope pages removed)	11 Dec 2018	Full release (Out of scope information removed)	N/A	Yes
49	74	Email - Events	18 Dec 2018	Partial release	Sch 2 s2.2 (a)(ii)	Yes
50	75	DDG Weekly Report (Out of scope pages removed)	8 Jan 2019	Full release (Out of scope information removed)	N/A	Yes
51	76-80	Email/attachment - Travel documents	7 Jan 2019	Partial release	Sch 2 s2.2 (a)(ii)	Yes
52	81-82	Email – SINHKGSIN	8 Jan 2019	Partial release	Sch 2 s2.2 (a)(ii)	Yes

53	83-89	Ministerial Brief – CMTEDD2019/85 (see pages 77-80 for attachments)	8 Jan 2019	Partial release	Sch 2 s2.2 (a)(ii) Sch 2 s2.2 (a)(xi)	Yes
54	90-92	DDG Weekly Report (Out of scope pages removed)	15 Jan 2019	Full release (Out of scope information removed)	N/A	Yes
55	93-94	Travel documents	14 Jan 2019	Full release	N/A	Yes
56	95-110	Email – Travel Insurance/Hotel bookings	15 Jan 2019	Full release	N/A	Yes
57	111-112	DDG Weekly Report (Out of scope pages removed)	23 Jan 2019	Full release (Out of scope information removed)	N/A	Yes
58	113-130	Travel documents	Various 2019	Partial release	Sch 2 s2.2 (a)(ii)	Yes
59	131	DDG Weekly Report (Out of scope pages removed)	29 Jan 2019	Full release (Out of scope information removed)	N/A	Yes
60	132	DDG Weekly Report (Out of scope pages removed)	12 Feb 2019	Full release (Out of scope information removed)	N/A	Yes
61	133-143	Ministerial Brief CMTEDD2019/691	7 Feb 2019	Partial release	Sch 2 s2.2 (a)(ii) Sch 2 s2.2 (a)(xi)	Yes
62	144-150	Email – FY1819 Malaysia’s Team Australia Trade Events	7 Feb 2019	Partial release	Sch 2 s2.2 (a)(ii)	Yes
63	151-158	Ministerial Brief – CMTEDD2019/1922	15 Apr 2019	Partial release	Sch 2 s2.2 (a)(ii) Sch 2 s2.2 (a)(xi)	
64	159	DDG Weekly Report (Out of scope pages removed)	19 Feb 2019	Full release (Out of scope information removed)	N/A	Yes
65	160	DDG Weekly Report (Out of scope pages removed)	26 Feb 2019	Full release (Out of scope information removed)	N/A	Yes
66	161-165	DDG Weekly Report/VC Team structure (Out of scope pages removed)	5 Mar 2019	Full release (Out of scope information removed)	N/A	Yes
67	166-167	Email – Draft run sheet CBR & Region on Show	4 Mar 2019	Partial release	Sch 2 s2.2 (a)(ii)	Yes
68	168-169	Email – Plans for this week	4 Mar 2019	Full release	N/A	Yes
69	170-171	Email – Accounts payable	12 Mar 2019	Partial release	Sch 2 s2.2 (a)(ii)	Yes
70	172-174	DDG Weekly Report (Out of scope pages removed)	12 Mar 2019	Full release (Out of scope information removed)	N/A	Yes

71	175-184	Email – Accounts payable	12 Mar 2019	Partial release	Sch 2 s2.2 (a)(ii)	Yes
72	185	Weekly Issues Brief	13 Mar 2019	Full release	N/A	Yes
73	186-187	DDG Weekly Report (Out of scope pages removed)	19 Mar 2019	Full release (Out of scope information removed)	N/A	Yes
74	188-188	DDG Weekly Report (Out of scope pages removed)	26 Mar 2019	Full release (Out of scope information removed)	N/A	Yes
75	189-190	DDG Weekly Report (Out of scope pages removed)	2 Apr 2019	Full release (Out of scope information removed)	N/A	Yes
76	191-194	Email – Trade Strategy APR-JUN19	1 Apr 2019	Full release	N/A	Yes
77	195	DDG Weekly Report (Out of scope pages removed)	16 Apr 2019	Full release (Out of scope information removed)	N/A	Yes
78	196-205	Hospitality forms	17 Apr 2019	Full Release	N/A	Yes
79	206-207	DDG Weekly Report (Out of scope pages removed)	30 Apr 2019	Full release (Out of scope information removed)	N/A	Yes
80	208-216	Travel forms	30 Apr 2019	Full release	N/A	Yes
81	217	DDG Weekly Report (Out of scope pages removed)	7 May 2019	Full release (Out of scope information removed)	N/A	Yes
82	218-224	Travel documents	3 May 2019	Partial release	Sch 2 s2.2 (a)(ii)	Yes
83	225-226	DDG Weekly Report (Out of scope pages removed)	14 May 2019	Full release (Out of scope information removed)	N/A	Yes
84	227-229	Email – Invoicing for Jac Lee	10 May 2019	Partial release	Sch 2 s2.2 (a)(ii)	Yes
85	230	Travel document	14 May 2019	Full release	N/A	Yes
86	231-232	DDG Weekly Report (Out of scope pages removed)	21 May 2019	Full release (Out of scope information removed)	N/A	Yes
87	233-234	DDG Weekly Report (Out of scope pages removed)	28 May 2019	Full release (Out of scope information removed)	N/A	Yes

88	235-237	Email – P&C Staff Hosting Invoice (Jan-June 2019)	28 May 2019	Partial release	Sch 2 s2.2 (a)(ii)	Yes
89	238-239	DDG Weekly Report (Out of scope pages removed)	4 Jun 2019	Full release (Out of scope information removed)	N/A	Yes
90	240-245	Ministerial Brief CMTEDD2019/2671	30 May 2019	Partial release	Sch 2 s2.2 (a)(ii) Sch 2 s2.2 (a)(xi)	Yes
91	246	DDG Weekly Report (Out of scope pages removed)	11 Jun 2019	Full release (Out of scope information removed)	N/A	Yes
92	247-248	Travel form	12 Jun 2019	Full release	N/A	Yes
93	249-267	Ministerial Brief CMTEDD2019/3346	17 Jun 2019	Partial release	Sch 2 s2.2 (a)(ii) Sch 2 s2.2 (a)(xi)	Yes
94	268-275	Email – events you have attended	18 Jun 2019	Full release	N/A	Yes
95	276-279	Accounts Payable	18 Jun 2019	Partial release	Sch 2 s2.2 (a)(ii)	Yes
Total No of Docs						
95						

From: 2.2(a)(ii)@austrade.gov.au
Sent: 17/09/2018 2:55 AM
To: "Hassett, Glen" <Glen.Hassett@act.gov.au>
Subject: FW: State Specialist Model Possible ACT position in Singapore [SEC=UNCLASSIFIED]
Attachments: 180911 Template State Territory Specialist SLA Global v2.pdf (See pages 45 60)

Hi Glen

As discussed please find the email from Phil below.

Kind regards

2.2(a)(ii)

2.2(a)(ii) Senior Adviser, Partnerships
Government and Partnerships
Australian Trade and Investment Commission (Austrade)

GPO Box 2386, Canberra ACT, Australia, 2601
Levels 1-2, Nishi Building, 2 Phillip Law Street, Canberra ACT 2601, Australia
T +61 2 2.2(a)(ii) | Fax: +61 2 6201 7306
2.2(a)(ii) d@austrade.gov.au | www.austrade.gov.au

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From: SLA.Administration
Sent: Thursday, September 13, 2018 5:04 PM
To: David Saunderson
Cc: Chris Rees (Brisbane); 2.2(a)(ii); Dan Williams (Canberra); SLA.Administration
Subject: RE: State Specialist Model Possible ACT position in Singapore [SEC=UNCLASSIFIED]

Hi David

Following on from my email last week, please find the attached template used for state/territory specialist positions.

This is my last week in Austrade so if you have any questions regarding the model please reach out to 2.2(a)(ii) at SLA.Administration@austrade.gov.au.

Regards

2.2(a)(ii) | Team Leader

Partnerships
Government and Partnerships
Australian Trade and Investment Commission (Austrade)

Level 2 – Nishi Building
2 Phillip Law Street, Canberra ACT 2601, Australia

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From: SLA.Administration

Sent: Friday, September 7, 2018 2:25 PM

To: David Saunderson

Cc: Chris-Rees (Brisbane); 2.2(a)(ii)

; Dan-Williams (Canberra); 2.2(a)(ii)

Subject: State Specialist Model - Possible ACT position in Singapore [SEC=UNCLASSIFIED]

Good afternoon David

It was good speaking with your earlier. Further to our discussion, please find below some brief background on Austrade's State Specialist Model and costs estimates for a new position in Singapore

Background

Austrade's State Specialist Model was agreed to by Austrade and the Senior Officials Trade and Investment Group (SOTIG) in January 2013. Under the model, state or territory governments can provide funding for the employment of a locally engaged state/territory specialist. The specialists are Austrade Overseas Engaged Employees (OEE), and as such, they follow Austrade policies and procedures. However, they work with the relevant state or territory to deliver a mutually-agreed business plan. The positions can provide trade, education and/or investment services to relevant state or territory companies, individuals and agencies. The state/territory is involved in the recruitment and performance process and is responsible for all costs associated with the position.

The arrangement is covered under an Service Level Agreement which provides the overall framework under which specialists are employed. As I mentioned on the phone, the SLA template is currently being reviewed but we should be able to provide an updated generic template to you early next week.

Costing

Item	Description	2018-19	Comments
		AUD	
A	Personnel Budget	\$125,000	Standard remuneration costs
B	Promotional Budget	TBC	Travel, Publicity and Representation
C	Property Costs	\$22,248	Property cost based on 16 SQM per person
D	IT Equipment & Support	\$13,000	Fixed cost for complete IT package
E	Administrative Support Fee	\$12,130	Includes corporate and post support
F	Marketing Support Fee	\$33,000	10 hours per month @\$275/hour

The following is a break down the individual budgets and fees:

A - Personnel Budget

Consists of standard remuneration and salary related on-costs which can include but is not limited to:

- Superannuation
- Insurance
- Leave accruals
- Staff training and development
- Performance bonus

This is an **estimate only** based a Business Development / Investment Manager at the AOPL4 level. Actual remuneration costs will depend on the negotiated level and starting salary of the successful candidate.

B - Promotional Budget

Covers costs incurred for promotional activities including publicity, travel, accommodation and representation. This is determined at post once the position is filled.

C - Property Costs

Consists of a property fee for a notional space of 16 square metres per person and can include but is not limited to:

- Rent
- Utilities
- Property services
- Cleaning, repairs and maintenance
- Furniture and fittings

This fee is fixed for the financial year but varies from year to year depending on actual rent costs.

D - IT Equipment and Support

This consists of a flat annual fee per employee per annum for access to Austrade IT equipment and support services.

E - Administrative Support Fee

This consists of two components; corporate and administrative support, and covers all support provided at post and corporate services including Financial, Property and Human Resource Management.

F - Marketing Support Fee

This is a fee covers support by Austrade to the specialist position for marketing or promotional activities.

Please let me know if you have question or require further information.

Regards

2.2(a)(ii) | Team Leader

Partnerships

Government and Partnerships

Australian Trade and Investment Commission (Austrade)

Level 2 – Nishi Building

2 Phillip Law Street, Canberra ACT 2601, Australia

T +61 2 2.2(a)(ii)

2.2(a)(ii) @austrade.gov.au | www.austrade.gov.au

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From: "Saunderson, David"

Sent: 05/03/2019 12:31 AM

2.2(a)(ii)@austrade.gov.au; 2.2(a)(ii)@austrade.gov.au

Cc: "SLA Administration" <SLA.Administration@austrade.gov.au>

Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Thanks 2.2(a) ,

2.2(a) did you have any luck with the NSW Government re: shared position in Singapore? Sorry to bother you with this request, but I am hoping to wrap up the advice to our CM by tomorrow.

Cheers

David

From: 2.2(a)(ii)@austrade.gov.au]

Sent: Monday, 4 March 2019 4:34 PM

To: Saunderson, David <David.Saunderson@act.gov.au>; 2.2(a)(ii)@austrade.gov.au>

Cc: SLA Administration <SLA.Administration@austrade.gov.au>

Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Hi David,

Yes – under the state specialist model the person is a locally engaged person.

Kind regards

2.2(a)(ii)

2.2(a)(ii) | Senior Adviser, Partnerships
Government and Partnerships Division
Australian Trade and Investment Commission (Austrade)

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From: Saunderson, David [<mailto:David.Saunderson@act.gov.au>]

Sent: Monday, March 4, 2019 4:28 PM

To: 2.2(a)(ii)

Cc: 2.2(a)(ii)

Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Thanks 2.2(a). Just one question do the other States\Territories\Austrade typically employ a local person from Singapore?

From: 2.2(a)(ii) @austrade.gov.au
Sent: Monday, 4 March 2019 3:02 PM
To: Saunderson, David <David.Saunderson@act.gov.au>
Cc: 2.2(a)(ii) @austrade.gov.au
Subject: FW: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

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- Leave accruals
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This is an **estimate only** based a Business Development / Investment Manager at the AOPL4 level. Actual remuneration costs will depend on the negotiated level and starting salary of the successful candidate.

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Current state specialist in the Singapore office

State specialists for the Northern Territory and New South Wales are currently in place in the Singapore office. South Australia also have an agreement in place for Singapore but the position is currently vacant.

Do please let me know if you need anything further at this stage or you can contact [2.2\(a\)](#) to discuss on Wednesday.

Kind regards

[2.2\(a\)](#)

[2.2\(a\)\(ii\)](#)

State Director, NSW/ACT
Australian Trade and Investment Commission (Austrade)
Level 23, Aon Tower
201 Kent Street
Sydney NSW 2001
T +61 2 2.2(a)(ii) F +61 2 93922052 | M [2.2\(a\)\(ii\)](#)
[2.2\(a\)\(ii\)](#) [@austrade.gov.au](mailto:2.2(a)(ii)@austrade.gov.au) | www.austrade.gov.au

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From:"Saunderson, David" <David.Saunderson@act.gov.au>
Sent:07/03/2019 3:50 PM
To:"Hassett, Glen" <Glen.Hassett@act.gov.au>;"Harrison, Craig" <Craig.Harrison@act.gov.au>
Subject:FW: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]
Attachments:180911 Template State Territory Specialist SLA Global v2.pdf (See pages 45 60)

FYI

From: 2.2(a)(ii) @austrade.gov.au
Sent: Monday, 4 March 2019 3:02 PM
To: Saunderson, David <David.Saunderson@act.gov.au>
Cc: 2.2(a)(ii) @austrade.gov.au
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Kind regards

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From: "Saunderson, David"

Sent: 13/03/2019 12:36 AM

To: "2.2(a)(ii)" <[REDACTED]@austrade.gov.au>; 2.2(a)(ii) <[REDACTED]@austrade.gov.au>

Cc: "SLA Administration" <SLA.Administration@austrade.gov.au>

Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Hi 2.2(a),

Nice to meet you yesterday. We look forward to working with Austrade in Singapore.

So that I can get things moving at this end, I was wondering if there is a template\project plan that has been previously used, which outlines the process and timeline in which we can engage a local specialist in Singapore.

Cheers

David

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Sent: Monday, 4 March 2019 4:34 PM

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Cc: SLA Administration <SLA.Administration@austrade.gov.au>

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From: Saunderson, David [<mailto:David.Saunderson@act.gov.au>]

Sent: Monday, March 4, 2019 4:28 PM

To: 2.2(a)(ii) <[REDACTED]>

Cc: 2.2(a)(ii) <[REDACTED]>

Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

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From:"SLA Administration" <SLA.Administration@austrade.gov.au>
Sent:15/03/2019 3:48 AM
To:"Saunderson, David" <David.Saunderson@act.gov.au>;"SLA Administration" <SLA.Administration@austrade.gov.au>
Cc:'2.2(a)(ii)@austrade.gov.au>
Subject:RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Hi David

Our HR team is working to provide me with a process map and timeline I can share. I expect to have this early next week but in the meantime below is some general information about the process for engaging staff overseas, average timing and some options specifically relating to Singapore.

- The key steps in OEE (overseas engaged employees) recruitment are:
 - Decision to fill the vacancy (or in this case approval to create the position – this is part of the SLA approval process which is underway)
 - Development of position description and selection criteria
 - Advertising period
 - Application review and selection process
 - Selection recommendation and approval
 - Security approval process and HR admin processes
 - OEE Commencement
- The full process from advertisement to commencement takes on average 100 days.
- There is currently an active merit list available for BDMs in Singapore. The process for recruiting off a merit list is significantly shorter than the standard recruitment process as the people on the list have already completed the recruitment process. The security approval process would still be required but engagement could be completed within a matter of weeks. However, if ACT is seeking specific sector skills the individuals on the list may not be appropriate. It is an option you may want to consider though.
- A recent recruitment process for a general BDM positions in Singapore received approximately 70 applications. Depending on the specifics of the role we would expect to receive between 25 and 80 applications.
- The standard contract term for OEEs in Singapore is 2 years. If a contract is extended twice, resulting in employment over 6 years the individual automatically becomes a permanent employee.
- There is the potential for a Singapore based BDM to travel to service other markets, this would be subject to the visa requirements of the other markets. Specific processes to enable this would depend on a range of factors but is something we are able to work through at post.

I will let you know as soon as I have more specific information on the recruitment processes and timelines but in the meantime I hope the above is useful.

Please let me know if you have any other questions.

Kind regards

2.2(a)(ii)

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Government and Partnerships Division
Australian Trade and Investment Commission (Austrade)

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From: Saunderson, David [mailto:David.Saunderson@act.gov.au]
Sent: Friday, March 15, 2019 11:12 AM
To: SLA.Administration
Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Thanks 2.2(a) ,

Sorry to ask this question, but do you have a rough idea of when you can provide the information? I have a pressing brief which I need to send to our Chief Minister that completely outlines how the engagement of an officer in Singapore will proceed, including a timeline of when and how it will happen.

Cheers

David

From: SLA Administration [mailto:SLA.Administration@austrade.gov.au]
Sent: Thursday, 14 March 2019 8:38 AM
To: Saunderson, David <David.Saunderson@act.gov.au>; 2.2(a)(ii) @austrade.gov.au>
Cc: SLA Administration <SLA.Administration@austrade.gov.au>
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Hi David

It was lovely to meet you on Tuesday and thank you for your email. Apologies for the delayed reply, I don't currently have access to a process/timeline for engaging a local employee in Singapore but I will follow up with post and HR and send through some guidance as quickly as possible.

I am also following up on the other queries which were raised in the meeting and will send through our advice shortly.

Kind regards

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From: Saunderson, David [<mailto:David.Saunderson@act.gov.au>]
Sent: Wednesday, March 13, 2019 11:37 AM
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2.2(a)(ii)

2.2(a)(ii) | Senior Adviser, Partnerships
Government and Partnerships Division
Australian Trade and Investment Commission (Austrade)

GPO Box 2386, Canberra ACT, Australia, 2601
Levels 1-2, Nishi Building, 2 Phillip Law Street, Canberra ACT 2601, Australia
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From: Saunderson, David [<mailto:David.Saunderson@act.gov.au>]
Sent: Monday, March 4, 2019 4:28 PM
To: 2.2(a)(ii))
Cc: 2.2(a)(ii))
Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Thanks 2.2(a). Just one question do the other States\Territories\Austrade typically employ a local person from Singapore?

From: 2.2(a)(ii) @austrade.gov.au]
Sent: Monday, 4 March 2019 3:02 PM
To: Saunderson, David <David.Saunderson@act.gov.au>
Cc: 2.2(a)(ii) @austrade.gov.au>
Subject: FW: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Dear David

Many thanks for your call earlier today. Our new colleague dealing with SLA is 2.2(a)(ii), copied above. Her full details are:

2.2(a)(ii) | Senior Adviser, Partnerships
Government and Partnerships Division
Australian Trade and Investment Commission (Austrade)

GPO Box 2386, Canberra ACT, Australia, 2601
Levels 1-2, Nishi Building, 2 Phillip Law Street, Canberra ACT 2601, Australia
T +61 2 2.2(a)(ii) | Fax: +61 2 6201 7306

Please see attached relevant template and further details from 2.2(a) below.

State Specialist Overview

Austrade's State Specialist Model was agreed to by Austrade and the Senior Officials Trade and Investment Group (SOTIG) in January 2013. Under the model, state or territory governments can provide funding for the employment of a locally engaged state/territory specialist. The specialists are Austrade Overseas Engaged Employees (OEE), and as such, they follow Austrade policies and procedures. However, they work with the relevant state or territory to deliver a mutually-agreed business plan. The positions can provide trade, education and/or investment services to relevant state or territory companies, individuals and agencies. The state/territory is involved in the recruitment and performance process and is responsible for all costs associated with the position.

The arrangement is covered under an Service Level Agreement which provides the overall framework under which specialists are employed. Attached is the current template for the SLA.

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		AUD	
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The following is a break down the individual budgets and fees:

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Consists of standard remuneration and salary related on-costs which can include but is not limited to:

- Superannuation
- Insurance
- Leave accruals
- Staff training and development
- Performance bonus

This is an **estimate only** based a Business Development / Investment Manager at the AOPL4 level. Actual remuneration costs will depend on the negotiated level and starting salary of the successful candidate.

B - Promotional Budget

Covers costs incurred for promotional activities including publicity, travel, accommodation and representation. This is determined at post once the position is filled.

C - Property Costs

Consists of a property fee for a notional space of 16 square metres per person and can include but is not limited to:

- Rent
- Utilities
- Property services
- Cleaning, repairs and maintenance
- Furniture and fittings

This fee is fixed for the financial year but varies from year to year depending on actual rent costs.

D - IT Equipment and Support

This consists of a flat annual fee per employee per annum for access to Austrade IT equipment and support services.

E - Administrative Support Fee

This consists of two components; corporate and administrative support, and covers all support provided at post and corporate services including Financial, Property and Human Resource Management.

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This is a fee covers support by Austrade to the specialist position for marketing or promotional activities.

Fit out costs

Where space permits, Austrade will provide a workstation for the BDM. A separate office space will not be offered to the BDM as this can hinder collaboration and transparency.

Where a workstation is not available but space is, the Austrade Post Manager will consult with Austrade Property on the possibility of reconfiguring the space. Any costs associated with any such reconfiguration will be payable in full by the state/territory subject to approval by the state/territory prior to those costs being incurred.

It is possible that the Singapore office will require reconfiguration to provide space for an ACT state specialist. It is not currently possible to estimate the costs associated with this however, should this arrangement proceed and a reconfiguration be necessary Austrade will work closely with the ACT to determine the details of the fit out and provide estimated costs before any property work commences.

Current state specialist in the Singapore office

State specialists for the Northern Territory and New South Wales are currently in place in the Singapore office. South Australia also have an agreement in place for Singapore but the position is currently vacant.

Do please let me know if you need anything further at this stage or you can contact **2.2(a)** to discuss on Wednesday.

Kind regards

2.2(a)

2.2(a)(ii)

State Director, NSW/ACT
Australian Trade and Investment Commission (Austrade)
Level 23, Aon Tower
201 Kent Street
Sydney NSW 2001
T +61 2 2.2(a)(ii) | F +61 2 93922052 | M +2.2(a)(ii)
2.2(a)(ii) @austrade.gov.au | www.austrade.gov.au

This email is confidential and use by any person other than the addressee may be illegal. If you have received it in error, please notify the sender immediately and delete it. The content is for information and carries no warranty; as such, the addressee must exercise their own discretion in its use. **Australia's anti-bribery laws apply overseas** and Austrade will not provide business related services to any party who breaches the law and will report credible evidence of any breach. If you are travelling overseas consult www.smarttraveller.gov.au - the Australian Government's travel advisory service. Please consider the environment before printing this email.

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

From: "SLA Administration" <SLA.Administration@austrade.gov.au>
Sent: 17/03/2019 11:06 PM
To: "Saunderson, David" <David.Saunderson@act.gov.au>; "SLA Administration" <SLA.Administration@austrade.gov.au>
Cc: "2.2(a)(ii)" <[REDACTED]@austrade.gov.au>
Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Hi David,

I work with [REDACTED] and will be assisting with your SLA for the State specialist in Singapore.

I understand you asked [REDACTED] a few questions at your meeting on Tuesday last week. We are still waiting on the information from HR but I was able to find out a few other things for you.

- Where is Tourism Australia office located in Singapore?
101 Thomson Road #08-03 United Square, Singapore 307591, Singapore. From google maps it look to be about a 10 minute drive from our Austrade office.
- Where is the Austrade landing pad located in Singapore?
Our Landing Pad in Singapore is based at WeWork at 71 Robinson Road, Singapore. About a 13 minute drive from the Austrade office according to google maps.

We will be in touch about the specific information on the recruitment processes and timelines. In the meantime if you have any further questions please let us know.

Kind regards

[REDACTED]

From: Saunderson, David [mailto:David.Saunderson@act.gov.au]
Sent: Friday, March 15, 2019 2:52 PM
To: SLA.Administration
Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Thank you [REDACTED]

From: SLA Administration [mailto:SLA.Administration@austrade.gov.au]
Sent: Friday, 15 March 2019 2:49 PM
To: Saunderson, David <David.Saunderson@act.gov.au>; SLA Administration <SLA.Administration@austrade.gov.au>
Cc: [REDACTED] <[REDACTED]@austrade.gov.au>
Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Hi David

Our HR team is working to provide me with a process map and timeline I can share. I expect to have this early next week but in the meantime below is some general information about the process for engaging staff overseas, average timing and some options specifically relating to Singapore.

- The key steps in OEE (overseas engaged employees) recruitment are:
 - Decision to fill the vacancy (or in this case approval to create the position – this is part of the SLA approval process which is underway)

- Development of position description and selection criteria
 - Advertising period
 - Application review and selection process
 - Selection recommendation and approval
 - Security approval process and HR admin processes
 - OEE Commencement
- The full process from advertisement to commencement takes on average 100 days.
 - There is currently an active merit list available for BDMs in Singapore. The process for recruiting off a merit list is significantly shorter than the standard recruitment process as the people on the list have already completed the recruitment process. The security approval process would still be required but engagement could be completed within a matter of weeks. However, if ACT is seeking specific sector skills the individuals on the list may not be appropriate. It is an option you may want to consider though.
 - A recent recruitment process for a general BDM positions in Singapore received approximately 70 applications. Depending on the specifics of the role we would expect to receive between 25 and 80 applications.
 - The standard contract term for OEEs in Singapore is 2 years. If a contract is extended twice, resulting in employment over 6 years the individual automatically becomes a permanent employee.
 - There is the potential for a Singapore based BDM to travel to service other markets, this would be subject to the visa requirements of the other markets. Specific processes to enable this would depend on a range of factors but is something we are able to work through at post.

I will let you know as soon as I have more specific information on the recruitment processes and timelines but in the meantime I hope the above is useful.

Please let me know if you have any other questions.

Kind regards

2.2(a)(ii)

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 Government and Partnerships Division
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From: Saunderson, David [<mailto:David.Saunderson@act.gov.au>]
Sent: Friday, March 15, 2019 11:12 AM
To: SLA.Administration
Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Thanks 2.2(a) ,

Sorry to ask this question, but do you have a rough idea of when you can provide the information? I have a pressing brief which I need to send to our Chief Minister that completely outlines how the engagement of an officer in Singapore will proceed, including a timeline of when and how it will happen.

Cheers

David

From: SLA Administration [<mailto:SLA.Administration@austrade.gov.au>]
Sent: Thursday, 14 March 2019 8:38 AM
To: Saunderson, David <David.Saunderson@act.gov.au>; 2.2(a)(ii) @austrade.gov.au
Cc: SLA Administration <SLA.Administration@austrade.gov.au>
Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Hi David

It was lovely to meet you on Tuesday and thank you for your email. Apologies for the delayed reply, I don't currently have access to a process/timeline for engaging a local employee in Singapore but I will follow up with post and HR and send through some guidance as quickly as possible.

I am also following up on the other queries which were raised in the meeting and will send through our advice shortly.

Kind regards

2.2(a)(ii)

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From: Saunderson, David [<mailto:David.Saunderson@act.gov.au>]
Sent: Wednesday, March 13, 2019 11:37 AM
To: 2.2(a)(ii))
Cc: SLA.Administration
Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

HI 2.2(a) ,

Nice to meet you yesterday. We look forward to working with Austrade in Singapore.

So that I can get things moving at this end, I was wondering if there is a template\project plan that has been previously used, which outlines the process and timeline in which we can engage a local specialist in Singapore.

Cheers

David

From: 2.2(a)(ii) @austrade.gov.au]
Sent: Monday, 4 March 2019 4:34 PM
To: Saunderson, David <David.Saunderson@act.gov.au>; 2.2(a)(ii) @austrade.gov.au>
Cc: SLA Administration <SLA.Administration@austrade.gov.au>
Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Hi David,

Yes – under the state specialist model the person is a locally engaged person.

Kind regards

2.2(a)(ii)

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Kind regards

2.2(a)

2.2(a)(ii)

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Australian Trade and Investment Commission (Austrade)
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 Sydney NSW 2001
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immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

From: "Saunderson, David"
Sent: 21/03/2019 12:22 AM
To: "Harrison, Craig" <Craig.Harrison@act.gov.au>
Cc: "Hassett, Glen" <Glen.Hassett@act.gov.au>
Subject: BDM Singapore - Email to stakeholders [SEC=UNCLASSIFIED]

Hi Craig,

See below for a first draft of a simple email that we can send out to key stakeholders, seeking feedback\input on the BDM role in Singapore.

Dear (insert stakeholder name),

The ACT Government's International Engagement Strategy outlines how Canberra is well on the way to realising our ambition to become a truly international engaged, world-leading city of the 21st Century. However to compete on the world stage we must maintain the momentum, and as a key step to maintaining momentum, the ACT Government is pleased to announce that in 2019 we will be partnering with Austrade to engage a **'Business Development Manager' (BDM) located in the Austrade Singapore office.**

A BDM located in Singapore acting on behalf of the ACT will enhance our market knowledge and customer access which increases opportunities for attracting investment into the ACT, as well as increasing opportunities for companies, exporters and education institutions to test new markets, and further exploit mature markets for trade, investment and education.

However this role can only be successful by ongoing engagement, coordination and collaboration with your organisation.

Please take the opportunity to respond to this email with a few dot points of key areas and opportunities that you would like to see this new BDM role engage and support your organisation. In doing so it will help us firstly ensure that we recruit the right person with the right skill set for the role, and secondly ensure that when they commence in the role they endeavour to engage and support your activities in Singapore.

If you could please respond by the 1st of April, it would be great appreciated.

Kind Regards

Craig Harrison
Director Innovation, Industry and Investment

David Saunderson
Innovation Programs Manager | **Innovation, Industry & Investment**

T +61 2 6207 0112 | M + 61 0438 418 316
Chief Minister, Treasury and Economic Development Directorate | **ACT Government**
Nara Centre, 1 Constitution Avenue, Canberra City | GPO Box 158 Canberra ACT 2601 Australia |
E david.saunderson@act.gov.au

From: "Saunderson, David" <David.Saunderson@act.gov.au>

Sent: 27/03/2019 12:08 PM

To: "Gowling, Emma" <Emma.Gowling@act.gov.au>

Cc: "Hassett, Glen" <Glen.Hassett@act.gov.au>; "Harrison, Craig" <Craig.Harrison@act.gov.au>

Subject: Discussion on Embedded officer in Singapore [SEC=UNCLASSIFIED]

Hi Emma,

Can we please schedule a meeting with Brendan, preferably next week to discuss the placement of an embedded officer in the Austrade Singapore office?

Cheers

David Saunderson

Innovation Programs Manager | **Innovation, Industry & Investment**

T +61 2 6207 0112 | M + 61 0438 418 316

Chief Minister, Treasury and Economic Development Directorate | **ACT Government**

Nara Centre, 1 Constitution Avenue, Canberra City | GPO Box 158 Canberra ACT 2601 Australia |

E david.saunderson@act.gov.au

From: "Harrison, Craig" <Craig.Harrison@act.gov.au>
Sent: 27/03/2019 4:29 PM
To: "Saunderson, David" <David.Saunderson@act.gov.au>
Cc: "Hassett, Glen" <Glen.Hassett@act.gov.au>
Subject: RE: BDM Singapore - Email to stakeholders [SEC=UNCLASSIFIED]

UNCLASSIFIED

David

Apologies I've been really slow on this one and so only comment to mention is to say that although the role will be based in Singapore the representative will cover other areas in South East Asia.

PS I've also mentioned to Sean and Ash about the role and we mentioned it to CBC.

Kind regards

Craig

Craig Harrison | Director, Innovation, Industry and Investment
Phone: (02) 6207 4607 | Mobile: 0466 860 284 | Email: craig.harrison@act.gov.au
Chief Minister, Treasury and Economic Development Directorate
Nara Centre | GPO Box 158 Canberra ACT 2601

[Website](#) | [Twitter](#) | [Facebook](#) | [Blog](#)



From: Saunderson, David
Sent: Thursday, 21 March 2019 11:23 AM
To: Harrison, Craig <Craig.Harrison@act.gov.au>
Cc: Hassett, Glen <Glen.Hassett@act.gov.au>
Subject: BDM Singapore - Email to stakeholders [SEC=UNCLASSIFIED]

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Kind Regards

Craig Harrison
Director Innovation, Industry and Investment

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Chief Minister, Treasury and Economic Development Directorate | **ACT Government**
Nara Centre, 1 Constitution Avenue, Canberra City | GPO Box 158 Canberra ACT 2601 Australia |

E david.saunderson@act.gov.au

From: "SLA Administration" <SLA.Administration@austrade.gov.au>
Sent: 28/03/2019 4:13 AM
To: "Saunderson, David" <David.Saunderson@act.gov.au>; "SLA Administration" <SLA.Administration@austrade.gov.au>
Cc: [2.2(a)(ii)]@austrade.gov.au
Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Hi David

We have just received Tim Beresford's approval to go ahead with the SLA negotiations.

With regards to the job description and selection documentation this is generally developed together by the territory, post and Austrade's HR experts. We use Austrade's standard procedures but the content is predominantly informed by your needs.

We will organise a meeting to start the ball rolling on the SLA and other aspects of the arrangement. We'll also put you in touch with the relevant post and HR people for input into the job description.

Is there any day next week that would work best for you?

Kind regards

[2.2(a)(ii)]

[2.2(a)(ii)] | Senior Adviser, Partnerships
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GPO Box 2386, Canberra ACT, Australia, 2601
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T +61 2 2 2.2(a)(ii) | Fax: +61 2 6201 7306
[2.2(a)(ii)]@austrade.gov.au | www.austrade.gov.au

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From: Saunderson, David [mailto:David.Saunderson@act.gov.au]
Sent: Wednesday, March 27, 2019 12:07 PM
To: SLA.Administration
Cc: [2.2(a)(ii)]
Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Hi [2.2(a)(ii)],

Has Austrade given the official green light for us to place an officer in Singapore?

I am just briefing our Chief Minister at the moment.

Can I also confirm if it is us or Austrade that needs to develop the job description and selection documentation? Can we arrange a meeting to sit down and discuss the types of things that we should or should not include in the job description?

Cheers

David

From: SLA Administration [<mailto:SLA.Administration@austrade.gov.au>]
Sent: Monday, 18 March 2019 10:07 AM
To: Saunderson, David <David.Saunderson@act.gov.au>; SLA Administration <SLA.Administration@austrade.gov.au>
Cc: 2.2(a)(ii) <[REDACTED]@austrade.gov.au>
Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Hi David,

I work with 2.2(a) and will be assisting with your SLA for the State specialist in Singapore.

I understand you asked 2.2(a) a few questions at your meeting on Tuesday last week. We are still waiting on the information from HR but I was able to find out a few other things for you.

- Where is Tourism Australia office located in Singapore?
101 Thomson Road #08-03 United Square, Singapore 307591, Singapore. From google maps it look to be about a 10 minute drive from our Austrade office.
- Where is the Austrade landing pad located in Singapore?
Our Landing Pad in Singapore is based at WeWork at 71 Robinson Road, Singapore. About a 13 minute drive from the Austrade office according to google maps.

We will be in touch about the specific information on the recruitment processes and timelines. In the meantime if you have any further questions please let us know.

Kind regards

2.2(a)(ii)

From: Saunderson, David [<mailto:David.Saunderson@act.gov.au>]
Sent: Friday, March 15, 2019 2:52 PM
To: SLA.Administration
Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Thank you 2.2(a)

From: SLA Administration [<mailto:SLA.Administration@austrade.gov.au>]
Sent: Friday, 15 March 2019 2:49 PM
To: Saunderson, David <David.Saunderson@act.gov.au>; SLA Administration <SLA.Administration@austrade.gov.au>
Cc: 2.2(a)(ii) <[REDACTED]@austrade.gov.au>
Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Hi David

Our HR team is working to provide me with a process map and timeline I can share. I expect to have this early next week but in the meantime below is some general information about the process for engaging staff overseas, average timing and some options specifically relating to Singapore.

- The key steps in OEE (overseas engaged employees) recruitment are:
 - Decision to fill the vacancy (or in this case approval to create the position – this is part of the SLA approval process which is underway)
 - Development of position description and selection criteria
 - Advertising period
 - Application review and selection process
 - Selection recommendation and approval
 - Security approval process and HR admin processes
 - OEE Commencement
- The full process from advertisement to commencement takes on average 100 days.
- There is currently an active merit list available for BDMs in Singapore. The process for recruiting off a merit list is significantly shorter than the standard recruitment process as the people on the list have already completed the recruitment process. The security approval process would still be required but engagement could be completed within a matter of weeks. However, if ACT is seeking specific sector skills the individuals on the list may not be appropriate. It is an option you may want to consider though.
- A recent recruitment process for a general BDM positions in Singapore received approximately 70 applications. Depending on the specifics of the role we would expect to receive between 25 and 80 applications.
- The standard contract term for OEEs in Singapore is 2 years. If a contract is extended twice, resulting in employment over 6 years the individual automatically becomes a permanent employee.
- There is the potential for a Singapore based BDM to travel to service other markets, this would be subject to the visa requirements of the other markets. Specific processes to enable this would depend on a range of factors but is something we are able to work through at post.

I will let you know as soon as I have more specific information on the recruitment processes and timelines but in the meantime I hope the above is useful.

Please let me know if you have any other questions.

Kind regards

2.2(a)(ii)

2.2(a)(ii) | Senior Adviser, Partnerships
 Government and Partnerships Division
Australian Trade and Investment Commission (Austrade)

GPO Box 2386, Canberra ACT, Australia, 2601
 Levels 1-2, Nishi Building, 2 Phillip Law Street, Canberra ACT 2601, Australia
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From: Saunderson, David [<mailto:David.Saunderson@act.gov.au>]
Sent: Friday, March 15, 2019 11:12 AM
To: SLA.Administration
Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Thanks **2.2(a)**,

Sorry to ask this question, but do you have a rough idea of when you can provide the information? I have a pressing brief which I need to send to our Chief Minister that completely outlines how the engagement of an officer in Singapore will proceed, including a timeline of when and how it will happen.

Cheers

David

From: SLA Administration [<mailto:SLA.Administration@austrade.gov.au>]
Sent: Thursday, 14 March 2019 8:38 AM
To: Saunderson, David <David.Saunderson@act.gov.au>; **2.2(a)(ii)** <[2.2\(a\)\(ii\)@austrade.gov.au](mailto:2.2(a)(ii)@austrade.gov.au)>
Cc: SLA Administration <SLA.Administration@austrade.gov.au>
Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Hi David

It was lovely to meet you on Tuesday and thank you for your email. Apologies for the delayed reply, I don't currently have access to a process/timeline for engaging a local employee in Singapore but I will follow up with post and HR and send through some guidance as quickly as possible.

I am also following up on the other queries which were raised in the meeting and will send through our advice shortly.

Kind regards

2.2(a)(ii)

2.2(a)(ii) | Senior Adviser, Partnerships
Government and Partnerships Division
Australian Trade and Investment Commission (Austrade)

GPO Box 2386, Canberra ACT, Australia, 2601
Levels 1-2, Nishi Building, 2 Phillip Law Street, Canberra ACT 2601, Australia
T +61 2 **2.2(a)(ii)** | Fax: +61 2 6201 7306
2.2(a)(ii) <[2.2\(a\)\(ii\)@austrade.gov.au](mailto:2.2(a)(ii)@austrade.gov.au)> | www.austrade.gov.au

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From: Saunderson, David [<mailto:David.Saunderson@act.gov.au>]
Sent: Wednesday, March 13, 2019 11:37 AM
To: 2.2(a)(ii))
Cc: SLA.Administration
Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Hi 2.2(a)(ii)

Nice to meet you yesterday. We look forward to working with Austrade in Singapore.

So that I can get things moving at this end, I was wondering if there is a template\project plan that has been previously used, which outlines the process and timeline in which we can engage a local specialist in Singapore.

Cheers

David

From: 2.2(a)(ii) @austrade.gov.au
Sent: Monday, 4 March 2019 4:34 PM
To: Saunderson, David <David.Saunderson@act.gov.au>; 2.2(a)(ii) @austrade.gov.au
Cc: SLA Administration <SLA.Administration@austrade.gov.au>
Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Hi David,

Yes – under the state specialist model the person is a locally engaged person.

Kind regards

2.2(a)(ii)

2.2(a)(ii) | Senior Adviser, Partnerships
Government and Partnerships Division
Australian Trade and Investment Commission (Austrade)

GPO Box 2386, Canberra ACT, Australia, 2601
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From: Saunderson, David [<mailto:David.Saunderson@act.gov.au>]
Sent: Monday, March 4, 2019 4:28 PM
To: 2.2(a)(ii))
Cc: 2.2(a)(ii))
Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Thanks 2.2(a) . Just one question do the other States\Territories\Austrade typically employ a local person from Singapore?

From: 2.2(a)(ii) @austrade.gov.au
Sent: Monday, 4 March 2019 3:02 PM
To: Saunderson, David <David.Saunderson@act.gov.au>
Cc: 2.2(a)(ii) @austrade.gov.au
Subject: FW: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Dear David

Many thanks for your call earlier today. Our new colleague dealing with SLA is 2.2(a)(ii), copied above. Her full details are:

2.2(a)(ii) | Senior Adviser, Partnerships
Government and Partnerships Division
Australian Trade and Investment Commission (Austrade)

GPO Box 2386, Canberra ACT, Australia, 2601
Levels 1-2, Nishi Building, 2 Phillip Law Street, Canberra ACT 2601, Australia
T +61 2 2.2(a)(ii) | Fax: +61 2 6201 7306

Please see attached relevant template and further details from 2.2(a) below.

State Specialist Overview

Austrade's State Specialist Model was agreed to by Austrade and the Senior Officials Trade and Investment Group (SOTIG) in January 2013. Under the model, state or territory governments can provide funding for the employment of a locally engaged state/territory specialist. The specialists are Austrade Overseas Engaged Employees (OEE), and as such, they follow Austrade policies and procedures. However, they work with the relevant state or territory to deliver a mutually-agreed business plan. The positions can provide trade, education and/or investment services to relevant state or territory companies, individuals and agencies. The state/territory is involved in the recruitment and performance process and is responsible for all costs associated with the position.

The arrangement is covered under an Service Level Agreement which provides the overall framework under which specialists are employed. Attached is the current template for the SLA.

Ongoing costs (2018-19) – costs are revised each financial year.

Item	Description	2018-19	Comments
		AUD	
A	Personnel Budget	\$125,000	Standard remuneration costs
B	Promotional Budget	TBC	Travel, Publicity and Representation
C	Property Costs	\$22,248	Property cost based on 16 SQM per person
D	IT Equipment & Support	\$13,000	Fixed cost for complete IT package
E	Administrative Support Fee	\$12,130	Includes corporate and post support
F	Marketing Support Fee	\$33,000	10 hours per month @\$275/hour

The following is a break down the individual budgets and fees:

A - Personnel Budget

Consists of standard remuneration and salary related on-costs which can include but is not limited to:

- Superannuation
- Insurance
- Leave accruals
- Staff training and development
- Performance bonus

This is an **estimate only** based a Business Development / Investment Manager at the AOPL4 level. Actual remuneration costs will depend on the negotiated level and starting salary of the successful candidate.

B - Promotional Budget

Covers costs incurred for promotional activities including publicity, travel, accommodation and representation. This is determined at post once the position is filled.

C - Property Costs

Consists of a property fee for a notional space of 16 square metres per person and can include but is not limited to:

- Rent
- Utilities
- Property services
- Cleaning, repairs and maintenance
- Furniture and fittings

This fee is fixed for the financial year but varies from year to year depending on actual rent costs.

D - IT Equipment and Support

This consists of a flat annual fee per employee per annum for access to Austrade IT equipment and support services.

E - Administrative Support Fee

This consists of two components; corporate and administrative support, and covers all support provided at post and corporate services including Financial, Property and Human Resource Management.

F - Marketing Support Fee

This is a fee covers support by Austrade to the specialist position for marketing or promotional activities.

Fit out costs

Where space permits, Austrade will provide a workstation for the BDM. A separate office space will not be offered to the BDM as this can hinder collaboration and transparency.

Where a workstation is not available but space is, the Austrade Post Manager will consult with Austrade Property on the possibility of reconfiguring the space. Any costs associated with any such reconfiguration will be payable in full by the state/territory subject to approval by the state/territory prior to those costs being incurred.

It is possible that the Singapore office will require reconfiguration to provide space for an ACT state specialist. It is not currently possible to estimate the costs associated with this however, should this arrangement proceed and a reconfiguration be necessary Austrade will work closely with the ACT to determine the details of the fit out and provide estimated costs before any property work commences.

Current state specialist in the Singapore office

State specialists for the Northern Territory and New South Wales are currently in place in the Singapore office. South Australia also have an agreement in place for Singapore but the position is currently vacant.

Do please let me know if you need anything further at this stage or you can contact [2.2\(a\)](#) to discuss on Wednesday.

Kind regards

[2.2\(a\)](#)

[2.2\(a\)\(ii\)](#)

State Director, NSW/ACT
Australian Trade and Investment Commission (Austrade)
Level 23, Aon Tower
201 Kent Street
Sydney NSW 2001
T +61 2 [2.2\(a\)\(ii\)](#) F +61 2 93922052 | M [2.2\(a\)\(ii\)](#)
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From: "Saunderson, David" <David.Saunderson@act.gov.au>
Sent: 25/06/2019 6:13 AM
To: "CMTEDD FOI" <CMTEDDFOI@act.gov.au>
Subject: RE: Brief to CM on Embedded Officer [SEC=UNCLASSIFIED]
Attachments: READ ONLY - CM19-156793 Brf signed by CM - Embedded officer in Singapore.pdf

See attached

From: Yule, Kelly-Jane **On Behalf Of** CMTEDD FOI
Sent: Tuesday, 25 June 2019 3:55 PM
To: Saunderson, David <David.Saunderson@act.gov.au>
Subject: FW: Brief to CM on Embedded Officer [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi David,

Can I get a copy of the document referred to in the below email? I am unable to access your G: drive.

Thanks,

Kel

From: Saunderson, David
Sent: Thursday, 28 March 2019 11:51 AM
To: Hassett, Glen <Glen.Hassett@act.gov.au>
Subject: Brief to CM on Embedded Officer [SEC=UNCLASSIFIED]

Hi Glen,

Here is the link to the brief for the CM on the embedded officer.

<G:\Enterprise\Innovate\Central Briefs\CMTEDD2019-1481 - Embedded Officer in Singapore>

It's the first draft and I am happy to make changes as per your suggestions

David Saunderson
Innovation Programs Manager | **Innovation, Industry & Investment**

T +61 2 6207 0112 | M + 61 0438 418 316
Chief Minister, Treasury and Economic Development Directorate | **ACT Government**
Nara Centre, 1 Constitution Avenue, Canberra City | GPO Box 158 Canberra ACT 2601 Australia |
E david.saunderson@act.gov.au

Chief Minister, Treasury and Economic
Development Directorate

UNCLASSIFIED

To:	Minister for Trade, Industry and Investment	Tracking No.: CMTEDD2019/1481
Date:	8 May 2019	
CC:	Deputy Director-General Economic Development	
From:	Executive Branch Manager Innovation, Industry & Investment	
Subject:	Embedded ACT Business Development Manager (BDM) with Austrade in Singapore	
Critical Date:	14 May 2019	
Critical Reason:	To enable the recruitment process to commence in a timely manner	

Recommendations

That you:

1. Note the contents of this brief; and

Noted / Please Discuss

2. Agree to progress the contract with Austrade.

Agreed / Not Agreed / Please Discuss

Andrew Barr MLA *Andrew Barr* 15 / 5 / 19

Minister's Office Feedback

UNCLASSIFIED

Background

1. As part of the *2018-19 Growing services for our growing city Budget Review*, the ACT Government provided \$833,000 over three years to 'create more jobs for our growing city – attracting more trade and investment'. The expansion of trade development programs and investment attraction opportunities included the appointment of in-market representation for the ACT in Singapore to support Canberra's international engagement priorities in trade development and investment attraction.
2. Innovation, Industry and Investment (III) has been working with Austrade to progress this initiative via the Austrade State Specialist Model. Under the model, state or territory governments provide funding for the employment of a locally engaged state/territory specialist under a service level agreement. A template agreement is provided at [Attachment A](#).
3. The agreement establishes procedures and protocols for Austrade and the ACT Government to work together in Singapore to promote trade and education, and attract foreign investment outcomes for the ACT.
4. The specialist Business Development Manager (BDM) is expected to provide services to ACT companies, individuals and agencies in order to generate economic outcomes through trade, investment and education activities. There is also potential for the ACT BDM to support ACT Government international engagement into connected South East Asia markets including Malaysia, Indonesia, Thailand and Vietnam subject to negotiation of the work plan and sufficient resources available.
5. In support of ACT Government business and economic objectives, and within the general ambit of an Austrade BDM standard activities, Austrade will assist the ACT Government in market business planning from which the BDM's roles and tasks will emerge.
6. As an Austrade employee, the BDM will be expected to work collaboratively as part of the Austrade Singapore team and report daily (and directly) to the Austrade Post Manager and daily to the Senior Trade Commissioner. The BDM will also have an indirect reporting line to the Executive Branch Manager, III.
7. The Austrade Post Manager will work with the BDM to establish work plans and review progress, including managing relationships with existing and potential investors and progressing potential investment projects.

Issues

8. Austrade has advised that approval has been granted to create a position within the Austrade Singapore office for an ACT Government supported BDM.
9. III is working with Austrade to finalise an agreement by 30 June 2019 to ensure the embedded BDM role is in place early in the 2019-20 financial year. Your agreement is sought to progress the contract with Austrade.
10. Following consultation with, and approval from the ACT Government, Austrade will engage the specialist BDM. The ACT Government will be involved in both the recruitment and performance management process and is responsible for all costs

associated with the position.

11. The full recruitment process from advertisement to commencement takes an average of 100 days, with the recruitment process for a state specialist BDM in Singapore typically receiving 70 applications. Depending on the specifics of the ACT role, it can be expected to receive between 25 and 80 applications.

Financial Implications

12. Ongoing costs are revised each financial year. Austrade charge monthly in arrears, however Ill is investigating other payment options and terms.

Item	Description	Year 1	Comments
		AUD	
A	Personnel Budget	\$125,000	Standard remuneration costs
B	Promotional Budget	TBC	Travel, Publicity, PR
C	Property Costs	\$22,248	Property cost based on 16 SQM per person
D	IT Equipment & Support	\$13,000	Fixed cost for complete IT package
E	Administrative Support Fee	\$12,130	Includes corporate and post support
F	Marketing Support Fee	\$33,000	10 hours per month @\$275 per hour

Consultation

Internal

13. The Office of International Engagement (OIE), Tertiary Education, Training and Research will be consulted in the development of the BDM's business plan and key performance indicators for the position.
14. Strategic Finance, Chief Minister, Treasury and Economic Development Directorate.

Cross Directorate

15. Nil.

External

16. A number of external stakeholders including the Universities, CBRIN, and CSIRO will be consulted regarding how the embedded officer will collaborate with their organisation. Ill will also consult with key stakeholders about potential in-market candidates for the role.

Work Health and Safety

17. In accordance with Commonwealth Health and Safety legislation, Austrade and the BDM are mutually responsible and accountable for safeguarding the health and safety of the BDM including complying with Austrade policies and local laws relating to safety, rehabilitation and compensation.
18. Austrade is yet to advise whether the Singapore Office will need to be reconfigured to accommodate a new workstation for the ACT BDM. Currently there aren't enough desks to accommodate the ACT BDM, however Austrade may be able to reconfigure

the desks similar to 'activity based workplaces'.

19. Any costs associated with an office reconfiguration may require financial contribution from the ACT. If required, Austrade will work with the ACT to determine the design of the fit out and provide estimated costs before any property work commences.

Benefits/Sensitivities

20. The BDM will enable the ACT to have enhanced market knowledge and customer access which increases opportunities for companies, exporters and education institutions and expands a pipeline of investors beyond what could be achieved by a stand-alone presence.
21. The agreement does not permit Austrade or the ACT to work together at the expense of any other state or territory. Austrade is required to conduct its business with all states and territories in a fair and equitable manner at all times.

Communications, media and engagement implications

22. A media release will be prepared following a successful appointment to the position.

Signatory Name: Craig Harrison Phone: x74607
Action Officer: David Saunderson Phone: x70112

Attachments

Attachment	Title
Attachment A	State and Territory Specialist Service Level Agreement Template - Global

AGREEMENT BETWEEN

COMMONWEALTH OF AUSTRALIA
REPRESENTED BY

AUSTRALIAN TRADE AND INVESTMENT COMMISSION
(AUSTRADE)

AND

GOVERNMENT OF THE AUSTRALIAN CAPITAL TERRITORY
REPRESENTED BY

CHIEF MINISTER, TREASURY AND ECONOMIC
DEVELOPMENT DIRECTORATE

COVERING ADMINISTRATIVE ARRANGEMENTS FOR THE
EMPLOYMENT OF STAFF ON BEHALF OF
THE CHIEF MINISTER, TREASURY AND ECONOMIC
DEVELOPMENT DIRECTORATE
IN AUSTRADE OVERSEAS POSTS

April 2019



Australian Government
Austrade

Australia
UNLIMITED

1. Scope of Agreement

(a) Preamble

This agreement establishes procedures for Commonwealth, state and territory collaboration offshore in the interests of promoting Australian trade and education, attracting foreign investment into Australia, and undertake activities that advance Australia's economic prosperity. Specifically, this agreement outlines the arrangements through which Austrade will employ Chief Minister, Treasury and Economic Development Directorate (CMTEDD) specialist positions as Austrade overseas engaged employees on behalf of CMTEDD to deliver mutually agreed business plans. Although the specialist position titles may vary depending on location and specific market focus, for the purposes of this agreement, the specialists are referred to as Business Development Managers (BDMs). The agreement conforms with and complements Austrade's policies and procedures and replaces all previous agreements with the ACT established for the purposes of employing BDMs on its behalf.

(b) Mutual benefits

Both Parties to this agreement recognise that the proposed arrangements bring benefits to each Party:

- Austrade benefits:
 - Through deeper engagement with, and knowledge of, business and industry capability in states or territories which assists Austrade in generating economic outcomes for Australia through trade, investment and education activities
- CMTEDD benefits:
 - Through enhanced market knowledge and customer access which increases opportunities for companies, exporters and education institutions and expands a pipeline of investors beyond what could be achieved by a stand-alone presence.
 - From using Austrade's existing administrative and office overhead, thereby reducing the cost of CMTEDD having a stand-alone presence in market. CMTEDD can test new markets and further exploit mature markets for trade, investment and education purposes in a more cost efficient manner.

This agreement does not permit Austrade or any given state or territory to work together at the expense of any other state or territory. Austrade is required to conduct its business with all states and territories in a fair and equitable manner at all times. Support provided by Austrade to a relevant state/territory under this agreement cannot therefore be provided on an exclusive basis.

(c) Outcomes: Key Deliverables and business planning

Following consultation with and approval from CMTEDD, Austrade will engage ACT BDMs to provide services to ACT companies, individuals and agencies in order to generate economic outcomes through trade, investment and education activities.

In support of CMTEDD business and economic objectives, and within the general ambit of an Austrade BDM's standard trade, investment and education activities, Austrade will assist CMTEDD in market business planning from which the BDM's roles and tasks will emerge.

Austrade Post Managers, the BDMs and CMTEDD will agree to an ACT business plan for each overseas post, and associated outcomes and deliverables for the activities to be undertaken by the BDMs. Preparation of the business plan will be guided by the Austrade and ACT market strategy for the location or region and should be reviewed and updated periodically to ensure they reflect changing opportunities and the market aspirations of the ACT.

The business plan's outcomes will be developed in a format mutually agreed to by both Parties, guided by Austrade's and CMTEDD's business plan format for similar offshore roles.

The BDMs must work closely with other Austrade staff and CMTEDD to deliver the agreed business plan. While activities of the BDMs should be in accordance with the agreed business plan, the BDMs can also perform other duties not specified in the business plan with the mutual agreement of the Austrade Post Manager and CMTEDD. Such additional duties can include, but are not limited to:

- working with ACT companies, individuals and agencies to advance [relevant state/territory], and therefore Australia's, economic prosperity;
- assisting with ACT Government led visits, missions and events;

Agreement for each BDMs involvement in additional duties is conditional upon:

- the additional duties must not interfere with the BDMs capacity to achieve the outcomes in the business plan; and
- the activities must be within the scope of Austrade's functions in Section 8 of the *Australian Trade and Investment Commission Act (1985)* (Austrade Act).

All inward investment specific activities of the BDMs must be in accordance with **Attachment 1**.

(d) Monitoring and Reporting

As the Australian Government's trade, investment and education promotion agency, Austrade is required to measure its performance against outcomes specified by its Corporate Plan. CMTEDD will assist Austrade in identifying and verifying outcomes generated by the BDMs. Similarly Austrade and the BDMs will assist CMTEDD in measuring and reporting performance against its objectives which will be agreed in the business plans.

To ensure the activities of the BDMs are effectively monitored and reported in accordance with Austrade's standard operating procedures the BDMs must:

- Provide a copy of their business plan to the Austrade Post Manager;
- Subject to any obligations of confidentiality as specified in Clause 6(b), log meeting summary reports in Austrade's Relationship Management System (RMS) for all client, customer and investor meetings;
- Document and share information with Austrade and CMTEDD;
- Seek agreement from the Austrade Post Manager and CMTEDD to undertake additional duties as specified in Clause 1(c);
- Advise CMTEDD of any direct client, customer and investor approaches;
- Participate in regular teleconferences with CMTEDD;
- Undertake written follow up of actual and potential trade and education exporters and/or investors about the status of projects to gauge (ongoing) interests, seek updates, and/or facilitate visits;
- Submit reports at least yearly to Austrade and CMTEDD; and
- Where the BDMs activities include an investment focus, provide appropriate information to Austrade and the CMTEDD wherever an investment lead is converted.

The BDMs and CMTEDD must provide all reasonable assistance to Austrade to ensure that all reporting is high quality and provided in a timely manner.

(e) Client Management

The BDMs will manage ACT clients, customers and investors in accordance with Austrade's policies and procedures as set out in Austrade's Service Handbook.

CMTEDD may directly refer ACT clients to the BDMs in order for the BDMs to provide services. The BDMs must inform the Austrade Post Manager of such referrals.

Austrade Post Managers are responsible for allocating direct client approaches at Post as appropriate. Austrade Post Managers may refer ACT clients to the BDMs in order for the BDMs to provide services. The BDMs must inform CMTEDD of such referrals.

Where an ACT client approaches a BDM directly at Post, the BDM must inform the Austrade Post Manager and CMTEDD

In all instances, the BDM and the Austrade Post Manager will assess the nature of the work and existing commitments. If the BDM is not best placed to assist the ACT client, the Austrade Post Manager may refer the client to another BDM for assistance.

(f) Fee for Service

In line with the Australian Government's cost recovery policy, Austrade charges other Australian organisations when the work undertaken is exclusive in nature and creates a private benefit for that organisation. As such, when Austrade works intensively in an overseas market in the direct interest of an individual or groups of Australian businesses or organisations, Austrade charges service fees to cover the time and resources required to deliver the service. Austrade's standard rate for Fee for Service Revenue (FSR) is A\$275/hour.

The BDMs will work in accordance with Austrade's charging policy with clients being entitled to readily available Austrade information free of charge. This would include general market briefing, market selection and referrals to professional service providers and alternative sources of assistance. When tailored services are required, Austrade's charging policy applies. Such services may include market research, partner identification or appointment programs. To assist with managing client expectations, and in consultation with CMTEDD and the Austrade Post Manager, the BDMs must prepare a service proposal with individual ACT clients setting out the agreed objectives, recommended approach, proposed actions, expected outcomes or deliverables, client's obligations and detailed costing. Service proposals must also include a general client waiver acknowledging that client information will be shared with CMTEDD. Austrade's fees only apply once this service proposal has been accepted by the client.

When specialist industry knowledge or experience is required, an ACT client may be referred to another Austrade BDM for assistance. The provision of tailored services by this other BDM will be in accordance with Austrade's charging policy.

Austrade service fees related to the BDMs support for ACT led visits, missions and events are waived. However support provided by other Austrade staff, including Post Managers, may be subject to Austrade's charging policy and will be in accordance with the Senior Officials Trade and Investment Group (SOTIG) agreed protocols for Austrade's work with state and territory agencies. An extract of the protocols is at **Attachment 3**.

Austrade service fees are only applicable to work undertaken for Australian exporters, including education providers. Austrade service fees do not apply to Austrade work in attracting foreign investment to Australia.

(g) Branding

Australia's brand, reputation and image is impacted by the level to which Australians working on trade, education and investment abroad are seen to be working together in a unified and cohesive manner. There are economic benefits to be derived from collaborating to maximise the strength and value of all Australia's place brands.

All Austrade staff, including Austrade Post Managers and the BDMs, have a responsibility to leverage Australia's strong global reputation to build equity in state, territory and city brands and to leverage existing equity in state, territory and city brands to enrich Brand Australia. All Austrade and state and territory officials, including the BDMs, are required to work collaboratively to respect and uphold the mutual co-existence of Brand Australia, state, territory, city, regional and all other Australian place brands.

Business cards used by the BDMs shall be jointly branded using the standard Austrade business card with an ACT or CMTEDD logo on the right hand side.

2. Human Resource issues

(a) Collaboration

All persons involved in processes surrounding the employment of specialist BDMs must familiarise themselves with Austrade's standard policies and procedures including, but not limited to, those specified in this agreement. Austrade, the BDMs and CMTEDD are collectively responsible for the successful application of these policies and procedures. Both Parties must work collaboratively to ensure the BDMs are managed in accordance with these standard policies and procedures. The BDMs will be managed day-to-day by the Austrade Post Manager with the BDMs people management overseen by the Austrade Post Manager with the International Human Resources Manager and a CMTEDD focal point.

CMTEDD must respect the employment framework and terms and conditions applicable to all Austrade employees including the Austrade Code of Conduct (the Code) and the local labour laws to which the BDMs are beholden. The BDMs will be required to formally acknowledge their understanding of and willingness to comply with the Code and will be inducted on this code as soon as practicable after commencing employment. CMTEDD will take all reasonable steps to ensure that the BDMs comply with the Code and local labour laws, where applicable.

(b) Approval

Where CMTEDD wishes Austrade to engage a BDM in an overseas post not already covered by this agreement, CMTEDD must liaise with Austrade Canberra in order to determine if the post has the capacity to accommodate and manage a specialist position. The appropriate Austrade internal approvals must be obtained for additional BDMs before any recruitment and selection process can take place.

Unless otherwise agreed by both Parties, BDMs will only be engaged at Austrade posts where an A-based Post Manager is located. This is to enable adequate oversight and management and to enhance collaboration and transparency.

(c) Recruitment and Selection

Once Austrade internal approval is obtained, CMTEDD will prepare the job description and associated selection documentation for the BDM in consultation with Austrade's Human Resources team ensuring consistency between the work value levels and selection criteria of Austrade BDMs more broadly, while also attending to the specific key deliverables agreed between both Parties for each BDM. Approved upcoming BDM positions will be advertised under a joint Austrade - CMTEDD banner. The short-listing, interviewing and security vetting process will be undertaken in accordance with Austrade's recruitment and selection procedures. Recruitment and selection costs will be determined jointly by both Parties prior to those costs being incurred, and once incurred, recruitment costs will be paid by CMTEDD. Such costs may include advertising, search fees, candidate travel cost reimbursement and any other agreed cost.

Existing Austrade staff may apply for specialist positions. If an existing Austrade staff member is selected for the position, CMTEDD will only be liable for any employment costs that arise during the term of engagement as a specialist BDM.

(d) Employment Conditions

The BDMs will be employed exclusively by Austrade for the period agreed by the parties. Employment of the BDMs will be subject to the terms and conditions of employment for overseas engaged employees for the relevant location, this agreement, the Code and any other Commonwealth security, health, or any other essential qualification for Austrade employment which may apply from time to time. The BDMs will be subject exclusively to Austrade recruitment and employment processes and local labour laws. Austrade will ensure that employment terms and conditions are, at a minimum, compliant with standards set out in local labour laws. These requirements and the terms and conditions vary from post to post and will be shared with CMTEDD at the beginning of the recruitment process. All costs associated with the employment of the BDM, including the cost of any health, security or other assessment required to meet essential qualification requirements at post, and other costs attributable to the term of the BDMs engagement, are payable by CMTEDD.

(e) Remuneration

The BDMs will be remunerated at the Austrade Overseas Performance Level (AOPL) appropriate to the position as determined by Austrade's Work Value Statements for each AOPL level. Actual starting remuneration will be agreed with CMTEDD prior to each BDMs employment. Austrade will advise CMTEDD in writing in advance of any remuneration increases over time as part of any agency-wide increases.

(f) Expenditure

Where an employment-related action by Austrade is likely to give rise to an additional cost (e.g. recruitment, rehabilitation, counselling, training, severance payment) Austrade will consult with CMTEDD prior to taking such action and before any expenditure is incurred. All expenditure will be paid in full by CMTEDD. Austrade is required to ensure that any and all labour claims and payments are handled in accordance with the Commonwealth's Attorney-General's Department's Legal Services Directions (2017).

(g) Work Health and Safety

In accordance with Commonwealth Work Health and Safety legislation, Austrade and the BDMs are mutually responsible and accountable for safeguarding the health and safety of the BDMs including by complying with Austrade policies and local laws relating to safety, rehabilitation and compensation. Where a work, health or safety issue arises, standard Austrade policies and procedures are applied.

(h) Learning and Development

The BDMs will be eligible for both Austrade and CMTEDD training including Austrade induction and other compulsory training, and CMTEDD familiarisation visits aimed at ensuring the BDMs are up to date with ACT industry capabilities, government officials, and trade, education, investment and economic strategies. These visits will take place annually. The BDMs are required to seek Austrade Post Manager and CMTEDD authorisation before undertaking learning and/or development activities. CMTEDD is required to meet the cost of these activities as they occur provided such costs are reasonable and that the training is related to the activities undertaken by the BDM for the purposes of this agreement.

(i) Travel

The BDMs must comply with all standard Austrade travel procedures and policies. However, for International travel, the class of air travel is to be determined by CMTEDD without exceeding Austrade policy. Travel requests by the BDMs must be managed through Austrade travel processes and authorised by the Austrade Post Manager and CMTEDD. CMTEDD will approve the BDMs travel expenditure and will pay the costs associated with the BDMs travel, provided such travel is relevant to the task performed by the BDMs for the purposes of this agreement.

(j) Performance

As with all other Austrade BDMs or investment managers, the BDMs have agreed key activities and tasks and a performance plan reflecting their expertise and ACT priorities. The performance plan is mutually agreed using Austrade's performance management framework and will include agreed Business Plan Outcomes. As part of this process, Austrade will consult CMTEDD and invite them to participate in any or all performance discussions with the BDMs.

In the case of under-performance, the Austrade Post Manager will implement the Austrade under-performance policy. CMTEDD will be consulted and kept duly informed. Any decision to terminate or attempt to remediate a BDM will be made jointly by both Parties. Any costs associated with agreed Austrade actions for under-performance (e.g. independent career counselling, termination of employment, legal costs) will be payable by CMTEDD provided such costs are attributable to the term of the BDMs engagement under this agreement.

(k) Code of Conduct Disciplinary Matters

Any suspected or admitted breach of Austrade conduct provisions will be referred to the attention of CMTEDD at the same time as the Austrade misconduct policy is applied. CMTEDD will be fully consulted on the progress and outcome of any such case.

(l) Separation

Austrade is required to inform CMTEDD immediately of the resignation or retirement of a BDM and work with the CMTEDD on replacement strategies (e.g. recruitment) if/as required. Austrade is required to comply with local labour laws regarding retirement and resignation. Such costs form part of the total employment cost to be paid by CMTEDD.

(m) Cessation, Redundancy or Termination for Operational Reasons, Misconduct or Poor Performance

Austrade will consult fully with CMTEDD on any actions taken in respect of a BDM who may be redeployed or terminated for one of the above reasons. Such consultation includes on selection criteria for redundant positions; action to identify possible redeployment options or termination of employment.

Where CMTEDD choose to cease the employment of a BDM in a particular location for operational reasons, CMTEDD must consult Austrade immediately to discuss options and any location specific issues.

Where local labour laws and/or practices render termination or non-renewal or any form thereof, including retrenchment, not viable, CMTEDD is responsible for all and any potential liabilities including any ongoing costs associated with the BDMs employment. In the interests of full disclosure, Austrade will seek to keep CMTEDD abreast of any such local labour laws or practices.

Austrade must comply with local labour laws and the Attorney-General's Legal Services Directions in managing the termination of a BDM including the carriage of any litigation and any associated financial compensation (e.g. redundancy payments required by law) to the employee. Any financial compensation forms part of the total employment cost to be paid by CMTEDD.

3. Finance and Administration

(a) Budgeting

A description of budgets, costs and fees applicable for each location covered by this agreement is at **Attachment 2**. Schedules of Fees for these locations are provided separately from this agreement. For new locations, a Schedule of Fees will be provided once Austrade approval has been obtained in accordance with Clause 2(b). All costs will be invoiced monthly in arrears by Austrade to CMTEDD.

Prior to 31 May each year, Austrade will provide CMTEDD with a revised Schedule of Fees for each location for the following financial year. Austrade's standard policies and procedures will be applied in relation to budget variations, goods and services tax, and exchange rate variables.

(b) Salary Costs and Administrative Support

CMTEDD must pay the full cost of Austrade employing the BDMs including salary and salary on-costs (superannuation, medical insurance etc.), Austrade post and administrative support, as well as any additional direct costs or employment costs that may arise as agreed by both Parties. The BDM arrangement must deliver value for money to CMTEDD.

Administrative support includes but is not limited to:

- Administrative tasks including payment of accounts;
- Financial reporting;
- Leave management and operational management including operational management meetings;
- Change management processes;
- Work health and safety issues;
- Audit and compliance management; and
- Code of conduct issues.

Other direct administrative costs specifically attributable to the BDMs are payable by CMTEDD as part of the monthly invoicing process.

(c) IT Equipment and Support

In accordance with Austrade's standard IT support policies and procedures, CMTEDD will pay a fee per employee per annum for IT equipment and support. This fee includes: a laptop computer configured to Austrade's operational requirements; peripherals including a docking station, flat screen monitor, keyboard and mouse; full connectivity to Austrade's communications network including applicable software; equipment upgrades in line with Austrade's IT replacement cycle; and combined video and voice conferencing.

The cost of non-standard IT equipment specifically required for the BDMs is payable by CMTEDD

4. Property issues

In accordance with Austrade's property procedures, and in consultation with CMTEDD, where space permits, Austrade will provide a workstation for the BDM. A separate office space will not be offered to the BDM as this can hinder collaboration and transparency. Where a workstation is not available but space is, the Austrade Post Manager will consult with Austrade Property on the possibility of reconfiguring the space. Any costs associated with any such reconfiguration will be payable in full by CMTEDD subject to approval by CMTEDD prior to those costs being incurred.

CMTEDD pays Austrade a property fee for a notional space of 16 square metres per person. This amount is paid monthly in arrears. The BDM occupies space in accordance with the terms and all other lease

conditions contained in the lease agreement as signed between Austrade and the Landlord. Lease details can be provided to CMTEDD on request.

5. Marketing

(a) Austrade support

Austrade Post Managers and other BDMs at Post will assist and advise the BDMs in undertaking any trade marketing and promotional activities in order to deliver on the key deliverables agreed between both Parties for each BDM. Austrade marketing and promotional support to the BDM includes but is not limited to:

- Creative and strategic input in implementing the ACT business objectives;
- Coaching and preparation in advance of exporter and/or investor meetings;
- Attendance at exporter and/or investor meetings;
- Assistance in the development of trade, education and/or investment strategies for [relevant state/territory];
- Reviewing and commenting on research reports for exporters and/or investors;
- Assistance in preparing and reviewing exporter and/or investor presentations;
- Representational work including promotional launches, hosting events, and delivering speeches;
- Management oversight of major projects, e.g., trade shows and business missions; and
- Assistance in preparing and managing visit programs for ACT Ministers and officials.

The minimum time devoted to supporting a single BDM at an Austrade post for marketing and promotional purposes is as follows:

Senior Trade Commissioner/Trade Commissioner	3 hours/month
Business Development Managers	4 hours/month
Post Marketing Managers	3 hours/month
TOTAL	10 hours/month

The fixed fee for this activity is calculated using Austrade's standard rate - currently A\$275/hour (\$2,750/month) - and is invoiced monthly in arrears.

Additional support for specific activities such as promotions, visits, missions or events may be provided on a post by post basis following agreement between CMTEDD, the Austrade Post Manager and Austrade Canberra. This can include, but is not limited to, support from other Austrade BDMs on a fee for service basis (refer to Clause 1(f)), or the engagement of temporary staff with costs payable by CMTEDD.

(b) Promotional budget

CMTEDD will discuss planned promotional activities and events with Austrade. Expenditure on these items is payable by CMTEDD subject to prior approval by CMTEDD. Cost may include but are not limited to venue hire, publicity, travel, accommodation and representation. In the monthly invoice, Austrade will include itemised expenditure against promotional costs supported by appropriate documentation. The Promotional Budget for the BDMs are to be determined by the Austrade Post Manager and CMTEDD in accordance with the agreed business plan.

6. Legal Requirements

(a) Security

As Austrade employees, the BDMs will undergo a security checking process prior to engagement and will be required to abide by Austrade's Security Policy consistent with the *Australian Government Protective Security Policy Framework (PSPF)* and relevant security instructions of the Department of Foreign Affairs and Trade relating to locally engaged employees. The BDMs will also be required to complete the Austrade program of online security training as well as 'face to face' briefings where possible.

(b) Confidentiality

All Austrade staff are bound by section 94 of the *Australian Trade and Investment Commission Act (1985)*, (Austrade Act) which restricts disclosure of information concerning "the affairs of another person", except for the purposes of the Austrade Act. Austrade staff, including the BDMs, need to comply with Section 94 in disclosing such information to CMTEDD. The BDMs are permitted to share information regarding their

activities and client interactions with CMTEDD where doing so is consistent with the purposes of the Austrade Act. Further to clause 1(f), client service proposals must include a general waiver acknowledging that client information may be shared with CMTEDD. Where client information is intended for public use, written consent must be obtained from Austrade and the client.

Each Party is required to treat all confidential information owned by the other Party as confidential. Such information cannot, without the prior written consent of the relevant Party, be disclosed to any other person. This obligation, however, is limited to the extent that both Parties are permitted to disclose confidential information to colleagues, representatives and advisers who are also bound to keep such information confidential. The parties are permitted to disclose confidential information, to the extent permitted under section 94 Austrade Act:

- where required or compelled to do so by an order of a court or by any law requiring disclosure
- where it is necessary to do so for the conduct of any legal proceedings arising in relation to this agreement and any arrangement associated with this agreement;
- with responsible Ministers administering Austrade or CMTEDD; and
- in response to a request by a federal or state parliament or territory assembly, or a committee of one of these parliaments or assemblies.

All Austrade staff, including specialist BDMs, use Austrade's Relationship Management System (RMS) as a core tool to record information and interactions with clients, customers, overseas investors, allies and service providers. In dealing with this information, a distinction will be made between "reactive" information where specialist BDMs acquire unsolicited information through the course of their day-to-day activities within an Austrade office and "proactive" information – that is, information sourced through a specific action, initiative or event exclusively undertaken by the specialists BDM on behalf of their state or territory.

(c) Intellectual property

Intellectual property in any material prior to the parties entering this agreement remains the property of the respective parties; this shall include material used by either party for the purposes of meeting the trade, education and/or investment objectives under this agreement. Intellectual property rights to material arising from this agreement are owned by Austrade. Austrade will grant a royalty free licence to use and reproduce this material to CMTEDD upon CMTEDD written request with CMTEDD providing recognition of ownership and badging.

(d) Privacy and personal information

In accordance with standard Austrade policies and procedures, both Parties must comply with all requirements of the *Privacy Act (1988)* (Cth) and CMTEDD must take all reasonable steps to ensure the BDMs comply with the requirements of the Australian Privacy Principles in the *Privacy Act (1988)* (Cth) and all relevant privacy legislation in the jurisdictions where the BDMs operate. Further to Clause 1(f) and 6(b), client service proposals must include a general waiver acknowledging that client information may be shared with CMTEDD. Where client information is intended for public use, written consent must be obtained from Austrade and the client.

Austrade acknowledges that CMTEDD must also comply with any [State/Territory] privacy law applying to it.

(e) External contracts

Once engaged by Austrade, the BDMs have the same delegated authority as other Austrade BDMs and are permitted to sign external contracts on behalf of Austrade, in accordance with Delegations as issued by Austrade's Chief Executive Officer, to enable to them to undertake agreed duties. The BDMs do not have authority to sign external contracts for or on behalf of CMTEDD. In the case of external contracts to be signed by CMTEDD, for the sake of convenience, CMTEDD can delegate this authority to Austrade Post Managers by doing so in writing.

(f) Liability

Both Parties are proportionally liable for any loss, cost or expense arising from any respective negligence associated with this agreement. To the extent permitted by law, Austrade is not liable to the BDMs, CMTEDD or any other person who relies on Austrade information or advice including where it contains imprecisions, inaccuracies, omissions, or other deficiencies.

(g) Legal costs

The cost of any litigation or demand arising from the employment of the BDMs, including damages awarded and any legal defence costs, constitutes part of the total employment cost and is payable by CMTEDD, subject to indemnification by Austrade's insurers, ComCover. Any claim made in relation to the employment of the BDMs will be referred to Austrade's insurers to consider indemnification under its usual criteria. Austrade shall conduct the defence of any legal proceedings in consultation with CMTEDD.

(h) Proper law

This agreement is governed by the law of the Australian Capital Territory.

(i) Force Majeure

No party will be liable for delay or failure in performing services associated with this agreement if the delay or failure results from force majeure, act of God, or any Government act, fire, earthquake, explosion, accident, industrial dispute, civil commotion, impossibility of obtaining materials, or anything beyond the control of that party and whether happening in Australia or elsewhere.

7. Dispute resolution

Where any dispute or alleged default arises regarding this agreement, both Parties will take all necessary steps to resolve the dispute by mutual agreement. Initial negotiations will be undertaken between the relevant Austrade personnel and the BDM at Post. Where a dispute cannot be resolved, the Austrade Post Manager with the International Human Resources Manager and CMTEDD focal point will be brought in to mediate with a view to achieving a conciliated outcome.

Where a dispute remains unresolved, the matter will be escalated to the relevant Austrade General Manager, and the relevant CMTEDD General Manager. Austrade's Assistant General Manager, Partnerships, and Assistant General Manager, State Operations will also be kept informed. Where a mutually beneficial outcome is not achievable, the relevant Deputy Chief Executive Officer and Executive Director, and then if needed Austrade's Chief Executive Officer and the Chief Executive of CMTEDD, will meet with a view to reaching a mutually acceptable outcome. As an option of last resort, formal arbitration can be sought from the peak body for Arbitration and Conciliation operating in the Australian Capital Territory. Until such time as any such disputes are resolved, all relevant persons must continue to perform in accordance with their contractual obligations.

8. Timing, variation, extension and termination

(a) Timing

This agreement comes into force on the date of last signature and will remain valid for two years. It will continue on a monthly basis thereafter or until an exchange of letters or emails confirming extension or termination of the agreement has been received by the Parties. The Parties agree to begin consultations on an extension of this agreement no later than three months prior to the expiration date.

(b) Variation

At any time during the period of this agreement, the Parties may agree to vary the form or nature of the agreement. No variation shall be made without the written approval of both Parties.

(c) Assignment

Neither Party are permitted to assign or subcontract the whole nor any part of this agreement without the prior written consent of the other Party. Consent must not be unreasonably withheld or delayed.

(d) Extension

This agreement may be extended by mutual consent by an exchange of letters or emails between the Parties.

(e) Termination

Either Party may, by giving six (6) weeks written notice, terminate this agreement whereupon the BDMs shall, as soon as practicable, cease the performance of activities at Post and shall do everything possible to prevent or mitigate any loss resulting from such termination.

Where a Party to this agreement exercise its powers to terminate the agreement, Austrade shall move to terminate the employment of all BDMs in accordance with standard policies and procedures and in accordance with local labour laws.

If CMTEDD terminates or does not renew this agreement, CMTEDD is liable for all and any termination payments to the BDMs that may be legally required under Austrade internal policy and local labour law applying at the time of termination. CMTEDD is also liable for any legal costs required to establish risks, liabilities and procedures associated with a termination, agreed in advance with CMTEDD. Any termination fees for computer hardware leases entered into by Austrade with its suppliers will also be payable by CMTEDD.

If Austrade terminates or does not renew this agreement, Austrade is liable for any additional payments to the BDMs and other costs that may be owed due to the actions of Austrade.

Where local labour laws and/or practices render termination or non-renewal or any form thereof, including retrenchment, not viable, CMTEDD is responsible for all and any potential liabilities including any ongoing costs associated with the BDMs employment. In the interests of full disclosure, Austrade will seek to keep CMTEDD abreast of any such local labour laws or practices.

In the case of termination/non-renewal, neither Austrade, the BDMs, nor CMTEDD are entitled to consequential costs or to compensation for a loss of prospective profit.

(f) Survival

Clauses 2(m) [cessation etc], 6(b) [confidentiality], 6(c) [intellectual property], 6(d) [privacy], 6(f) [liability], 6(g) [legal costs], 6(h) [proper law], 7 [dispute resolution] and this clause 8 [termination] survive termination or expiry of this agreement, as do any other provisions that by implication from their nature are intended to survive the termination or expiry.

Termination or expiry of this agreement does not affect any accrued rights or remedies of a party.

9. Acceptance of agreement

Signed on behalf of the Australian Trade and Investment Commission

Signed on behalf of CMTEDD

2.2(a)(ii)

Sally Deane
General Manager
Government and Partnerships
Austrade
5/6/2019

[name] Craig Harrison
[position] Executive Branch Manager
[division] Innovation, Industry & Investment
CMTEDD
15/5/2019

Witness
2.2(a)(ii)

Name
Title *Senb Advisor*
Austrade
5/6/2019

Witness

[Signature]
Name Glen Hassett
Title Senior Director
CMTEDD Innovation, Industry & Investment
15/5/2019

ATTACHMENT 1 INVESTMENT SPECIFIC ACTIVITIES

Post Eligibility

1. Austrade Posts eligible for employing specialist BDMs for inward investment purposes should fulfil the following criteria:
 - 1.1. The Post is located in a country with strong outward FDI flows or growing outward FDI flows;
 - 1.2. The Post has an A-based Post Manager with strong investment experience; and
 - 1.3. The Post has capacity to accommodate one or more specialist BDMs.
2. The ratio of specialist BDM time spent on trade and/or education and/or investment activities at any given Post will depend on the given market. For example, in established markets it is expected that a higher proportion of time will be spent on investment activities, while in East Asian, and growth and emerging markets more trade and education activities will likely be undertaken. This will change if/as both the given market and/or the associated needs of the relevant state/territory change. Austrade will play a lead role in advising states and territories of any market changes.

Lead Generation Processes and Investor Engagement

3. As an Austrade employee, the specialist BDM will be expected to work collaboratively as part of the Austrade Post team. The Austrade Post Manager will work with the BDM in setting work plans and reviewing progress, including managing relationships with existing and potential investors and progressing potential investment projects. In doing so, care will be taken to ensure there is a balance struck between the "sponsoring state/territory" deliverables being met and any perceived or real advantages being given to one state/territory over others.
4. Post Managers will decide the appropriateness of specialist BDMs pursuing investment projects or managing an existing investor relationship based on a range of factors. These will include:
 - 4.1. Whether Austrade is aware that another state/territory already has an existing relationship with the investor/potential investor around a specific investment project;
 - 4.2. Whether the potential investor has been identified as a result of an initiative undertaken by Austrade under a Bilateral/Multilateral Agreement with another state/territory; and
 - 4.3. In instances where the relationship management role is with an existing investor, the location of the investment within Australia.
5. The specialist BDM will be expected to refer to the National Interest Test (outlined in Austrade's Business Practices Toolkit) in managing relationships with an existing or potential investor, including by way of:
 - 5.1. Presenting value propositions that reflect Australia's overall capability in relation to an investment project;
 - 5.2. Presenting location options across a range of states/territories when relevant; and
 - 5.3. Involving other state/territory governments in investor meetings or through the Austrade Referral process as appropriate.
6. In some instances, the specialist BDM will be tasked to pursue a potential investment project or targeting exercise that has been identified by their "sponsoring state/territory". In these instances, the Post Manager should be made aware of the project, to ensure that if the company is already being targeted by Austrade or another state/territory that a coordinated approach is adopted.
7. Reviews of the specialist BDM work plan will be undertaken jointly by the Post Manager in consultation with a nominated representative from the BDMs "sponsoring state/territory".

Commercial Use of Investment Information

8. Section 6 applies to a specialist BDM regardless of whether they are working on trade, education and/or investment activities. As mentioned at Section 6 (b), all Austrade staff, including the specialist BDMs, use Austrade's Relationship Management System (RMS) as a core tool to record information and interactions with clients, customers, overseas investors, allies and service providers. In dealing with this information, a distinction will be made between "reactive" information where the specialist BDM acquires unsolicited information through the course of their day-to-day activities within an Austrade office and "proactive" information – that is, information sourced through a specific action, initiative or event exclusively undertaken by the specialist BDM on behalf of their state or territory.
9. Specialist BDMs are also required to advise the Austrade Post Manager of any new investor organisations or investment projects realised through proactive investment work. The Austrade Post Manager then authorises the specialist BDM to enter this material into RMS and to use the alert function to indicate that the relevant specialist BDM should be contacted prior to any Austrade engagement with the company. This alert will also notify Austrade staff not to include the project in the National Investment Advisory Board quarterly investment report.

**ATTACHMENT 2
SCHEDULE OF FEES**

Locations

At the time of signing, the following locations are covered by this agreement:

1. Singapore

Schedules

Individual Schedule of Fees for these locations have been provided separately from this agreement. New locations can be added in accordance with Clause 2(b) of this agreement.

Revised Schedules to be forwarded in May prior to each financial year.

Example

Item	Description	2018-19	Comments
		AUD	
A	Personnel Budget	\$125,000	Standard remuneration Costs
B	Promotional Budget	TBC	Travel, Publicity and Representation
C	Property Costs	\$22,248	Property cost based on 16 SQM per person
D	IT Equipment & Support	\$13,000	Fixed cost for complete IT package
E	Administrative Support Fee	\$12,130	Includes corporate and post support
F	Austrade Marketing Support Fee	\$33,000	10 hours per month @\$275/hour
Total		\$205,378	

Description of budgets, costs and fees

A – Personnel Budget

An estimated budget specific to each location. The budget consists of standard remuneration costs including staff salaries and related on costs. On costs can include but are not limited to:

- Superannuation
- Insurance
- Leave accruals
- Staff training and development
- Performance bonus (where applicable)

Actual starting remuneration to be agreed prior to employment in accordance with Clause 2(e) of this agreement.

B – Promotional Budget

Covers costs incurred for promotional purposes including publicity, travel, accommodation and representation. To be determined at post in accordance with section 5(b) of this agreement.

C – Property Costs

A fixed annual cost specific to each location. The cost consists of a property fee for a notional space of 16 square metres per person and can include but is not limited to:

- Rent
- Utilities
- Property services
- Cleaning, repairs and maintenance
- Standard furniture and fittings

D – IT Equipment and Support

A flat annual fee per employee per annum for access to standard Austrade IT equipment and support services. The fee is currently AUD \$13,000. This can include but is not limited to:

- Access to office internet (including Wi-Fi)
- Access to office equipment
- Standard desk phone including calls
- Mobile phone (if the employee is eligible) NOT including calls

E – Administrative Support Fee

A fixed annual fee specific to each location. The fee consists of two components; Corporate Support and Administrative Support.

Corporate Support

The Corporate Support Fee component represents the cost of providing services including Financial, Property and Human Resource Management which are provided by the post as well as Austrade's corporate divisions. This amount is based on an average cost per person.

Administrative Support

The Administrative Support Fee component represents the cost of providing other administrative support and can include but is not limited to:

- Administrative tasks including payment of accounts
- Financial reporting
- Leave management and operational management including operational management meetings
- Change management processes
- Work health and safety issues
- Audit and compliance management
- Code of conduct issues
- Access to general office stationary

This component is calculated using an activity-based costing method which is designed to recover the costs to Austrade of providing support services to specialist BDMs at Austrade posts overseas. The method is based on the proportion of Austrade Overseas Engaged Employee (OEE) salary-related expenses and reasonable on-costs related to the delivery of these services.

The method uses Austrade OEE salary-related expenses and reasonable on-costs and the proportion of time spent by OEE delivering services to derive an average fee for specialist BDMs.

Administrative Support Fee (expressed as a formula):

Total Austrade OEE annual salary-related costs and reasonable on-costs at each post (1)
x
proportion of Austrade OEE time spent on providing services as per the post Activity Survey
÷
total staff at each post
+
Other Support Costs of providing services (average per person) (2)

(1) Salary-related costs includes gross salary, superannuation and long service leave. Reasonable on-costs are based on the Department of Finance and Deregulation's New Policy Proposal costing template. On-costs include:

- Workers Compensation Premium
- Staff Training and Development Costs
- Human Resources Support Costs
- Organisational Services Costs
- Desktop and ICT Services Costs

(2) Other Support Costs (average per person)

Expressed as a formula:

Total salary-related costs and reasonable on-costs of Finance, Human Resource and Regional IT staff that provide services
÷
Total staff

F – Austrade Marketing Support Fee

A flat annual fee for assistance to undertake marketing and promotional activities. The fee is calculated based on a minimum of 10 hours support using Austrade's standard rate – currently AUD \$275/hour

ATTACHMENT 3
GENERAL PROTOCOLS WHEN WORKING WITH STATE AND TERRITORY GOVERNMENTS

Through the Senior Officials Trade and Investment Group (SOTIG), a number of agreed protocols underpin Austrade's work with state and territory agencies, including market visits by state or territory premiers and chief ministers, and/or ministers responsible for agencies delivering trade and investment outcomes and the promotion of international education, and their delegations.

The protocols:

1. Austrade will not charge state or territory governments for arranging international visit programs in markets where states or territories are not represented and where these visits are by a premier, chief minister, or a minister responsible for agencies delivering trade and investment outcomes and the promotion of international education.
2. The support provided by Austrade will include arranging the core program and one networking function in each relevant city. The state or territory government will be expected to cover all direct costs associated with organising the program and the networking function (for example for venue, catering, transport etc.)
3. Any assistance outside these services, including individual business matching for accompanying business delegations, will attract service fees in line with Austrade's charging policy.
4. Austrade will not waive the service fee to organise programs when a state or territory government has a local representative office. However, support can be provided such as a briefing, recommending local companies to visit, scheduling individual appointments with local government, and accompanying on a few key appointments. The state or territory government office would be responsible for the overall coordination and management of the visit program.
5. In some circumstances, Austrade may agree to contribute time and resources at no charge as part of an agreed joint collaboration with a state or territory government agency. Typically, this collaboration would be underpinned by an agreement between the agencies around a specific program or initiative that seeks, for example, to showcase or profile Australian industry capability.
6. Austrade will provide state and territory governments with a service proposal outlining services to be provided free of charge and stating the direct costs that are expected to be incurred during the visit. If state or territory governments subsidise Austrade business matching fees for accompanying delegates, these fees will also be included in the proposal.

Extract from Austrade's February 2015 *Guidelines for Austrade and state and territory government missions*. Full Guidelines available on request.

From: "SLA Administration" <SLA.Administration@austrade.gov.au>
Sent: 01/04/2019 12:15 AM
To: "Saunderson, David" <David.Saunderson@act.gov.au>
Cc: "2.2(a)(ii)" <[REDACTED]@austrade.gov.au>
Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Thanks David I will arrange the meeting.

Kind regards

2.2(a)(ii)

From: Saunderson, David [mailto:David.Saunderson@act.gov.au]
Sent: Monday, April 1, 2019 11:06 AM
To: SLA.Administration
Cc: 2.2(a)(ii) [REDACTED]
Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Yes no worries 2.2(a)(ii) I can come over then.

Cheers

David

From: SLA Administration [mailto:SLA.Administration@austrade.gov.au]
Sent: Monday, 1 April 2019 10:54 AM
To: Saunderson, David <David.Saunderson@act.gov.au>
Cc: 2.2(a)(ii) [REDACTED] <[REDACTED]@austrade.gov.au>
Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Hi David,

2.2(a)(ii) does not work this Tuesday.

Could you do a meeting on Wednesday at 11 am to 12?

I will also invite our cooperate areas so if you have any particular questions relating to property, IT, security or HR they will be available to answer.

If you could let me know if this time works for you that would be great.

Thanks

2.2(a)(ii)

From: Saunderson, David [mailto:David.Saunderson@act.gov.au]
Sent: Friday, March 29, 2019 10:01 AM
To: SLA.Administration
Cc: 2.2(a)(ii) [REDACTED]
Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Hi 2.2(a)

Would Tuesday morning be suitable?

Cheers

David

From: SLA Administration [mailto:SLA.Administration@austrade.gov.au]
Sent: Thursday, 28 March 2019 3:14 PM

To: Saunderson, David <David.Saunderson@act.gov.au>; SLA Administration <SLA.Administration@austrade.gov.au>
Cc: 2.2(a)(ii) <[REDACTED]@austrade.gov.au>
Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Hi David

We have just received Tim Beresford's approval to go ahead with the SLA negotiations.

With regards to the job description and selection documentation this is generally developed together by the territory, post and Austrade's HR experts. We use Austrade's standard procedures but the content is predominantly informed by your needs.

We will organise a meeting to start the ball rolling on the SLA and other aspects of the arrangement. We'll also put you in touch with the relevant post and HR people for input into the job description.

Is there are day next week that would work best for you?

Kind regards

2.2(a)(ii)

2.2(a)(ii) | Senior Adviser, Partnerships
Government and Partnerships Division
Australian Trade and Investment Commission (Austrade)

GPO Box 2386, Canberra ACT, Australia, 2601
Levels 1-2, Nishi Building, 2 Phillip Law Street, Canberra ACT 2601, Australia
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From: Saunderson, David [<mailto:David.Saunderson@act.gov.au>]
Sent: Wednesday, March 27, 2019 12:07 PM
To: SLA.Administration
Cc: 2.2(a)(ii) <[REDACTED]>
Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Hi 2.2(a)(ii)

Has Austrade given the official green light for us to place an officer in Singapore?

I am just briefing our Chief Minister at the moment.

Can I also confirm if it is us or Austrade that needs to develop the job description and selection documentation? Can we arrange a meeting to sit down and discuss the types of things that we should or should not include in the job description?

Cheers

David

From: SLA Administration [<mailto:SLA.Administration@austrade.gov.au>]
Sent: Monday, 18 March 2019 10:07 AM
To: Saunderson, David <David.Saunderson@act.gov.au>; SLA Administration <SLA.Administration@austrade.gov.au>
Cc: 2.2(a)(ii) @austrade.gov.au
Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Hi David,

I work with 2.2(a) and will be assisting with your SLA for the State specialist in Singapore.

I understand you asked 2.2(a) a few questions at your meeting on Tuesday last week. We are still waiting on the information from HR but I was able to find out a few other things for you.

- Where is Tourism Australia office located in Singapore?
101 Thomson Road #08-03 United Square, Singapore 307591, Singapore. From google maps it look to be about a 10 minute drive from our Austrade office.
- Where is the Austrade landing pad located in Singapore?
Our Landing Pad in Singapore is based at WeWork at 71 Robinson Road, Singapore. About a 13 minute drive from the Austrade office according to google maps.

We will be in touch about the specific information on the recruitment processes and timelines. In the meantime if you have any further questions please let us know.

Kind regards

2.2(a)(ii)

From: Saunderson, David [<mailto:David.Saunderson@act.gov.au>]
Sent: Friday, March 15, 2019 2:52 PM
To: SLA.Administration
Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Thank you 2.2(a)

From: SLA Administration [<mailto:SLA.Administration@austrade.gov.au>]
Sent: Friday, 15 March 2019 2:49 PM
To: Saunderson, David <David.Saunderson@act.gov.au>; SLA Administration <SLA.Administration@austrade.gov.au>
Cc: 2.2(a)(ii) @austrade.gov.au
Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Hi David

Our HR team is working to provide me with a process map and timeline I can share. I expect to have this early next week but in the meantime below is some general information about the process for engaging staff overseas, average timing and some options specifically relating to Singapore.

- The key steps in OEE (overseas engaged employees) recruitment are:

- Decision to fill the vacancy (or in this case approval to create the position – this is part of the SLA approval process which is underway)
 - Development of position description and selection criteria
 - Advertising period
 - Application review and selection process
 - Selection recommendation and approval
 - Security approval process and HR admin processes
 - OEE Commencement
- The full process from advertisement to commencement takes on average 100 days.
 - There is currently an active merit list available for BDMs in Singapore. The process for recruiting off a merit list is significantly shorter than the standard recruitment process as the people on the list have already completed the recruitment process. The security approval process would still be required but engagement could be completed within a matter of weeks. However, if ACT is seeking specific sector skills the individuals on the list may not be appropriate. It is an option you may want to consider though.
 - A recent recruitment process for a general BDM positions in Singapore received approximately 70 applications. Depending on the specifics of the role we would expect to receive between 25 and 80 applications.
 - The standard contract term for OEEs in Singapore is 2 years. If a contract is extended twice, resulting in employment over 6 years the individual automatically becomes a permanent employee.
 - There is the potential for a Singapore based BDM to travel to service other markets, this would be subject to the visa requirements of the other markets. Specific processes to enable this would depend on a range of factors but is something we are able to work through at post.

I will let you know as soon as I have more specific information on the recruitment processes and timelines but in the meantime I hope the above is useful.

Please let me know if you have any other questions.

Kind regards

2.2(a)(ii)

2.2(a)(ii) | Senior Adviser, Partnerships
 Government and Partnerships Division
Australian Trade and Investment Commission (Austrade)

GPO Box 2386, Canberra ACT, Australia, 2601
 Levels 1-2, Nishi Building, 2 Phillip Law Street, Canberra ACT 2601, Australia
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 2.2(a)(ii) @austrade.gov.au | www.austrade.gov.au

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From: Saunderson, David [<mailto:David.Saunderson@act.gov.au>]
Sent: Friday, March 15, 2019 11:12 AM
To: SLA.Administration
Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Thanks [2.2\(a\)\(ii\)](#)

Sorry to ask this question, but do you have a rough idea of when you can provide the information? I have a pressing brief which I need to send to our Chief Minister that completely outlines how the engagement of an officer in Singapore will proceed, including a timeline of when and how it will happen.

Cheers

David

From: SLA Administration [<mailto:SLA.Administration@austrade.gov.au>]
Sent: Thursday, 14 March 2019 8:38 AM
To: Saunderson, David <David.Saunderson@act.gov.au>; [2.2\(a\)\(ii\)](#) <[2.2\(a\)\(ii\)@austrade.gov.au](mailto:2.2(a)(ii)@austrade.gov.au)>
Cc: SLA Administration <SLA.Administration@austrade.gov.au>
Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Hi David

It was lovely to meet you on Tuesday and thank you for your email. Apologies for the delayed reply, I don't currently have access to a process/timeline for engaging a local employee in Singapore but I will follow up with post and HR and send through some guidance as quickly as possible.

I am also following up on the other queries which were raised in the meeting and will send through our advice shortly.

Kind regards

[2.2\(a\)\(ii\)](#)

[2.2\(a\)\(ii\)](#) | Senior Adviser, Partnerships
Government and Partnerships Division
Australian Trade and Investment Commission (Austrade)

GPO Box 2386, Canberra ACT, Australia, 2601
Levels 1-2, Nishi Building, 2 Phillip Law Street, Canberra ACT 2601, Australia
T +61 2 [2.2\(a\)\(ii\)](#) | Fax: +61 2 6201 7306
[2.2\(a\)\(ii\)](#) <[2.2\(a\)\(ii\)@austrade.gov.au](mailto:2.2(a)(ii)@austrade.gov.au)> | www.austrade.gov.au

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From: Saunderson, David [<mailto:David.Saunderson@act.gov.au>]
Sent: Wednesday, March 13, 2019 11:37 AM
To: [2.2\(a\)\(ii\)](#))

Cc: SLA.Administration

Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Hi 2.2(a),

Nice to meet you yesterday. We look forward to working with Austrade in Singapore.

So that I can get things moving at this end, I was wondering if there is a template\project plan that has been previously used, which outlines the process and timeline in which we can engage a local specialist in Singapore.

Cheers

David

From: 2.2(a)(ii) @austrade.gov.au

Sent: Monday, 4 March 2019 4:34 PM

To: Saunderson, David <David.Saunderson@act.gov.au>; 2.2(a)(ii) @austrade.gov.au

Cc: SLA Administration <SLA.Administration@austrade.gov.au>

Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Hi David,

Yes – under the state specialist model the person is a locally engaged person.

Kind regards

2.2(a)(ii)

2.2(a)(ii) | Senior Adviser, Partnerships
Government and Partnerships Division
Australian Trade and Investment Commission (Austrade)

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From: Saunderson, David [mailto:David.Saunderson@act.gov.au]

Sent: Monday, March 4, 2019 4:28 PM

To: 2.2(a)(ii)

Cc: 2.2(a)(ii)

Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Thanks 2.2(a). Just one question do the other States\Territories\Austrade typically employ a local person from Singapore?

From: 2.2(a)(ii) @austrade.gov.au

Sent: Monday, 4 March 2019 3:02 PM

To: Saunderson, David <David.Saunderson@act.gov.au>

Cc: 2.2(a)(ii) @austrade.gov.au>

Subject: FW: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Dear David

Many thanks for your call earlier today. Our new colleague dealing with SLA is 2.2(a)(ii), copied above. Her full details are:

2.2(a)(ii) | Senior Adviser, Partnerships
Government and Partnerships Division
Australian Trade and Investment Commission (Austrade)

GPO Box 2386, Canberra ACT, Australia, 2601
Levels 1-2, Nishi Building, 2 Phillip Law Street, Canberra ACT 2601, Australia
T +61 2 2.2(a)(ii) | Fax: +61 2 6201 7306

Please see attached relevant template and further details from 2.2(a) below.

State Specialist Overview

Austrade's State Specialist Model was agreed to by Austrade and the Senior Officials Trade and Investment Group (SOTIG) in January 2013. Under the model, state or territory governments can provide funding for the employment of a locally engaged state/territory specialist. The specialists are Austrade Overseas Engaged Employees (OEE), and as such, they follow Austrade policies and procedures. However, they work with the relevant state or territory to deliver a mutually-agreed business plan. The positions can provide trade, education and/or investment services to relevant state or territory companies, individuals and agencies. The state/territory is involved in the recruitment and performance process and is responsible for all costs associated with the position.

The arrangement is covered under an Service Level Agreement which provides the overall framework under which specialists are employed. Attached is the current template for the SLA.

Ongoing costs (2018-19) – costs are revised each financial year.

Item	Description	2018-19	Comments
		AUD	
A	Personnel Budget	\$125,000	Standard remuneration costs
B	Promotional Budget	TBC	Travel, Publicity and Representation
C	Property Costs	\$22,248	Property cost based on 16 SQM per person
D	IT Equipment & Support	\$13,000	Fixed cost for complete IT package
E	Administrative Support Fee	\$12,130	Includes corporate and post support
F	Marketing Support Fee	\$33,000	10 hours per month @\$275/hour

The following is a break down the individual budgets and fees:

A - Personnel Budget

Consists of standard remuneration and salary related on-costs which can include but is not limited to:

- Superannuation
- Insurance
- Leave accruals
- Staff training and development
- Performance bonus

This is an **estimate only** based a Business Development / Investment Manager at the AOPL4 level. Actual remuneration costs will depend on the negotiated level and starting salary of the successful candidate.

B - Promotional Budget

Covers costs incurred for promotional activities including publicity, travel, accommodation and representation. This is determined at post once the position is filled.

C - Property Costs

Consists of a property fee for a notional space of 16 square metres per person and can include but is not limited to:

- Rent
- Utilities
- Property services
- Cleaning, repairs and maintenance
- Furniture and fittings

This fee is fixed for the financial year but varies from year to year depending on actual rent costs.

D - IT Equipment and Support

This consists of a flat annual fee per employee per annum for access to Austrade IT equipment and support services.

E - Administrative Support Fee

This consists of two components; corporate and administrative support, and covers all support provided at post and corporate services including Financial, Property and Human Resource Management.

F - Marketing Support Fee

This is a fee covers support by Austrade to the specialist position for marketing or promotional activities.

Fit out costs

Where space permits, Austrade will provide a workstation for the BDM. A separate office space will not be offered to the BDM as this can hinder collaboration and transparency.

Where a workstation is not available but space is, the Austrade Post Manager will consult with Austrade Property on the possibility of reconfiguring the space. Any costs associated with any such reconfiguration will be payable in full by the state/territory subject to approval by the state/territory prior to those costs being incurred.

It is possible that the Singapore office will require reconfiguration to provide space for an ACT state specialist. It is not currently possible to estimate the costs associated with this however, should this arrangement proceed and a reconfiguration be necessary Austrade will work closely with the ACT to determine the details of the fit out and provide estimated costs before any property work commences.

Current state specialist in the Singapore office

State specialists for the Northern Territory and New South Wales are currently in place in the Singapore office. South Australia also have an agreement in place for Singapore but the position is currently vacant.

Do please let me know if you need anything further at this stage or you can contact **2.2(a)** to discuss on Wednesday.

Kind regards

2.2(a)

2.2(a)(ii)

State Director, NSW/ACT
Australian Trade and Investment Commission (Austrade)
Level 23, Aon Tower
201 Kent Street
Sydney NSW 2001
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From:"Hassett, Glen"

Sent:03/04/2019 2:17 AM

To:"Smyth, Brendan" <Brendan.Smyth@act.gov.au>;"Gowling, Emma" <Emma.Gowling@act.gov.au>

Cc:"Saunderson, David" <David.Saunderson@act.gov.au>;"Harrison, Craig" <Craig.Harrison@act.gov.au>

Subject:RE: Meeting re embedded officer in Austrade, Singapore

Attachments:Chief Minister Brief - Embedded Officer in Singapore.docx, 180911-Template-State Territory Specialist SLA-Global-v2.pdf

Hi Brendan

Here is the very draft brief we are working on for the Singapore Austrade officer and the template agreement for info and for feedback.

Cheers

Glen

——Original Appointment——

From: Smyth, Brendan

Sent: Tuesday, 2 April 2019 12:30 PM

To: Smyth, Brendan; Harrison, Craig; Hassett, Glen; Saunderson, David

Subject: Meeting re embedded officer in Austrade, Singapore

When: Wednesday, 3 April 2019 12:30 PM-1:00 PM (UTC+10:00) Canberra, Melbourne, Sydney.

Where: OIE



Chief Minister, Treasury and Economic Development Directorate

UNCLASSIFIED

To:	Chief Minister	Tracking No.: CMTEDD2019/1481
Date:	28 March 2019	
CC:	Deputy Director-General Economic Development	
From:	Director Innovation, Industry & Investment	
Subject:	Embedded Officer with Austrade in Singapore	
Critical Date:	Click here to enter text.	
Critical Reason:	Click here to enter text.	

- 1. DG .../.../...
- 2. UT .../.../...
- 3. DDG .../.../...
- 4. CFO .../.../...

Recommendations

- 1. That you: Agree to progress the contract with Austrade
Agreed/Not Agreed / Please Discuss

MLA /.../...

Minister's Office Feedback

Background

- 1. You have agreed to the ACT Government entering into a partnership agreement with Austrade to employ an embedded officer in the Austrade Singapore office who will

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undertake business development activities on behalf of the ACT.

2. The agreement establishes procedures for Austrade and the ACT on collaboration in Singapore promoting trade, education and attracting foreign investment into the ACT.
3. The agreement outlines how Austrade will employ an ACT specialist and business development manager on behalf of the ACT to deliver mutually agreed business plans.
4. The business development managers (BDM) will work in accordance with Austrade's charging policy with clients being entitled to readily available Austrade information free of charge. This would include general market briefing, market selection and referrals to professional service providers and alternative sources of assistance.
5. The BDM will report directly on a daily basis to the Austrade Post Manager in accordance to their business plan and Austrade's standard operating procedures.
6. As an Austrade employee, the specialist BDM will be expected to work collaboratively as part of the Austrade Singapore team.
7. The Austrade Singapore Post Manager will work with the BDM in settling work plans and review progress, including managing relationships with existing and potential investors and progressing potential investment projects.
8. Care will be taken to ensure there is balance struck between the ACT deliverables being met and any perceived or real advantages being given to one state\territories of any market changes.
9. The ACT will continue to liaise with Austrade to ensure the embedded BDM role is in place early in the new financial year.

Commented [HG1]: Need to refer to the budget review decision upfront

Issues

10. The ACT will be involved in the recruitment and performance process and is responsible for all costs associated with the position.
11. Innovation, Industry & Investment branch will work with the Office of International Engagement and key stakeholders in the development of the work plan and KPI's for the position.
- 10-12. Innovation Industry & Investment will also be consulting with key stakeholders about potential in market candidates for the role.
- 11-13. Where space permits, Austrade will provide a workstation for the BDM. A separate office space will not be offered to the BDM as this can hinder collaboration and transparency.
- 12-14. Where a workstation is not available but space is, the Austrade Post Manager will consult with Austrade Property on the possibility of reconfiguring the space. Any costs associated with a reconfiguration will be payable in full by the ACT.
- 13-15. It is possible that the Singapore office will require reconfiguration to provide space for an ACT state specialist. It is not currently possible to estimate the costs associated with this however, should this arrangement proceed and a reconfiguration be necessary Austrade will work closely with the ACT to determine the details of the fit out and provide estimated costs before any property work commences.

Commented [HG2]: Will to work with OIE and key stakeholders in the development of work plan and KPIs
Will also be consulting with key stakeholders about potential in market candidates for the role

Commented [HG3]: Needs reworking

UNCLASSIFIED

UNCLASSIFIED

16. Currently there is not a vacant desk for the ACT specialist to sit, however a desk which has been assigned to South Australia is ~~vacant~~ currently vacant.

14.17. ~~Austrade anticipate that~~ The South Australian government will make a decision by the end of March on whether they will recruit for this vacant position or terminate the role.

15.18. Key steps in establishing a state specialist for the ACT in Singapore:

- Approval to create position within Austrade Singapore office – (internal process) has been agreed by Tim Beresford Deputy CEO Global Markets & Sector Engagement at Austrade.
- Next is the ~~D~~development of position description and selection criteria
- Advertising period (3 weeks)
- Application review and selection process
- Selection recommendation and approval
- Security approval process and HR admin process
- Commencement of state specialist.

16.19. The full process from advertisement to commencement takes on average 100 days.

17.20. A recruitment process for a state specialist BDM in Singapore typically receive approximately 70 applications. Depending on the specifics of our ACT role we would expect to receive a range of 25 to 80 applications.

18.21. There is potential for the Singapore based BDM to travel and service other markets, such as Malaysia, Indonesia, Thailand and Vietnam, but this would be subject to visa requirements of these countries and is something Austrade can work with the ACT on enabling.

Financial Implications

19.22. Ongoing costs are revised each financial year

Commented [HG4]: We need to advise on the funding source for this year if it is required – need to consult with strategic finance on this

Item	Description	2018-19	Comments
		AUD	
A	Personnel Budget	\$125,000	Standard remuneration costs
B	Promotional Budget	TBC	Travel, Publicity, PR
C	Property Costs	\$22,248	Property cost based on 16 SQM per person
D	IT Equipment & Support	\$13,000	Fixed cost for complete IT package
E	Administrative Support Fee	\$12,130	Includes corporate and post support
F	Marketing Support Fee	\$33,000	10 hours per month @\$275 per hour

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Consultation

Internal

23. Office of International Engagement, Higher Education, Training and Research branch will be consulted in the development of the BDM's business plan.

20. —

Cross Directorate

21-24. Nil

External

22-25. A number of external stakeholders including the Universities, CBRIN, and CSIRO will be consulted regarding how the embedded officer will collaborate with their organization.

Work Health and Safety

23-26. In accordance with Commonwealth Health and Safety legislation, Austrade and the BDM's are mutually responsible and accountable for safeguarding the health and safety of the BDM's including complying with Austrade policies and local laws relating to safety, rehabilitation and compensation.

Benefits/Sensitivities

24-27. The ACT will develop a deeper engagement and knowledge of Austrade industry capability in Singapore.

25-28. The embedded officer will enable the ACT to have enhanced market knowledge and customer access which increases opportunities for companies, exporters and education institutions and expands a pipeline of investors beyond what could be achieved by a stand-alone presence.

26-29. From using Austrade's existing administrative and office overhead, thereby reducing the cost of the ACT government having a stand-alone presence in market. The ACT can test new markets and further exploit mature markets for trade, investment and education purposes in a more cost efficient manner.

27-30. The agreement does not permit Austrade or the ACT to work together at the expense of any other state or territory. Austrade is required to conduct its business with all states and territories in a fair and equitable manner at all times

Communications, media and engagement implications

28-31. A media release should be released when the position commences in Singapore.

Signatory Name: Craig Harrison

Phone:

Action Officer: David Saunderson

Phone:x70112

Attachments

UNCLASSIFIED

From: "SLA Administration" <SLA.Administration@austrade.gov.au>
Sent: 02/04/2019 10:10 PM
To: "Saunderson, David" <David.Saunderson@act.gov.au>; "SLA Administration" <SLA.Administration@austrade.gov.au>
Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Hi David

Apologies, 2.2(a) was unexpectedly out of the office yesterday. We are happy to go ahead with the 11am meeting today if this timing still works for you. Alternatively we can reschedule to a later date. Happy to work around whatever suits you best.

Again, sorry for the delayed response.

Kind regards

2.2(a)(ii)

From: Saunderson, David [mailto:David.Saunderson@act.gov.au]
Sent: Tuesday, April 2, 2019 10:12 AM
To: SLA.Administration
Cc: 2.2(a)(ii))
Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Hi 2.2(a)(ii) ,

Can I please confirm if we are meeting tomorrow at 11.00am?

Cheers

David

From: SLA Administration [mailto:SLA.Administration@austrade.gov.au]
Sent: Monday, 1 April 2019 11:15 AM
To: Saunderson, David <David.Saunderson@act.gov.au>
Cc: 2.2(a)(ii) @austrade.gov.au>
Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Thanks David I will arrange the meeting.

Kind regards

2.2(a)(ii)

From: Saunderson, David [mailto:David.Saunderson@act.gov.au]
Sent: Monday, April 1, 2019 11:06 AM
To: SLA.Administration
Cc: 2.2(a)(ii))
Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Yes no worries 2.2(a)(ii) I can come over then.

Cheers

David

From: SLA Administration [<mailto:SLA.Administration@austrade.gov.au>]
Sent: Monday, 1 April 2019 10:54 AM
To: Saunderson, David <David.Saunderson@act.gov.au>
Cc: 2.2(a)(ii) @austrade.gov.au
Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Hi David,

2.2(a) does not work this Tuesday.

Could you do a meeting on Wednesday at 11 am to 12?

I will also invite our cooperate areas so if you have any particular questions relating to property, IT, security or HR they will be available to answer.

If you could let me know if this time works for you that would be great.

Thanks

2.2(a)(ii)

From: Saunderson, David [<mailto:David.Saunderson@act.gov.au>]
Sent: Friday, March 29, 2019 10:01 AM
To: SLA.Administration
Cc: 2.2(a)(ii)
Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Hi 2.2(a)

Would Tuesday morning be suitable?

Cheers

David

From: SLA Administration [<mailto:SLA.Administration@austrade.gov.au>]
Sent: Thursday, 28 March 2019 3:14 PM
To: Saunderson, David <David.Saunderson@act.gov.au>; SLA Administration <SLA.Administration@austrade.gov.au>
Cc: 2.2(a)(ii) @austrade.gov.au
Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Hi David

We have just received Tim Beresford's approval to go ahead with the SLA negotiations.

With regards to the job description and selection documentation this is generally developed together by the territory, post and Austrade's HR experts. We use Austrade's standard procedures but the content is predominantly informed by your needs.

We will organise a meeting to start the ball rolling on the SLA and other aspects of the arrangement. We'll also put you in touch with the relevant post and HR people for input into the job description.

Is there are day next week that would work best for you?

Kind regards

2.2(a)(ii)

2.2(a)(ii) | Senior Adviser, Partnerships
Government and Partnerships Division

Australian Trade and Investment Commission (Austrade)

GPO Box 2386, Canberra ACT, Australia, 2601
Levels 1-2, Nishi Building, 2 Phillip Law Street, Canberra ACT 2601, Australia
T +61 2 2 2 2(a)(ii) | Fax: +61 2 6201 7306
2.2(a)(ii) @austrade.gov.au | www.austrade.gov.au

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From: Saunderson, David [<mailto:David.Saunderson@act.gov.au>]
Sent: Wednesday, March 27, 2019 12:07 PM
To: SLA.Administration
Cc: 2.2(a)(ii))
Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Hi 2.2(a)(ii)

Has Austrade given the official green light for us to place an officer in Singapore?

I am just briefing our Chief Minister at the moment.

Can I also confirm if it is us or Austrade that needs to develop the job description and selection documentation? Can we arrange a meeting to sit down and discuss the types of things that we should or should not include in the job description?

Cheers

David

From: SLA Administration [<mailto:SLA.Administration@austrade.gov.au>]
Sent: Monday, 18 March 2019 10:07 AM
To: Saunderson, David <David.Saunderson@act.gov.au>; SLA Administration <SLA.Administration@austrade.gov.au>
Cc: 2.2(a)(ii) @austrade.gov.au
Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Hi David,

I work with 2.2(a) and will be assisting with your SLA for the State specialist in Singapore.

I understand you asked 2.2(a) a few questions at your meeting on Tuesday last week.

We are still waiting on the information from HR but I was able to find out a few other things for you.

- Where is Tourism Australia office located in Singapore?
101 Thomson Road #08-03 United Square, Singapore 307591, Singapore. From google maps it look to be about a 10 minute drive from our Austrade office.
- Where is the Austrade landing pad located in Singapore?
Our Landing Pad in Singapore is based at WeWork at 71 Robinson Road, Singapore. About a 13 minute drive from the Austrade office according to google maps.

We will be in touch about the specific information on the recruitment processes and timelines.
In the meantime if you have any further questions please let us know.

Kind regards

2.2(a)(ii)

From: Saunderson, David [<mailto:David.Saunderson@act.gov.au>]
Sent: Friday, March 15, 2019 2:52 PM
To: SLA.Administration
Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Thank you 2.2(a)

From: SLA Administration [<mailto:SLA.Administration@austrade.gov.au>]
Sent: Friday, 15 March 2019 2:49 PM
To: Saunderson, David <David.Saunderson@act.gov.au>; SLA Administration <SLA.Administration@austrade.gov.au>
Cc: 2.2(a)(ii) @austrade.gov.au
Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Hi David

Our HR team is working to provide me with a process map and timeline I can share. I expect to have this early next week but in the meantime below is some general information about the process for engaging staff overseas, average timing and some options specifically relating to Singapore.

- The key steps in OEE (overseas engaged employees) recruitment are:
 - Decision to fill the vacancy (or in this case approval to create the position – this is part of the SLA approval process which is underway)
 - Development of position description and selection criteria
 - Advertising period
 - Application review and selection process
 - Selection recommendation and approval
 - Security approval process and HR admin processes
 - OEE Commencement
- The full process from advertisement to commencement takes on average 100 days.
- There is currently an active merit list available for BDMs in Singapore. The process for recruiting off a merit list is significantly shorter than the standard recruitment process as the people on the list have already completed the recruitment process. The security approval process would still be required but engagement could be completed within a matter of weeks. However, if ACT is seeking specific sector skills the individuals on the list may not be appropriate. It is an option you may want to consider though.
- A recent recruitment process for a general BDM positions in Singapore received approximately 70 applications. Depending on the specifics of the role we would expect to receive between 25 and 80 applications.
- The standard contract term for OEEs in Singapore is 2 years. If a contract is extended twice, resulting in employment over 6 years the individual automatically becomes a permanent employee.

- There is the potential for a Singapore based BDM to travel to service other markets, this would be subject to the visa requirements of the other markets. Specific processes to enable this would depend on a range of factors but is something we are able to work through at post.

I will let you know as soon as I have more specific information on the recruitment processes and timelines but in the meantime I hope the above is useful.

Please let me know if you have any other questions.

Kind regards

2.2(a)(ii)

2.2(a)(ii) | Senior Adviser, Partnerships
Government and Partnerships Division
Australian Trade and Investment Commission (Austrade)

GPO Box 2386, Canberra ACT, Australia, 2601
Levels 1-2, Nishi Building, 2 Phillip Law Street, Canberra ACT 2601, Australia
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From: Saunderson, David [<mailto:David.Saunderson@act.gov.au>]
Sent: Friday, March 15, 2019 11:12 AM
To: SLA.Administration
Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Thanks 2.2(a)(ii)

Sorry to ask this question, but do you have a rough idea of when you can provide the information? I have a pressing brief which I need to send to our Chief Minister that completely outlines how the engagement of an officer in Singapore will proceed, including a timeline of when and how it will happen.

Cheers

David

From: SLA Administration [<mailto:SLA.Administration@austrade.gov.au>]
Sent: Thursday, 14 March 2019 8:38 AM
To: Saunderson, David <David.Saunderson@act.gov.au>; 2.2(a)(ii) @austrade.gov.au
Cc: SLA Administration <SLA.Administration@austrade.gov.au>
Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Hi David

It was lovely to meet you on Tuesday and thank you for your email. Apologies for the delayed reply, I don't currently have access to a process/timeline for engaging a local employee in Singapore but I will follow up with post and HR and send through some guidance as quickly as possible.

I am also following up on the other queries which were raised in the meeting and will send through our advice shortly.

Kind regards

2.2(a)(ii)

2.2(a)(ii) | Senior Adviser, Partnerships
Government and Partnerships Division
Australian Trade and Investment Commission (Austrade)

GPO Box 2386, Canberra ACT, Australia, 2601
Levels 1-2, Nishi Building, 2 Phillip Law Street, Canberra ACT 2601, Australia
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From: Saunderson, David [<mailto:David.Saunderson@act.gov.au>]
Sent: Wednesday, March 13, 2019 11:37 AM
To: 2.2(a)(ii))
Cc: SLA.Administration
Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Hi 2.2(a) ,

Nice to meet you yesterday. We look forward to working with Austrade in Singapore.

So that I can get things moving at this end, I was wondering if there is a template\project plan that has been previously used, which outlines the process and timeline in which we can engage a local specialist in Singapore.

Cheers

David

From: 2.2(a)(ii) @austrade.gov.au]
Sent: Monday, 4 March 2019 4:34 PM
To: Saunderson, David <David.Saunderson@act.gov.au>; 2.2(a)(ii) @austrade.gov.au>
Cc: SLA Administration <SLA.Administration@austrade.gov.au>
Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Hi David,

Yes – under the state specialist model the person is a locally engaged person.

Kind regards

2.2(a)(ii)

2.2(a)(ii) | Senior Adviser, Partnerships
Government and Partnerships Division
Australian Trade and Investment Commission (Austrade)

GPO Box 2386, Canberra ACT, Australia, 2601
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From: Saunderson, David [<mailto:David.Saunderson@act.gov.au>]
Sent: Monday, March 4, 2019 4:28 PM
To: 2.2(a)(ii))
Cc: 2.2(a)(ii))
Subject: RE: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Thanks 2.2(a). Just one question do the other States\Territories\Austrade typically employ a local person from Singapore?

From: 2.2(a)(ii) @austrade.gov.au
Sent: Monday, 4 March 2019 3:02 PM
To: Saunderson, David <David.Saunderson@act.gov.au>
Cc: 2.2(a)(ii) @austrade.gov.au
Subject: FW: SLA information for ACT Singapore enquiry [SEC=UNCLASSIFIED]

Dear David

Many thanks for your call earlier today. Our new colleague dealing with SLA is 2.2(a)(ii), copied above. Her full details are:

2.2(a)(ii) | Senior Adviser, Partnerships
Government and Partnerships Division
Australian Trade and Investment Commission (Austrade)

GPO Box 2386, Canberra ACT, Australia, 2601
Levels 1-2, Nishi Building, 2 Phillip Law Street, Canberra ACT 2601, Australia
T +61 2 2.2(a)(ii) | Fax: +61 2 6201 7306

Please see attached relevant template and further details from 2.2(a) below.

State Specialist Overview

Austrade's State Specialist Model was agreed to by Austrade and the Senior Officials Trade and Investment Group (SOTIG) in January 2013. Under the model, state or territory governments can provide funding for the employment of a locally engaged state/territory specialist. The specialists are Austrade Overseas Engaged Employees (OEE), and as such, they follow Austrade policies and procedures. However, they work with the relevant state or territory to deliver a mutually-agreed business plan. The positions can provide trade, education and/or investment services to relevant state or territory companies, individuals and agencies. The state/territory is involved in the recruitment and performance process and is responsible for all costs associated with the position.

The arrangement is covered under an Service Level Agreement which provides the overall framework under which specialists are employed. Attached is the current template for the SLA.

Ongoing costs (2018-19) – costs are revised each financial year.

Item	Description	2018-19	Comments
		AUD	
A	Personnel Budget	\$125,000	Standard remuneration costs
B	Promotional Budget	TBC	Travel, Publicity and Representation
C	Property Costs	\$22,248	Property cost based on 16 SQM per person
D	IT Equipment & Support	\$13,000	Fixed cost for complete IT package
E	Administrative Support Fee	\$12,130	Includes corporate and post support
F	Marketing Support Fee	\$33,000	10 hours per month @\$275/hour

The following is a break down the individual budgets and fees:

A - Personnel Budget

Consists of standard remuneration and salary related on-costs which can include but is not limited to:

- Superannuation
- Insurance
- Leave accruals
- Staff training and development
- Performance bonus

This is an **estimate only** based a Business Development / Investment Manager at the AOPL4 level. Actual remuneration costs will depend on the negotiated level and starting salary of the successful candidate.

B - Promotional Budget

Covers costs incurred for promotional activities including publicity, travel, accommodation and representation. This is determined at post once the position is filled.

C - Property Costs

Consists of a property fee for a notional space of 16 square metres per person and can include but is not limited to:

- Rent
- Utilities
- Property services
- Cleaning, repairs and maintenance
- Furniture and fittings

This fee is fixed for the financial year but varies from year to year depending on actual rent costs.

D - IT Equipment and Support

This consists of a flat annual fee per employee per annum for access to Austrade IT equipment and support services.

E - Administrative Support Fee

This consists of two components; corporate and administrative support, and covers all support provided at post and corporate services including Financial, Property and Human Resource Management.

F - Marketing Support Fee

This is a fee covers support by Austrade to the specialist position for marketing or promotional activities.

Fit out costs

Where space permits, Austrade will provide a workstation for the BDM. A separate office space will not be offered to the BDM as this can hinder collaboration and transparency.

Where a workstation is not available but space is, the Austrade Post Manager will consult with Austrade Property on the possibility of reconfiguring the space. Any costs associated with any such reconfiguration will be payable in full by the state/territory subject to approval by the state/territory prior to those costs being incurred.

It is possible that the Singapore office will require reconfiguration to provide space for an ACT state specialist. It is not currently possible to estimate the costs associated with this however, should this arrangement proceed and a reconfiguration be necessary Austrade will work closely with the ACT to determine the details of the fit out and provide estimated costs before any property work commences.

Current state specialist in the Singapore office

State specialists for the Northern Territory and New South Wales are currently in place in the Singapore office. South Australia also have an agreement in place for Singapore but the position is currently vacant.

Do please let me know if you need anything further at this stage or you can contact **2.2(a)** to discuss on Wednesday.

Kind regards

2.2(a)

2.2(a)(ii)

State Director, NSW/ACT
Australian Trade and Investment Commission (Austrade)
Level 23, Aon Tower
201 Kent Street
Sydney NSW 2001
T +61 **2.2(a)(ii)** F +61 2 93922052 | M +61 **2.2(a)(ii)**
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From:"Hassett, Glen"

Sent:04/04/2019 10:46 PM

To:"Saunderson, David" <David.Saunderson@act.gov.au>;"Harrison, Craig" <Craig.Harrison@act.gov.au>;"Chick, Brent" <Brent.Chick@act.gov.au>

Subject:RE: Meeting with Petr Adamek - Discussion on Singapore Embedded Officer

I don't think we need 4 people to talk to Petr about Singapore – there is also a Board meeting next Friday – this will be a good opportunity for us to inform the CBRIN Board about this initiative. David where are we up to with the CM brief? On the back of meetings with Brendan and Kareena, the brief will need to address the reporting lines within the division (ie reporting to Ill). Let's try to get this moving today please.

Thanks

Glen

-----Original Appointment-----

From: Saunderson, David

Sent: Monday, 1 April 2019 12:55 PM

To: Saunderson, David; Petr Adamek; Hassett, Glen; Harrison, Craig; Chick, Brent

Subject: Meeting with Petr Adamek - Discussion on Singapore Embedded Officer

When: Friday, 5 April 2019 1:00 PM-2:00 PM (UTC+10:00) Canberra, Melbourne, Sydney.

Where: CBRIN

From:"Hassett, Glen"

Sent:12/04/2019 12:51 AM

To:"Ogden, Paul" <Paul.Ogden@act.gov.au>;"Morgan, David" <David.Morgan@act.gov.au>;"Ragunathan, Ragu" <Ragu.Ragunathan@act.gov.au>

Cc:"Starick, Kate" <Kate.Starick@act.gov.au>;"Harrison, Craig" <Craig.Harrison@act.gov.au>;"Saunderson, David" <David.Saunderson@act.gov.au>

Subject:CM19-151638 Chief Minister Brief - Embedded Officer in Singapore

Attachments:CM19-151638 Chief Minister Brief - Embedded Officer in Singapore.DOCX.docx

Importance:Low

Hi Paul and team – this brief seeks the CM's agreement to progress in-market trade and investment representation in Singapore via the state specialist embedded model with Austrade – funding has been agreed through the mid-year budget review – are there any concerns from strategic finance about entering this contract this financial year noting that funding was to be sourced from the Directorate this year and that there will be budget appropriations 2019-20, 2020-21?

Happy to come down to discuss.

Glen

Glen Hassett | Senior Manager, Innovation, Industry and Investment

Phone: (02) 6205 5346 | Fax: (02) 6207 0033 | Mobile: 0408 201 267

Chief Minister, Treasury and Economic Development Directorate

Nara Centre | GPO Box 158 Canberra ACT 2601

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**Chief Minister, Treasury and Economic
Development Directorate**

UNCLASSIFIED

To: Chief Minister

Tracking No.: CMTEDD2019/1481

Date: 8 April 2019

CC: Deputy Director-General Economic Development

From: Director Innovation, Industry & Investment

Subject: Embedded Business Development Manager (BDM) with Austrade in Singapore

Critical Date: 29 April 2019

Critical Reason: So that Austrade can initiative a recruitment process

1. DG .../.../...
2. UT .../.../...
3. DDG .../.../...
4. CFO .../.../...

Recommendations

That you:

- Note the contents of this brief

Noted / Please Discuss

- Agree to progress the contract with Austrade.

Agreed/Not Agreed / Please Discuss

Andrew Barr MLA /...../.....

Minister's Office Feedback

UNCLASSIFIED

Background

1. The 2018-19 Growing services for our growing city Budget Review provided \$833,000 over three years to recruit in market representation for the ACT in Singapore to support Canberra's international engagement priorities in trade development and investment attraction.
2. Innovation, Industry and Investment has been working with Austrade to progress this initiative via the Austrade State Specialist Model. Under the model, state or territory governments provide funding for the employment of a locally engaged state/territory specialist under a service level agreement. A template agreement is at Attachment A.
3. The agreement establishes clear procedures and protocols for Austrade and the ACT Government to work together in Singapore in promoting trade, education and attracting foreign investment outcomes for the ACT.
4. Following consultation with and approval from the ACT Government, Austrade will engage a Business Development Manager (BDM) to provide services to ACT companies, individuals and agencies in order to generate economic outcomes through trade, investment and education activities.
5. In support of ACT Government business and economic objectives, and within the general ambit of an Austrade BDM's standard trade, investment and education activities, Austrade will assist the ACT Government in market business planning from which the BDM's roles and tasks will emerge.
6. The BDM will report directly and on a daily basis to the Austrade Post Manager in accordance to the agreed business plan and Austrade's standard operating procedures.
7. As an Austrade employee, the specialist BDM will be expected to work collaboratively as part of the Austrade Singapore team, and report on a day to day basis to the Senior Trade Commissioner. The BDM will also have an indirect reporting line to the Executive Branch Manager at Ill.
8. The Austrade Singapore Post Manager will work with the BDM in settling work plans and review progress, including managing relationships with existing and potential investors and progressing potential investment projects.
9. Care will be taken to ensure there is balance struck between the ACT deliverables being met and any perceived or real advantages being given to one state\territories of any market changes.
10. Ill is working with Austrade to have an agreement in place this financial year to ensure the embedded BDM role is in place early in the new financial year.

Issues

11. The ACT will be involved in both the recruitment and performance management process and is responsible for all costs associated with the position.
12. Ill will work with the Office of International Engagement and key stakeholders in the

development of the work plan and KPI's for the position.

13. Ill will also be consulting with key stakeholders about potential in market candidates for the role.
14. Austrade has advised that approval has been granted to create a position within the Austrade Singapore office for an ACT Government supported BDM.
15. Austrade is yet to advise whether the Singapore Office will need to be reconfigured to accommodate a new workstation for the ACT BDM. A work station previously assigned to a BDM position funded by South Australia is currently vacant pending a state based review. This workstation may be made available to the ACT. If not, any costs associated with an office reconfiguration to accommodate an ACT BDM will be payable in full by the ACT.
16. If a reconfigured fit out is required, Austrade will work with the ACT to determine the design of the fit out and provide estimated costs before any property work commences.
17. The full recruitment process from advertisement to commencement takes on average 100 days. A recruitment process for a state specialist BDM in Singapore typically receives approximately 70 applications. Depending on the specifics of the ACT role we would expect to receive a range of 25 to 80 applications.
18. There is potential for the ACT BDM to support ACT Government international engagement into connected South East Asia markets including Malaysia, Indonesia, Thailand and Vietnam subject to negotiation of the work plan and

Financial Implications

19. Ongoing costs are revised each financial year.
20. Austrade charge on month by month basis in arrears, however Ill is investigating other payment options and terms.

Item	Description	2018-19	Comments
		AUD	
A	Personnel Budget	\$125,000	Standard remuneration costs
B	Promotional Budget	TBC	Travel, Publicity, PR
C	Property Costs	\$22,248	Property cost based on 16 SQM per person
D	IT Equipment & Support	\$13,000	Fixed cost for complete IT package
E	Administrative Support Fee	\$12,130	Includes corporate and post support
F	Marketing Support Fee	\$33,000	10 hours per month @\$275 per hour

Consultation

Internal

21. Office of International Engagement, Higher Education, Training and Research branch will be consulted in the development of the BDM's business plan.

Cross Directorate

22. Strategic Finance, CMTEDD

External

23. A number of external stakeholders including the Universities, CBRIN, and CSIRO will be consulted regarding how the embedded officer will collaborate with their organisation.

Work Health and Safety

24. In accordance with Commonwealth Health and Safety legislation, Austrade and the BDM's are mutually responsible and accountable for safeguarding the health and safety of the BDM's including complying with Austrade policies and local laws relating to safety, rehabilitation and compensation.

Benefits/Sensitivities

25. The embedded officer will enable the ACT to have enhanced market knowledge and customer access which increases opportunities for companies, exporters and education institutions and expands a pipeline of investors beyond what could be achieved by a stand-alone presence.
26. From using Austrade's existing administrative and office overhead, thereby reducing the cost of the ACT government having a stand-alone presence in market. The ACT can test new markets and further exploit mature markets for trade, investment and education purposes in a more cost efficient manner.
27. The agreement does not permit Austrade or the ACT to work together at the expense of any other state or territory. Austrade is required to conduct its business with all states and territories in a fair and equitable manner at all times

Communications, media and engagement implications

28. A media release should be released when the position commences in Singapore.

Signatory Name: Craig Harrison

Phone:

Action Officer: David Saunderson

Phone:x70112

Attachments

Nil

From:"Hassett, Glen"

Sent:12/04/2019 1:01 AM

To:"Harrison, Craig" <Craig.Harrison@act.gov.au>;"Starick, Kate" <Kate.Starick@act.gov.au>;"CMTEDD, Innovate Canberra Government Relations" <InnovateGovernmentRelations@act.gov.au>;"Stefanovic, Aimee" <Aimee.Stefanovic@act.gov.au>

Cc:"Saunderson, David" <David.Saunderson@act.gov.au>;"Chan, Daniel" <Daniel.Chan@act.gov.au>

Subject:Embedded ACT Business Development Manager (BDM) with Austrade in Singapore

Kate, Craig and Aimee

WIRE container CMTEDD2019/1481

I'd like to give you vision now of advice to the Minister for a new Embedded ACT Business Development Manager (BDM) with Austrade in Singapore – WIRE container CMTEDD2019/1481 – The 2018-19 Growing services for our growing city Budget Review provided \$833,000 over three years to recruit in market representation for the ACT in Singapore to support Canberra's international engagement priorities in trade development and investment attraction. Austrade has advised that the position has been approved and that an agreement can be initiated. Template agreement is included as an attachment to the brief.

Happy to talk this through.

Glen

Glen Hassett | Senior Manager, Innovation, Industry and Investment

Phone: (02) 6205 5346 | Fax: (02) 6207 0033 | Mobile: 0408 201 267

Chief Minister, Treasury and Economic Development Directorate

Nara Centre | GPO Box 158 Canberra ACT 2601

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[Website](#) | [Twitter](#) | [Facebook](#) | [Blog](#)



From:"Ogden, Paul" <Paul.Ogden@act.gov.au>

Sent:12/04/2019 11:25 AM

To:"Hassett, Glen" <Glen.Hassett@act.gov.au>;"Morgan, David" <David.Morgan@act.gov.au>;"Ragunathan, Ragu" <Ragu.Ragunathan@act.gov.au>

Cc:"Starick, Kate" <Kate.Starick@act.gov.au>;"Harrison, Craig" <Craig.Harrison@act.gov.au>;"Saunderson, David" <David.Saunderson@act.gov.au>

Subject:RE: CM19-151638 Chief Minister Brief - Embedded Officer in Singapore [SEC=UNCLASSIFIED]

Hi Glen – this is all ok – the Budget Review gives authority to this – as we mentioned earlier we will manage the cash for this year.

Thanks

Paul

Paul Ogden

Chief Finance Officer

Executive Group Manager, Strategic Finance

Chief Minister, Treasury and Economic Development | ACT Government

Level 2, Canberra Nara Centre | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

Phone: +61 2 620 79114 | Mobile: +61 0410 018 377 | Email: paul.ogden@act.gov.au



I acknowledge the traditional custodians of the ACT the Ngunnawal people, and their continuing connection to land and community. I pay my respect to them, and to the Elders both past and present.

From: Hassett, Glen

Sent: Friday, 12 April 2019 10:51 AM

To: Ogden, Paul <Paul.Ogden@act.gov.au>; Morgan, David <David.Morgan@act.gov.au>; Ragunathan, Ragu <Ragu.Ragunathan@act.gov.au>

Cc: Starick, Kate <Kate.Starick@act.gov.au>; Harrison, Craig <Craig.Harrison@act.gov.au>; Saunderson, David <David.Saunderson@act.gov.au>

Subject: CM19-151638 Chief Minister Brief - Embedded Officer in Singapore

Importance: Low

Hi Paul and team – this brief seeks the CM's agreement to progress in-market trade and investment representation in Singapore via the state specialist embedded model with Austrade – funding has been agreed through the mid-year budget review – are there any concerns from strategic finance about entering this contract this financial year noting that funding was to be sourced from the Directorate this year and that there will be budget appropriations 2019-20, 2020-21?

Happy to come down to discuss.

Glen

Glen Hassett | Senior Manager, Innovation, Industry and Investment

Phone: (02) 6205 5346 | Fax: (02) 6207 0033 | Mobile: 0408 201 267

Chief Minister, Treasury and Economic Development Directorate

Nara Centre | GPO Box 158 Canberra ACT 2601

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**Chief Minister, Treasury and Economic
Development Directorate**

UNCLASSIFIED

To:	Minister for Trade, Industry and Investment	Tracking No.: CMTEDD2019/1481
Date:	18 April 2019	
CC:	Deputy Director-General Economic Development	
From:	Executive Branch Manager Innovation, Industry & Investment	
Subject:	Embedded ACT Business Development Manager (BDM) with Austrade in Singapore	
Critical Date:	29 April 2019	
Critical Reason:	To enable the recruitment process to commence in a timely manner	

Recommendations

That you:

1. Note the contents of this brief; and

Noted / Please Discuss

2. Agree to progress the contract with Austrade.

Agreed/Not Agreed / Please Discuss

Andrew Barr MLA/...../.....

Minister's Office Feedback

Background

1. As part of the *2018-19 Growing services for our growing city Budget Review*, the ACT Government provided \$833,000 over three years to 'create more jobs for our growing city – attracting more trade and investment'. The expansion of trade development programs and investment attraction opportunities included the appointment of in-market representation for the ACT in Singapore to support Canberra's international engagement priorities in trade development and investment

UNCLASSIFIED

attraction.

2. Innovation, Industry and Investment (III) has been working with Austrade to progress this initiative via the Austrade State Specialist Model. Under the model, state or territory governments provide funding for the employment of a locally engaged state/territory specialist under a service level agreement. A template agreement is provided at Attachment A.
3. The agreement establishes clear procedures and protocols for Austrade and the ACT Government to work together in Singapore to promote trade and education, and attract foreign investment outcomes for the ACT.
4. The specialist Business Development Manager (BDM) is expected to provide services to ACT companies, individuals and agencies in order to generate economic outcomes through trade, investment and education activities. There is also potential for the ACT BDM to support ACT Government international engagement into connected South East Asia markets including Malaysia, Indonesia, Thailand and Vietnam subject to negotiation of the work plan and sufficient resources available.
5. In support of ACT Government business and economic objectives, and within the general ambit of an Austrade BDM standard activities, Austrade will assist the ACT Government in market business planning from which the BDM's roles and tasks will emerge.
6. As an Austrade employee, the BDM will be expected to work collaboratively as part of the Austrade Singapore team and report daily (and directly) to the Austrade Post Manager and daily to the Senior Trade Commissioner. The BDM will also have an indirect reporting line to the Executive Branch Manager, III.
7. The Austrade Post Manager will work with the BDM to establish work plans and review progress, including managing relationships with existing and potential investors and progressing potential investment projects.

Issues

8. Austrade has advised that approval has been granted to create a position within the Austrade Singapore office for an ACT Government supported BDM.
9. III is working with Austrade to finalise an agreement by 30 June 2019 to ensure the embedded BDM role is in place early in the 2019/20 financial year. Your agreement is sought to progress the contract with Austrade.
10. Following consultation with, and approval from the ACT Government, Austrade will engage the specialist BDM. The ACT Government will be involved in both the recruitment and performance management process and is responsible for all costs associated with the position.
11. The full recruitment process from advertisement to commencement takes an average of 100 days, with the recruitment process for a state specialist BDM in Singapore typically receiving 70 applications. Depending on the specifics of the ACT role, it can be expected to receive between 25 and 80 applications.

Financial Implications

12. Ongoing costs are revised each financial year. Austrade charge monthly in arrears, however Ill is investigating other payment options and terms.

Item	Description	Year 1	Comments
		AUD	
A	Personnel Budget	\$125,000	Standard remuneration costs
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E	Administrative Support Fee	\$12,130	Includes corporate and post support
F	Marketing Support Fee	\$33,000	10 hours per month @\$275 per hour

ConsultationInternal

13. The Office of International Engagement (OIE), Tertiary Education, Training and Research will be consulted in the development of the BDM's business plan and key performance indicators for the position.
14. Strategic Finance, Chief Minister, Treasury and Economic Development Directorate.

Cross Directorate

15. Nil.

External

16. A number of external stakeholders including the Universities, CBRIN, and CSIRO will be consulted regarding how the embedded officer will collaborate with their organisation. Ill will also consult with key stakeholders about potential in-market candidates for the role.

Work Health and Safety

17. In accordance with Commonwealth Health and Safety legislation, Austrade and the BDM are mutually responsible and accountable for safeguarding the health and safety of the BDM including complying with Austrade policies and local laws relating to safety, rehabilitation and compensation.
18. Austrade is yet to advise whether the Singapore Office will need to be reconfigured to accommodate a new workstation for the ACT BDM. Currently there aren't enough desks to accommodate the ACT BDM, however Austrade may be able to reconfigure the desks similar to 'activity based workplaces'.
19. Any costs associated with an office reconfiguration may require financial contribution from the ACT. If required, Austrade will work with the ACT to determine the design of the fit out and provide estimated costs before any property work commences.

Benefits/Sensitivities

- 20. The BDM will enable the ACT to have enhanced market knowledge and customer access which increases opportunities for companies, exporters and education institutions and expands a pipeline of investors beyond what could be achieved by a stand-alone presence.
- 21. The agreement does not permit Austrade or the ACT to work together at the expense of any other state or territory. Austrade is required to conduct its business with all states and territories in a fair and equitable manner at all times.

Communications, media and engagement implications

- 22. A media release will be prepared following a successful appointment to the position.

Signatory Name: Craig Harrison Phone: x74607
Action Officer: David Saunderson Phone: x70112

Attachments

Attachment	Title
Attachment A	State and Territory Specialist Service Level Agreement Template - Global

From: "Saunderson, David" <David.Saunderson@act.gov.au>
Sent: 18/04/2019 9:42 AM
To: "Hassett, Glen" <Glen.Hassett@act.gov.au>; "Harrison, Craig" <Craig.Harrison@act.gov.au>
Subject: FW: SLA for a State Specialist in Singapore [SEC=UNCLASSIFIED]
Attachments: SLA Singapore.pdf

FYI – Contract for Embedded Officer in Singapore. Do we need to run this by Kareena or GSO?

Cheers

David

From: 2.2(a)(ii) @austrade.gov.au]
Sent: Wednesday, 17 April 2019 4:58 PM
To: Saunderson, David <David.Saunderson@act.gov.au>
Cc: 2.2(a)(ii) @austrade.gov.au; SLA Administration <SLA.Administration@austrade.gov.au>; 2.2(a)(ii) @austrade.gov.au; 2.2(a)(ii) @austrade.gov.au
Subject: SLA for a State Specialist in Singapore [SEC=UNCLASSIFIED]

Hi David,

Please find attached a draft of your SLA which outlines the terms and conditions which apply for engaging a state specialist in our Singapore office.

Please review the contract and let us know if you have any issues or concerns.

With regard to the early payment, I understand this should not be a problem but will confirm once you have indicated you are happy with the contract and wish to proceed.

If you have any questions please let us know.

Kind regards

2.2(a)(ii)

2.2(a)(ii) | Adviser, Partnerships
Government and Partnerships
Australian Trade and Investment Commission (Austrade)

I work part time (Monday, Tuesday, Wednesday, Thursday)

Level 2, Nishi Building,
2 Phillip Law Street
Canberra ACT 2601
GPO Box 2386, Canberra City ACT 2601
T +61 2 2.2(a)(ii)
2.2(a)(ii) @austrade.gov.au | www.austrade.gov.au

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From: "Saunderson, David" <David.Saunderson@act.gov.au>
Sent: 06/05/2019 12:18 PM
To: "Harrison, Craig" <Craig.Harrison@act.gov.au>
Cc: "Hassett, Glen" <Glen.Hassett@act.gov.au>
Subject: FW: SLA for a State Specialist in Singapore [SEC=UNCLASSIFIED]
Attachments: SLA Singapore.pdf

Hi Craig,

Can you or Kate please sign this contract as soon as possible?

Cheers

David

From: SLA Administration [mailto:SLA.Administration@austrade.gov.au]
Sent: Thursday, 2 May 2019 3:43 PM
To: Saunderson, David <David.Saunderson@act.gov.au>
Cc: SLA Administration <SLA.Administration@austrade.gov.au>
Subject: FW: SLA for a State Specialist in Singapore [SEC=UNCLASSIFIED]

Hi David,
I hope you are well.
Just seeing if there is any update on if the ACT would like to proceed with the SLA.

If you could let us know if you have any questions that would be great.

Kind regards

2.2(a)(ii)

From: 2.2(a)(ii)
Sent: Wednesday, April 17, 2019 4:58 PM
To: David Saunderson
Cc: 2.2(a)(ii) SLA.Administration; 2.2(a)(ii)
Subject: SLA for a State Specialist in Singapore [SEC=UNCLASSIFIED]

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From: "Saunderson, David" <David.Saunderson@act.gov.au>
Sent: 06/05/2019 12:43 PM
To: "Harrison, Craig" <Craig.Harrison@act.gov.au>
Cc: "Hassett, Glen" <Glen.Hassett@act.gov.au>
Subject: RE: SLA for a State Specialist in Singapore [SEC=UNCLASSIFIED]

Yes but that brief is only outlining the next steps, not seeking approval which has already been provided

From: Harrison, Craig
Sent: Monday, 6 May 2019 12:42 PM
To: Saunderson, David <David.Saunderson@act.gov.au>
Cc: Hassett, Glen <Glen.Hassett@act.gov.au>
Subject: RE: SLA for a State Specialist in Singapore [SEC=UNCLASSIFIED]

UNCLASSIFIED

Is there something still with Kareena to approve on this one?

Kind regards

Craig

CRAIG HARRISON

Executive Branch Manager, Innovation, Industry and Investment

Chief Minister, Treasury and Economic Development Directorate | ACT Government

Phone: (02) 6207 4607 | Mobile: 0466 860 284 | Email: craig.harrison@act.gov.au

Level 3, Canberra Nara Centre, 1 Constitution Avenue, Canberra ACT 2601 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

[Website](#) | [Twitter](#) | [Facebook](#) | [Blog](#)



From: Saunderson, David <David.Saunderson@act.gov.au>
Sent: Monday, 6 May 2019 12:18 PM
To: Harrison, Craig <Craig.Harrison@act.gov.au>
Cc: Hassett, Glen <Glen.Hassett@act.gov.au>
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Kind regards

2.2(a)(ii)

2.2(a)(ii) | Adviser, Partnerships

Government and Partnerships

Australian Trade and Investment Commission (Austrade)

I work part time (Monday, Tuesday, Wednesday, Thursday)

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2 Phillip Law Street

Canberra ACT 2601

GPO Box 2386, Canberra City ACT 2601

T +61 2 2.2(a)(ii)

2.2(a)(ii) @austrade.gov.au | www.austrade.gov.au

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From: "Maher, Ellis" <Ellis.Maher@act.gov.au>
Sent: 15/05/2019 2:22 PM
To: "Hassett, Glen" <Glen.Hassett@act.gov.au>
Subject: FW: Signed: CMTEDD2019/1481 - Embedded officer in Singapore [SEC=UNCLASSIFIED]
Attachments: 20190515145350440.pdf

FYI mate

From: McMullen, Stephanie **On Behalf Of** CMTEDD, Economic Development DLO
Sent: Wednesday, 15 May 2019 1:51 PM
To: Harrison, Craig <Craig.Harrison@act.gov.au>; Saunderson, David <David.Saunderson@act.gov.au>
Cc: Maher, Ellis <Ellis.Maher@act.gov.au>; CMTEDD, Innovate Canberra Government Relations <InnovateGovernmentRelations@act.gov.au>; Campbell, Morgan <Morgan.Campbell@act.gov.au>; CMTEDD, Economic Development <ecodev@act.gov.au>
Subject: Signed: CMTEDD2019/1481 - Embedded officer in Singapore [SEC=UNCLASSIFIED]

Hello – CM has signed this brief and agreed to progress the contract with Austrade.

See attached signed copy.

Cheers
Steph

Stephanie McMullen | Directorate Liaison Officer - Economic Development
Office of the Chief Minister | Office of Minister Ramsay | Office of Minister Fitzharris | Office of Minister Berry | Office of Minister Gentleman
Chief Minister, Treasury and Economic Development Directorate | ACT Government
☎ (02) 6205 4643 | ✉ EcoDevDLO@act.gov.au | ACT Legislative Assembly, 196 London Circuit Canberra City ACT 2601



Chief Minister, Treasury and Economic
Development Directorate

UNCLASSIFIED

To:	Minister for Trade, Industry and Investment	Tracking No.: CMTEDD2019/1481
Date:	8 May 2019	
CC:	Deputy Director-General Economic Development	
From:	Executive Branch Manager Innovation, Industry & Investment	
Subject:	Embedded ACT Business Development Manager (BDM) with Austrade in Singapore	
Critical Date:	14 May 2019	
Critical Reason:	To enable the recruitment process to commence in a timely manner	

Recommendations

That you:

1. Note the contents of this brief; and

Noted / Please Discuss

2. Agree to progress the contract with Austrade.

Agreed / Not Agreed / Please Discuss

Andrew Barr MLA *Andrew Barr* 15 / 5 / 19

Minister's Office Feedback

UNCLASSIFIED

Background

1. As part of the *2018-19 Growing services for our growing city Budget Review*, the ACT Government provided \$833,000 over three years to 'create more jobs for our growing city – attracting more trade and investment'. The expansion of trade development programs and investment attraction opportunities included the appointment of in-market representation for the ACT in Singapore to support Canberra's international engagement priorities in trade development and investment attraction.
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9. III is working with Austrade to finalise an agreement by 30 June 2019 to ensure the embedded BDM role is in place early in the 2019-20 financial year. Your agreement is sought to progress the contract with Austrade.
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associated with the position.

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12. Ongoing costs are revised each financial year. Austrade charge monthly in arrears, however Ill is investigating other payment options and terms.

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Cross Directorate

15. Nil.

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16. A number of external stakeholders including the Universities, CBRIN, and CSIRO will be consulted regarding how the embedded officer will collaborate with their organisation. Ill will also consult with key stakeholders about potential in-market candidates for the role.

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21. The agreement does not permit Austrade or the ACT to work together at the expense of any other state or territory. Austrade is required to conduct its business with all states and territories in a fair and equitable manner at all times.

Communications, media and engagement implications

22. A media release will be prepared following a successful appointment to the position.

Signatory Name:	Craig Harrison	Phone:	x74607
Action Officer:	David Saunderson	Phone:	x70112

Attachments

Attachment	Title
Attachment A	State and Territory Specialist Service Level Agreement Template - Global

From:"Saunderson, David" <David.Saunderson@act.gov.au>

Sent:28/05/2019 3:13 PM

To:"Hassett, Glen" <Glen.Hassett@act.gov.au>;"Harrison, Craig" <Craig.Harrison@act.gov.au>

Subject:Position Description State Specialist Singapore [SEC=UNCLASSIFIED]

Attachments:Information Pack - ACT State Specialist Austrade Singapore.docx

See pages 120-123 for attachment

Gents,

Please have look at the attached PD for the embedded officer in Singapore. Because it's an Austrade role we are limited by what changes we can make to the PD and requested to use their existing PD template.

The next steps are once you are happy, we then forward on the PD to their HR department for clearance. Once clearance has been approved, it's then up to you both to work out who will be on the interview panel and then provide that recommendation to the HR.

Austrade will then proceed with advertising the role.

Cheers

David Saunderson

Director Innovation Programs | **Innovation, Industry & Investment**

T +61 2 6207 0112 | M + 61 0438 418 316

Chief Minister, Treasury and Economic Development Directorate | **ACT Government**

Nara Centre, 1 Constitution Avenue, Canberra City | GPO Box 158 Canberra ACT 2601 Australia |

E david.saunderson@act.gov.au

From: "Saunderson, David" <David.Saunderson@act.gov.au>
Sent: 29/05/2019 9:03 AM
To: "Hassett, Glen" <Glen.Hassett@act.gov.au>
Cc: "Harrison, Craig" <Craig.Harrison@act.gov.au>
Subject: RE: Position Description State Specialist Singapore [SEC=UNCLASSIFIED]

Glen I am pretty certain there is a point in there about growing export and freight opportunities in the ACT. However the reality is that this role won't be able to do a great deal of export development, rather it will be the Trade Start Advisor who will need to identify the export opportunities and then work with the embedded officer to bring those export opportunities into fruition.

From: Hassett, Glen
Sent: Wednesday 29 May 2019 07:28
To: Saunderson, David
Cc: Harrison, Craig
Subject: Re: Position Description State Specialist Singapore [SEC=UNCLASSIFIED]

Thanks David- the words look fine but there is no mention of key responsibilities of growing exports and development of freight opportunity- is there a reason this had been left off?

Glen

Sent from my iPhone

On 28 May 2019, at 3:13 pm, Saunderson, David <David.Saunderson@act.gov.au<mailto:David.Saunderson@act.gov.au>> wrote:

Gents,

Please have look at the attached PD for the embedded officer in Singapore. Because it's an Austrade role we are limited by what changes we can make to the PD and requested to use their existing PD template.

The next steps are once you are happy, we then forward on the PD to their HR department for clearance. Once clearance has been approved, it's then up to you both to work out who will be on the interview panel and then provide that recommendation to the HR.

Austrade will then proceed with advertising the role.

Cheers

David Saunderson
Director Innovation Programs | Innovation, Industry & Investment

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Nara Centre, 1 Constitution Avenue, Canberra City GPO Box 158 Canberra ACT 2601 Australia |
E david.saunderson@act.gov.au<mailto:david.saunderson@act.gov.au>

<Information Pack - ACT State Specialist Austrade Singapore.docx>

From: "Hassett, Glen"

Sent: 04/06/2019 4:17 AM

To: "Saunderson, David" <David.Saunderson@act.gov.au>; "Harrison, Craig" <Craig.Harrison@act.gov.au>

Subject: RE: Position Description State Specialist Singapore [SEC=UNCLASSIFIED]

David just to be clear, what I have asked is that we emphasise the significance export particularly around the freight development opportunities – Sean needs to be involved in making this initiative a success and you need to start working with your colleagues to take these important initiatives forward.

Craig has also asked about the simple spelling and editorial mistakes that are a persistent feature in your written work. Would further training in Office Word help in this stuff?

Glen

From: Saunderson, David

Sent: Tuesday, 4 June 2019 2:02 PM

To: Harrison, Craig; Hassett, Glen

Subject: RE: Position Description State Specialist Singapore [SEC=UNCLASSIFIED]

Hi Craig,

I am not sure the PD needs to be run past Sean at this stage. Glen wants the Singapore BDM to focus more on trade development rather than investment.

I think we can pass a copy of the business plan to Sean when it's drafted. I am aiming to have a draft copy by COB this week.

Cheers

David

From: Harrison, Craig

Sent: Sunday, 2 June 2019 10:18 PM

To: Saunderson, David <David.Saunderson@act.gov.au>; Hassett, Glen <Glen.Hassett@act.gov.au>

Subject: RE: Position Description State Specialist Singapore [SEC=UNCLASSIFIED]

UNCLASSIFIED

Thanks David

I've made some suggested additional words I think we need to include. Feel free to both comment.

Also, I've made a fair few spelling corrections in this one. Did you spell check the document as some looked obvious if you read through it? How come they were missed?

Has this JD been run by Sean considering he is looking after Investment? Also, where are we guys with the business plan? Have we a draft, even rough one, we can go through?

Kind regards

Craig

CRAIG HARRISON

Executive Branch Manager, Innovation, Industry and Investment

Chief Minister, Treasury and Economic Development Directorate | ACT Government



From: Saunderson, David <David.Saunderson@act.gov.au>
Sent: Tuesday, 28 May 2019 3:14 PM
To: Hassett, Glen <Glen.Hassett@act.gov.au>; Harrison, Craig <Craig.Harrison@act.gov.au>
Subject: Position Description State Specialist Singapore [SEC=UNCLASSIFIED]

Gents,

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Cheers

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Chief Minister, Treasury and Economic Development Directorate | **ACT Government**
Nara Centre, 1 Constitution Avenue, Canberra City | GPO Box 158 Canberra ACT 2601 Australia |
E david.saunderson@act.gov.au

From: "Saunderson, David" <David.Saunderson@act.gov.au>
Sent: 06/06/2019 9:59 AM
To: "Harrison, Craig" <Craig.Harrison@act.gov.au>
Cc: "Hassett, Glen" <Glen.Hassett@act.gov.au>
Subject: FW: ACT State Specialist Singapore [SEC=UNCLASSIFIED]
Attachments: ACT Singapore Executed SLA.pdf

FYI – SLA agreement signed

From: [2.2(a)(ii)]@austrade.gov.au
Sent: Wednesday, 5 June 2019 4:38 PM
To: Saunderson, David <David.Saunderson@act.gov.au>
Cc: [2.2(a)(ii)] Chris Rees <Chris.Rees@austrade.gov.au>; [2.2(a)(ii)] [2.2(a)(ii)] SLA Administration <SLA.Administration@austrade.gov.au>; [2.2(a)(ii)] [2.2(a)(ii)] Dan Williams <Dan.Williams@austrade.gov.au>
Subject: ACT State Specialist Singapore [SEC=UNCLASSIFIED]

Hi David,

Great news. I am pleased to let you know that the Service Level Agreement (SLA) to have an ACT specialist placed in our Singapore post has been approved. Please find attached the executed agreement.

We would be interested to know if you have any plans to announce the state specialist position? We would be very keen to work with you on possible media release opportunities to announce our collaboration and the opportunities it can bring to the ACT government, Austrade and Australia.

I understand [2.2(a)] from HR has contacted you in regards to the recruitment process. As this SLA has now been executed we can formally begin the HR process to recruit a specialist. I have cc'd in [2.2(a)] at post and [2.2(a)] in HR who will assist with the process. If you have any further questions please let us know.

I am working with our finance area to get the costings to you for the 2019/20 financial year. We know you were interested in upfront payment. If you are still interested in this method we would be happy to discuss this further.

I also received your email regarding the business plan template and am following this up with post. I hope to hear back shortly.

In the meantime, thank you again and we look forward to working with you to implement the SLA.

Kind regards

[2.2(a)(ii)]

[2.2(a)(ii)] | Adviser, Partnerships
Government and Partnerships
Australian Trade and Investment Commission (Austrade)

I work part time (Monday, Tuesday, Wednesday, Thursday)

Level 2, Nishi Building,
2 Phillip Law Street

Canberra ACT 2601
GPO Box 2386, Canberra City ACT 2601
T +61 2 2.2(a)(ii)
2.2(a)(ii) @austrade.gov.au | www.austrade.gov.au

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From: "2.2(a)(ii)" <[REDACTED]@austrade.gov.au>

Sent: 14/06/2019 5:25 AM

To: "Saunderson, David" <David.Saunderson@act.gov.au>; "Harrison, Craig" <Craig.Harrison@act.gov.au>

Cc: "SLA Administration" <SLA.Administration@austrade.gov.au>; "Chris Rees" <Chris.Rees@austrade.gov.au>

Subject: ACT recruitment timing [SEC=UNCLASSIFIED]

Hi Craig and David

Thank you for your time at the meeting this morning. Craig, as discussed I have followed up with post regarding the proposed timing of your visit to Singapore and they have indicated that while timing will be tight, it would be possible to conduct interviews on either the 11th or 12th of July. Austrade's STC 2.2(a) 2.2(a)(ii) will be available on either/both of those dates.

This timing would mean advertising the role early next week. David, I believe 2.2(a) was planning on contacting you today with an updated position description which incorporates some minor amendments from 2.2(a)(ii) 2.2(a) will take the lead on getting the advertising process going once the description is confirmed.

Please let me know if there is any other information I can provide.

Kind regards

2.2(a)(ii)

2.2(a)(ii) | Senior Adviser, Partnerships
Government and Partnerships Division

Australian Trade and Investment Commission (Austrade)

GPO Box 2386, Canberra ACT, Australia, 2601

Levels 1-2, Nishi Building, 2 Phillip Law Street, Canberra ACT 2601, Australia

T +61 2 2.2(a)(ii) | Fax: +61 2 6201 7306

2.2(a)(ii) @austrade.gov.au | www.austrade.gov.au

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From: "Saunderson, David" <David.Saunderson@act.gov.au>
Sent: 14/06/2019 3:59 AM
To: "Hassett, Glen" <Glen.Hassett@act.gov.au>; "Harrison, Craig" <Craig.Harrison@act.gov.au>
Subject: FW: Singapore BDM [SEC=UNCLASSIFIED]
Attachments: Information Pack - ACT State Specialist Austrade Singapore CH (002) LMM.....docx

FYI – Monday advertisement

From: 2.2(a)(ii) [redacted]@austrade.gov.au]
Sent: Friday, 14 June 2019 1:48 PM
To: Saunderson, David <David.Saunderson@act.gov.au>
Subject: Singapore BDM [SEC=UNCLASSIFIED]

Hi David

2.2(a) has updated the information pack for the role in Singapore. See attached.

A few of my colleagues met with your colleague Craig Harrison and are now hoping to hold interviews while he is in Singapore next month (11-12 July). So on this basis we are going to try and advertise on Monday.

Austrade is restructuring our pay classifications, so I will need to update the name and salary (which will be effective from 1 July). I'll have to double check with my management team, however I think this role will now be an AOPLB (instead of and AOPL4) and the base salary will be 108,290 SGD.

Have a look at the attached and if your team is ok with this, I'll finalise and we can advertise ASAP.

Sorry about the delay in getting back to you.

2.2(a)

2.2(a)(ii) [redacted] | HR Adviser, Workplace and Employment Relations
Human Resources
Australian Trade and Investment Commission (Austrade)

Level 2 Nishi Building, 2 Phillip Law Street, Canberra ACT 2601, Australia
T +61 2 2.2(a)(ii) [redacted] | F+61 2 6201 7341 | M + [redacted] [redacted]
2.2(a)(ii) [redacted]@austrade.gov.au | www.austrade.gov.au

Austrade acknowledges the traditional owners of this country throughout Australia and their continuing connection to land, sea and community. We pay our respects to them, their cultures, and to their elders both past and present.

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**JOIN
AUSTRADE**

AUSTRADE STATE SPECIALIST - ACT BUSINESS DEVELOPMENT MANAGER

Position Number: XXXXX

Austrade Overseas Performance Level: AOPL 4

Salary: 97,447 SGD

Term: Non-Ongoing (2 years with a possible extension)

Reports to: Senior Trade Commissioner

Location: Singapore

THE ROLE

This position, based at Austrade's Office, Australian High Commission in Singapore, is a key business development role to assist in attracting Foreign Direct Investment (FDI) to the Australian Capital Territory (ACT) as well as supporting the ACT's trade and export initiatives and programmes.

You will be required to target priority sectors outlined in the ACT's International Engagement and Business Development Strategies with a focus on the Singapore and the surrounding ASEAN region.

Specific activities include:

- Proactively identify, target and work closely with potential investors in Singapore to secure new FDI for the ACT. This will involve the proactive identification of potential investors based on ACT opportunities, research and presentation of tailored information on industry capability and articulating the commercial benefits of investing in Australia.
- Work proactively with the ACT Trade Start advisor to support and enable the trade export opportunities aligned with the development of a freight hub in the ACT.
- Represent the ACT by delivering compelling presentations at business events and in CEO level meetings to promote the advantages of the ACT as a location for investment and trade partnerships.
- Apply strategic and analytical thought to identify and report issues or barriers to investment in the ACT and to propose innovative solutions which will achieve results.
- Develop and maintain extensive senior level business and industry networks in Singapore and in the ACT. This will include other academic, scientific institutions and industry and regional associations such as the Australian National University (ANU), CSIRO, University of Canberra (UC), University of New South Wales Canberra (UNSW Canberra), Canberra Institute of Technology (CIT) Canberra Innovation Network (CBRIN),



Australian Government

Australian Trade and Investment Commission



the Canberra Business Chamber (CBC), AustCyber Canberra Cyber Security Innovation Node, ACT Defence Industry Advisory Board (DIAB) and Canberra Regional Joint Organisation (CRJO)

- ✔ Implement a communications and media strategy to address key issues and to facilitate consistent messaging about the ACT's investment potential.
- ✔ Assist with trade related enquiries around trade export out of the ACT, supporting the growth of the freight export hub at Canberra airport and working with the ACT Trade Start advisor.
- ✔ Support the implementation of the ACT International Engagement Strategy where appropriate, including relevant missions and ministerial visits.
- ✔ Actively apply Austrade business practices and maintain accuracy of information in all Austrade Business Systems to deliver accurate and timely report and effective relationship management.
- ✔ Contribute to knowledge creation within Austrade, by adopting information practices, sharing knowledge and information and by embracing best practice and development opportunities.
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OUR IDEAL CANDIDATE

Given the nature of what we do, we thrive when our teams are made up of people from different backgrounds, cultures, genders, education, training, interests and skills. There are seven particularly aspects we will consider when looking for the best fit role:

- ✔ Demonstrated track record of achieving results in a commercial environment and the ability to apply this experience to achieve productive foreign direct investment results for Australia in priority sectors.
- ✔ Minimum 5 years' experience in an investment attraction/business development role combined with demonstrated experience in client relationship management encompassing client identification, relationship building and solution selling, as well as proven ability to identify and utilise a senior business network to help achieve results preferably in an international context.
- ✔ Excellent presentation and communication skills with a particular ability to:
 - Influence and negotiate agreement with multiple stakeholders
 - Promote Australia and the ACT in a professional capacity to a broad range of audiences including CEO's and senior government officials.
 - Communicate complex ideas clearly and coherently both verbally and in writing and adapt style to match the audience and the situation.



Australian Government

Australian Trade and Investment Commission



- ▶ Excellent understanding of the benefits of FDI, how corporate investment decisions are made and the capacity to understand and convincingly promote the ACT's competitive advantage, government policy and support for increasing economic growth.
- ▶ Strategic and analytical skills and proven problem solving abilities with the ability to clearly articulate insights on business opportunities and market trends.
- ▶ Experience in business planning and successful execution of business plans within a team environment.
- ▶ Well-developed time management skills and proven experience of working independently and in a team.

ABOUT AUSTRADE

We are the Australian Trade and Investment Commission – or Austrade – and we're responsible for promoting Australian trade, investment and education to the world.

We help Australian businesses grow by linking them to global export opportunities; we attract international investment to help Australia reach its economic potential; we help startups innovate and go global and we promote Australia's leading-edge education services to the world to help drive growth within this sector. Our tourism policy and programs also help to build a thriving tourism industry.

With employees working in over 80 offices around the world, we are a globally focused and inclusive employer who invests in our people. See if we are the type of organisation you want to work for by finding out more about us on our [website](#).

HOW TO APPLY

Now that you are familiar with Austrade, we want to hear about you! By referencing the duties of the role, you should outline in a Cover Letter how your skills, experience and qualifications make you the right candidate for this role. We are interested to hear why you would like to work for Austrade and understand how your personal attributes (in addition to your professional skills) can add value to Austrade.

Attach a concise resume to your application and the details of two referees who can confirm your credentials and discuss your suitability for the role.

Applications will be accepted via Austrade's online recruitment system, eRecruit. Submit your online application through the [Austrade Employment Page](#) by **11:30 pm (local time)** [Click here to enter a date](#).

Only candidates who complete their application in Austrade's online recruitment system will be considered. For assistance with the online recruitment system contact [Recruitment](#). All applications received before the closure date will be reviewed, however, the Panel holds complete discretion to close a position prior to the listed closure date if deemed necessary. The Panel also has the discretion to consider further applications after the position has been closed.



Australian Government

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ELIGIBILITY

To be eligible to apply for this role, you must have:

- › **Work Authorisation** - Applicants must be legally authorised to work in Singapore
- › **Language** - The position requires a highly motivated individual, fluent in written and spoken English and local language
- › **Security** - The successful applicant must be willing to complete an Entry Level Screening Pack and be confirmed as a suitable person to access Government resources, prior to commencement in the role.

GENERAL INFORMATION

Austrade is part of the Australian Government, and our recruitment process can differ from the usual in country practice. To find out more about what to expect in this process please refer to the [Austrade Employment Page](#). Austrade is a strong supporter of equal employment opportunities, you can see how we are building a culture of diversity and inclusion [here](#).



Australian Government

Australian Trade and Investment Commission



From: "Hassett, Glen"
Sent: 19/06/2019 12:09 AM
To: "Hellyer, Angel" <Angel.Hellyer@act.gov.au>; "Dolan, Fiona" <Fiona.Dolan@act.gov.au>
Cc: "Harrison, Craig" <Craig.Harrison@act.gov.au>; "Saunderson, David" <David.Saunderson@act.gov.au>
Subject: FW: Singapore BDM [SEC=UNCLASSIFIED]
Attachments: Information Pack - ACT State Specialist Austrade Singapore CH (002) LMM.....docx

Hi Fiona and Angel

Austrade will be advertising an ACT State Specialist Austrade Singapore position funded by the ACT Government to deliver trade and investment support for Canberra companies in Singapore and ASEAN markets. The recruitment is in market in Singapore. Can we please use ACT Government communication platforms to broadly communicate this opportunity to inform our stakeholders and maybe to bring potential candidates to apply? Can we catch up to discuss an approach please?

Cheers

Glen

GLEN HASSETT

Senior Director, Innovation, Industry and Investment

Chief Minister, Treasury and Economic Development Directorate | ACT Government

Phone: (02) 6205 5346 | Mobile: 0408 201 267 | Email: glen.hassett@act.gov.au

Level 3, Nara Centre, 1 Constitution Avenue, Canberra ACT 2610 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

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[Website](#) | [Twitter](#) | [Facebook](#) | [Blog](#)



From: Saunderson, David
Sent: Friday, 14 June 2019 2:00 PM
To: Hassett, Glen; Harrison, Craig
Subject: FW: Singapore BDM [SEC=UNCLASSIFIED]

FYI – Monday advertisement

From: [REDACTED] <[REDACTED]@austrade.gov.au>
Sent: Friday, 14 June 2019 1:48 PM
To: Saunderson, David <David.Saunderson@act.gov.au>
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Hi David

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From: "Hellyer, Angel" <Angel.Hellyer@act.gov.au>
Sent: 20/06/2019 1:30 AM
To: "Hassett, Glen" <Glen.Hassett@act.gov.au>; "Dolan, Fiona" <Fiona.Dolan@act.gov.au>
Cc: "Harrison, Craig" <Craig.Harrison@act.gov.au>; "Saunderson, David" <David.Saunderson@act.gov.au>
Subject: RE: Singapore BDM [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi Glen,

We often advertise our jobs on LinkedIn, which would be a good channel for this style of position. You can arrange this with Nici Oke in Shared Services. We could also look at an extra share on our LinkedIn channels to remind people to apply.

If the CMO is supportive of making a bigger deal of it, we could consider pitching the new position to an outlet.

Kind regards,

Angel Hellyer | Assistant Director, Strategic Communication, Media and Protocol
P: 02 6207 3553
CMTEDDmedia@act.gov.au | CMTEDD media number: 0466 937 557
Communications and Engagement | Chief Minister, Treasury and Economic Development Directorate
ACT Government
Level 5, Canberra Nara Centre, 1 Constitution Avenue, Canberra City | GPO Box 158 Canberra City ACT 2601 | www.act.gov.au



From: Hassett, Glen
Sent: Wednesday, 19 June 2019 10:10 AM
To: Hellyer, Angel <Angel.Hellyer@act.gov.au>; Dolan, Fiona <Fiona.Dolan@act.gov.au>
Cc: Harrison, Craig <Craig.Harrison@act.gov.au>; Saunderson, David <David.Saunderson@act.gov.au>
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Glen

GLEN HASSETT
Senior Director, Innovation, Industry and Investment

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Sent: Friday, 14 June 2019 2:00 PM
To: Hassett, Glen; Harrison, Craig
Subject: FW: Singapore BDM [SEC=UNCLASSIFIED]

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Sent: Friday, 14 June 2019 1:48 PM
To: Saunderson, David <David.Saunderson@act.gov.au>
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2.2(a) [redacted]

2.2(a)(ii) [redacted] | HR Adviser, Workplace and Employment Relations
Human Resources
Australian Trade and Investment Commission (Austrade)

Level 2 Nishi Building, 2 Phillip Law Street, Canberra ACT 2601, Australia
T +61 2 2.2(a)(ii) [redacted] | F+61 2 6201 7341 | M +61 [redacted] [redacted]
[2.2\(a\)\(ii\) \[redacted\]@austrade.gov.au](mailto:2.2(a)(ii)[redacted]@austrade.gov.au) | www.austrade.gov.au

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ACT
Government

Chief Minister, Treasury and
Economic Development

Date	13 June 2018	TRIM No: CMTEDD2018/2767
		File No:
To	Deputy Director-General	
From	A/g Director, VisitCanberra	
Subject	Singapore In Market Resource	

Critical date and reason

1. 15 June 2018. To enable progression of a brief to the Chief Minister outlining the proposal to recruit one (1) full-time staff member to be based in Singapore for three (3) years in partnership with Tourism Australia.

Recommendations

- Note the contents of this brief.
- Agree to the proposed strategy to fund the position over three years.

AGREE/DISAGREE/NOTED/PLEASE DISCUSS

- Agree to progress a brief to the Chief Minister provided at CMTEDD2018/2767.

AGREE/DISAGREE/NOTED/PLEASE DISCUSS

Kareena Arthy..... / /

Background

2. During the Chief Minister's visit to the Australian Tourism Exchange in Adelaide, April 2018, the importance of investment in a resource to represent the interests of the ACT in Singapore was discussed with Tourism Australia.
3. Following these discussions, VisitCanberra and Tourism Australia investigated a shared resource model. This model involves leveraging Tourism Australia's in market presence to give the ACT Government greater marketing impact as well as providing cost efficiencies and streamlining of processes and procedures.
4. The primary objective of the market representative is to develop and implement VisitCanberra's international distribution and partnership strategy and grow leisure visitation and expenditure to Canberra from Singapore, Malaysia and India.
5. Investment in this position is considered an important part of maximising the international visitation from South East Asia with daily flights between Singapore and Canberra.

Issues

6. The recruitment and selection of this position will be jointly managed by Tourism Australia and VisitCanberra.
7. Under the shared resources model, Tourism Australia employs one full time staff member who is located in Tourism Australia's Singapore office. The employee is then seconded to VisitCanberra and reports to VisitCanberra's Senior Manager, International Partnerships, based in Canberra.
8. The employee is paid by Tourism Australia, and VisitCanberra reimburses Tourism Australia annually for salary costs, office space and overheads (see financial table below).
9. Under the partnership model, Tourism Australia requires commitment for a three year period. VisitCanberra will seek to negotiate a two year agreement with option of a one year extension to ensure the contract aligns with available funding.

Consultation

10. Tourism Australia has been consulted and agreement has been reached to progress contractual arrangements on advice from the ACT Government.
11. The ACT Government Solicitor will be consulted in development of the partnership agreement.

Work Health and Safety

12. N/A

Financial

13. Costs for the Market Representative are listed below. Costs are estimates with final salary and on-costs to be agreed with Tourism Australia as part of contract finalisation.

Item	Cost 18/19	Cost 19/20	Cost 20/21
Salary	\$100,000	\$100,000	\$100,000
On-costs (pension fund, insurance etc.)	\$19,000	\$19,000	\$19,000
Office space	\$22,000	\$22,000	\$22,000
Overheads	\$2,000	\$2,000	\$2,000
Total	\$143,000	\$143,000	\$143,000

14. \$7.3 million was committed over four years in the 2016-17 Budget to support domestic and international marketing, including aviation partnerships.
15. \$1.0 million of this Budget commitment is available per annum in 2018/19 and 2019/20 and will be dedicated to international marketing and programs.
16. It is proposed that the investment required for the first two years of the in-market resource will be managed within this budget.
17. A two year agreement with option of a one year extension will be negotiated to align with the known budget to end of the 2019/20 financial year.

18. ^{2(2)(a)(xi)}

19.

Risks/ Sensitivities

20. The ACT is the only state/territory not to have any international market representation to grow international tourism opportunities. This places the ACT in an uncompetitive position relative to other destinations in Australia.
21. VisitCanberra is regularly advised by Tourism Australia that the ACT needs to be represented in the market to enable regular face-to-face meetings with travel trade, conduct staff training, participate in Tourism Australia's onshore trade activities/events, assist with itinerary development and develop partnership campaigns.
22. Not investing in this position leads to risk of not maximising the opportunity that daily flights from Singapore can provide to the ACT.

Media

23. N/A

Jonathan Kobus

Action Officer: Jonathan Kobus

Phone: x53185

Chief Minister, Treasury and
Economic Development Directorate

UNCLASSIFIED

To:	Chief Minister	Tracking No.: CMTEDD2018/2767
From:	Acting Director, VisitCanberra	
Date:	25 June 2018	
Subject:	VisitCanberra and Tourism Australia shared resource in Singapore	
Critical Date:	29 June 2018	
Critical Reason:	To enable VisitCanberra to proceed with finalisation of contractual arrangements for one (1) full-time staff member, under a shared resource model with Tourism Australia based in Singapore.	

- DDG *.../.../...*

Purpose

To seek approval to enter into a shared resources model with Tourism Australia and recruit for one (1) full-time staff member to be based in Singapore for three (3) years. The objective of this role is to increase leisure visitation and spend from these key markets into the ACT.

Recommendations

That you:

1. Agree to the ACT Government, through VisitCanberra, investing in one (1) full time staff member to be based in Singapore for three (3) years under the shared resources model with Tourism Australia.

Agreed / Not Agreed /Noted/Please Discuss

Andrew Barr MLA *Andrew Barr* 27/6/18

Minister's Office Feedback

UNCLASSIFIED

Background

2. During the Chief Minister's visit to the Australian Tourism Exchange in Adelaide, April 2018, the importance of investment in a resource to represent the interests of the ACT in Singapore was discussed with Tourism Australia.
3. Following these discussions, VisitCanberra and Tourism Australia investigated a shared resource model. This model involves leveraging Tourism Australia's in market presence to give the ACT Government greater marketing impact as well as providing cost efficiencies and streamlining of processes and procedures.
4. The primary objective of the market representative is to develop and implement VisitCanberra's international distribution and partnership strategy and grow leisure visitation and expenditure to Canberra from Singapore, Malaysia and India.
5. The market representative will also work directly with Singapore Airlines staff in Singapore, Malaysia and India to leverage their relationships with distribution partners to grow destination awareness under the Singapore Airlines and ACT Government joint tourism marketing partnership.
6. The recruitment and selection of this position will be jointly managed by Tourism Australia and VisitCanberra. The ongoing roles and responsibilities of each party will be documented and agreed under a 'Secondment Agreement' by both parties.
7. This arrangement is consistent with Tourism Australia's support of other States including Western Australia and South Australia.
8. At year-ending December 2017, there were 242,975 international visitors to Canberra spending \$558.4million (IVS). Of those totals, 10 per cent of visitation and spend is coming from the markets of Singapore, India, and Malaysia.
9. Nationally, visitors to Australia from Singapore, Malaysia and India total more than one million, with an expenditure of \$4.1 billion for the year-ending December 2017 (IVS). The national Tourism 2020 Strategy estimates that expenditure from these markets combined could be worth up to \$7.6 billion by 2020.
10. In a recent review undertaken by VisitCanberra, growing expenditure from Malaysia, Singapore and India will play a key role in achieving the ACT's Tourism 2020 target of \$2.5 billion.
11. Confidential data provided by Canberra airport shows that visitors from Singapore, Malaysia and India currently make up 45% of passengers using the inbound Singapore-Canberra service. To continue to grow these markets in partnership with Singapore Airlines, will also assist with the sustainability of the service.

Issues

Structure of shared services model

12. Under the shared resources model, Tourism Australia employs one full time staff member who is located in Tourism Australia's Singapore office. The employee is then seconded to VisitCanberra and reports to VisitCanberra's Senior Manager, International Partnerships, based in Canberra.
13. The employee is paid by Tourism Australia, and VisitCanberra reimburses Tourism Australia annually for salary costs, office space and overheads (see financial table below). This is detailed in a Secondment Agreement, signed and agreed by both parties.

14. This arrangement provides a large benefit to the market representative, including ability to build a strong relationship with the Tourism Australia teams based in South East Asia, and leverage their expertise and networks.
15. The commitment needs to be a three year period, commencing financial year 2018/19.

Importance of in market representation

16. Under the ACT's *Tourism 2020 Strategy – Growing the Visitor Economy 2014-2020*, the ACT has a goal of increasing the value of overnight tourism expenditure to \$2.5 billion by the year 2020. Thirty percent of this expenditure will come from inbound international markets.
17. The main challenges for VisitCanberra to grow visitation from Asian markets without representation include:
 - Lack of awareness of Canberra amongst travel trade – Tourism Australia's Consumer Demand Research found that awareness of Canberra experiences was low from Singapore, Malaysia and India.
 - Anecdotal feedback from B2B trade events attended by VisitCanberra in the last 2 years also mirrors this sentiment, however the appetite to learn more about Canberra and sell Canberra as a destination exists.
 - VisitCanberra is regularly told that we need to be seen in the market with regular face-to-face meetings with travel trade, conduct staff training, participate in Tourism Australia's onshore trade activities/events, assist with itinerary development and develop partnership campaigns.
 - Access to key decision makers and influencers – these are all relationship-based markets and the most successful partnerships with the travel trade are formed with 'known and trusted' representatives based in market and require a lot of 'face time'.
 - Market insights and local market knowledge – while VisitCanberra relies on insights from Tourism Australia, our approach has not been tailored in these markets to ensure we are making the most of the potential they represent.

Financial

18. Costs for the Market Representative are listed below. Cost are estimates with final salary and on costs to be agreed with Tourism Australia as part of contract finalisation.

Item	Cost 18/19	Cost 19/20	Cost 20/21
Salary	\$100,000	\$100,000	\$100,000
On costs (pension fund, Insurance etc.)	\$19,000	\$19,000	\$19,000
Office space	\$22,000	\$22,000	\$22,000
Overheads	\$2,000	\$2,000	\$2,000
Total	\$143,000	\$143,000	\$143,000

19. VisitCanberra will fund the position in 2018/19 from existing resources.

Consultation

Internal

20. Nil

Cross Directorate

21. The ACT Government Solicitor will be involved in reviewing the Secondment Agreement issued by Tourism Australia.

External

22. Tourism Australia has been widely consulted and will assist with the recruitment and duty statement for the Market Representative.

23. Consideration was given to a China in-market representative however, further work needs to be undertaken on the development of a China strategy prior to a resource being recruited.

Benefits/Sensitivities

24. An announcement of this resource could be made as part of the trade mission to Singapore on 5 and 6 July 2018 if agreement can be reached with Tourism Australia prior to the mission commencing.

25. ^{2.2(a)(xi)}



26. Canberra Airport Group has expressed an interest in co-investing in the position. Further negotiation is required to ensure the terms of employment and the duties the resource needs to undertake to align with Canberra Airport's objectives.

Media Implications

27. Potential announcement of partnership between the ACT Government and Tourism Australia as part of the Singapore trade mission in July 2018.

Signatory Name: Jonathan Kobus

Phone: 53185

Action Officer: Sarah Staruszkiewicz

Phone: 50506

From: "Staruszkiewicz, Sarah" <Sarah.Staruszkiewicz@act.gov.au>
Sent: 09/07/2018 10:44 AM
To: "Ahuja, Manasi" <Manasi.Ahuja@act.gov.au>
Subject: FW: Draft Costing Sheet [SEC=UNCLASSIFIED]
Attachments: Proposed cost 1 staff 1 desk Visit Caberra.xlsx

FYI

From: [2.2(a)(ii)]@tourism.australia.com]
Sent: Friday, 6 July 2018 5:46 PM
To: Kobus, Jonathan <Jonathan.Kobus@act.gov.au>; Staruszkiewicz, Sarah <Sarah.Staruszkiewicz@act.gov.au>
Cc: [2.2(a)(ii)]@tourism.australia.com>
Subject: Draft Costing Sheet

Hi Jonathon and Sarah,

Thanks for the taking the time to meet today.

Please find attached the indicative costs for placement within the TA Singapore team. Please ask your team to liaise directly with [2.2(a)(ii)] for clarity on costs.

I will chase the latest version of the contract and send through when received.

Regards

[2.2(a)]

[2.2(a)(ii)]
Regional General Manager South/SE Asia Gulf | Tourism Australia

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facebook.com/SeeAustralia

Corporate: tourism.australia.com | twitter.com/TourismAus



Per Year Fee Schedule (per applicable current rates - subject to change)

		Amount SGD Singapore based, Band 3		
Item 1	Salary			
		Min	Median	Max
	<i>Per year</i>	80,609	100,761	120,913
	Note : Per month	6,201	7,751	9,301
	sub-total item 1	80,609	100,761	120,913
Item 2	Employment on cost	Min	Median	Max
	a. Pension Fund 17% capped @17% on SGD6K on ordinary wages, No capping on 13th month payment	13,294	13,558	13,821
	b. Skill Development Fund	135	135	135
	c. Workmen compensation cover	161	202	242
	d. H&S Insurance cover (assumed single cover for Staff only)	1,500		
	e. E-leave Access	120		
	sub-total item 2	15,210	15,514	15,818
Item 3	Office Accommodation, Services & Facilities			
	a. 1 Desk & 1 Chair Provision per existing	7,428		
	b. 1 Telephone (Local call tariff only)	360		
(c. Kitchen supplies from pantry ready stock			
(d. Cleaning			
(e. Utilities (aircon during working hours Mon-Fri)	1,440		
	f. Access to meeting room, reception and common areas	7,200		
	sub-total item 3	16,428		
Item 4	Office Contribution	18,840		
Item 5	Management Fee (10% of items 1-4)	13,109	15,154	17,200
		Min	Median	Max
	Grand total per year, items 1-5 (estimate, in SGD)	144,197	166,698	189,199
	Per month cost items 1-5 (estimate, in SGD)	12,016	13,892	15,767

From: "2.2(a)(ii)" <[REDACTED]@tourism.australia.com>
Sent: 25/07/2018 6:26 AM
To: "Staruszkiewicz, Sarah" <Sarah.Staruszkiewicz@act.gov.au>
Cc: "Ahuja, Manasi" <Manasi.Ahuja@act.gov.au>
Subject: RE: TA/STO shared resource contract for Singapore [SEC=UNCLASSIFIED]

Hi again Sarah,

Looks like we might have something to share with you tomorrow at the soonest.

I'll keep pressing.

2.2(a)

From: Staruszkiewicz, Sarah <Sarah.Staruszkiewicz@act.gov.au>
Sent: Friday, 20 July 2018 3:02 PM
To: "2.2(a)(ii)" <[REDACTED]@tourism.australia.com>
Cc: Ahuja, Manasi <Manasi.Ahuja@act.gov.au>
Subject: TA/STO shared resource contract for Singapore [SEC=UNCLASSIFIED]

Hello there 2.2(a)(ii),

I hear you're having an email free day –so this can wait until next week.

I understand that 2.2 is currently on leave. Can you please send through a copy of the TA/STO template contract for the shared resource in Singapore?

2.2(a) mentioned that you guys were waiting for the latest version to come through from TTAS or something to use as a basis before sending on. However, we're conscious of time and keen to get recruiting which we can't do until we have the signed contract with you. In addition, as you will understand, we need to get our lawyers to review the contract and we all know lawyers will want to change things. We'll try our best to keep these changes to a minimum, but we don't have the luxury of in-house counsel (I miss Debbie!), it goes to a Government Solicitor and we just get allocated someone who is likely to have no experience with tourism. Anywho, this is a really long-winded way of asking for a version of the contract you have now, so we can get started on our legal reviews.

Let me know what's possible.

Thanks
Sarah

SARAH STARUSZKIEWICZ

Partnerships and Distribution Manager
VisitCanberra

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F +61 2 6205 0629



VISITCANBERRA.COM.AU | TOURISM.ACT.GOV.AU

From: "White, Saskia" <Saskia.White@act.gov.au>
Sent: 31/08/2018 4:15 PM
To: "Ahuja, Manasi" <Manasi.Ahuja@act.gov.au>
Subject: RE: Singapore Resource [SEC=UNCLASSIFIED]

Hi Maisi,

I think it would be sensible to catch up with JK and Steven so we can ensure we are all on the same page with how this will look.

I see a gap on Monday afternoon in all calendars so I'll send a meeting invite for that on the off chance we can all actually make it.

Cheers,

Saskia

From: Ahuja, Manasi
Sent: Friday, 31 August 2018 2:15 PM
To: White, Saskia <Saskia.White@act.gov.au>
Subject: RE: Singapore Resource [SEC=UNCLASSIFIED]

Hi Saskia,

Any update on this?

Cheers,
M

From: White, Saskia
Sent: Thursday, 30 August 2018 4:04 PM
To: Ahuja, Manasi <Manasi.Ahuja@act.gov.au>
Cc: Staruszkiewicz, Sarah <Sarah.Staruszkiewicz@act.gov.au>
Subject: RE: Singapore Resource [SEC=UNCLASSIFIED]

I see, can I run this by Steven and touch base with you tomorrow? I'm not 100% sure of correct process.

Thanks.

From: Ahuja, Manasi
Sent: Thursday, 30 August 2018 3:47 PM
To: White, Saskia <Saskia.White@act.gov.au>
Cc: Staruszkiewicz, Sarah <Sarah.Staruszkiewicz@act.gov.au>
Subject: RE: Singapore Resource [SEC=UNCLASSIFIED]

Yes, we are going to entering into a contract with TA for the recruitment of this role.
TA will invoice us for the salary and on-going costs associated with this role.

Essentially, the person is TA employee for all intents and purpose but is managed by both TA and VC.
All travel and policies are as per VC...

From: White, Saskia
Sent: Thursday, 30 August 2018 3:41 PM
To: Ahuja, Manasi <Manasi.Ahuja@act.gov.au>
Cc: Staruszkiewicz, Sarah <Sarah.Staruszkiewicz@act.gov.au>
Subject: RE: Singapore Resource [SEC=UNCLASSIFIED]

Hmmmm... Such a good question. What do we *specifically* mean by "seconded" to VC? Will TA invoice us for their salary?

Saskia

From: Ahuja, Manasi
Sent: Thursday, 30 August 2018 3:38 PM
To: White, Saskia <Saskia.White@act.gov.au>
Cc: Staruszkiewicz, Sarah <Sarah.Staruszkiewicz@act.gov.au>
Subject: Singapore Resource [SEC=UNCLASSIFIED]

Hi Saskia,

We are about to commence processes for recruiting a resource in Singapore (brief approved by CM). The resource will in principle be an employee to Tourism Australia and seconded to VisitCanberra.

With this scenario, I am assuming that we follow TA's standards regarding role description etc. Can you please let me know if that is not the case, ie. If we need ensure the JD is in the ACT Govt format.

I want to make sure that this role doesn't get delayed due to processes.

Many thanks,
Maisi

Maisi Ahuja | Senior Manager, International Partnerships

Phone: +61 2 6207 0215 | Mob: +61 468 565 792 | Email: manasi.ahuja@act.gov.au

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Canberra Nara Centre, 1 Constitution Ave, Canberra City 2601 | GPO Box 158 Canberra ACT 2601



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Australian Government



JOB CLASSIFICATION: Project/Program Manager
POSITION TITLE: Business Development Manager – Singapore, Malaysia and India
BUSINESS UNIT: VisitCanberra
BAND: **TO BE CLASSIFIED**

PURPOSE

The Business Development Manager (BDM) is responsible for establishing and maintaining key travel industry partnerships and supporting with non-travel industry relationships to drive VisitCanberra’s activities in Singapore, Malaysia and India.

The position is a key contact point for all trade and partners in-market, with timely and accurate delivery of updated market trends and insights. A key component of the role is creating and supporting opportunities to develop the range of ACT and Canberra region travel experiences promoted through our partnerships in markets.

Working closely with Singapore, Malaysia and India in-market Tourism Australia teams, and VisitCanberra team members based in Canberra, the BDM is accountable for management of quality partnerships for consumer and trade marketing programs that lead to conversion opportunities for travel to ACT and Canberra.

The key focus of all partnerships is upon VisitCanberra’s target leisure consumer and developing future Business Events opportunities. Business Events comprising meetings, incentives, conventions and exhibitions play a key role in driving increased inbound economic benefit for ACT and Canberra from tourism.

As VisitCanberra is a multinational organisation, this role may require the incumbent to be flexible in the hours worked and travel.

INTERACTIONS

	Role	Relationship
Reports to	Senior Manager, International Partnerships, VisitCanberra	<ul style="list-style-type: none"> Works under general direction and supervision
Works with	Partnership & Distribution Team	<ul style="list-style-type: none"> Implement Singapore, Malaysia and India trade and distribution strategy Align the distribution channels to airline, third-party and PR programs
	Marketing Team	<ul style="list-style-type: none"> Support airline and third-party campaigns & marketing with the execution of these within Singapore, Malaysia and India
	Public Relations Team	<ul style="list-style-type: none"> Actively seek to link Public Relations coverage with a conversion partner Develop PR opportunities through partners

KEY ACCOUNTABILITIES

1. Develop in-market awareness of Canberra and surrounding region, and the products & experiences available

2. Implement the trade and distribution engagement plan in collaboration with the Canberra based team
3. Develop relationships with, and leverage, Tourism Australia and State Tourism Organisations based in markets of Singapore, Malaysia and India
4. Build strong relationships and support delivery of marketing programs with key trade and non-trade partners in Singapore, Malaysia and India
5. Support with activities across trade and non-trade partners to ensure maximum possible reach and benefits are achieved
6. In-market representation of VisitCanberra for management of Airline partnerships and Third-Party relationships
7. Plan, implement and evaluate trade events, famils and missions
8. Monitor and report developments in market that impact on travel trends with more focus on the targeted consumer market
9. Provide market updates & intelligence and competitor insights on an on-going basis to the Canberra based team for effective market and product development
10. Support with development of quality tourism products to Singapore, Malaysia and India markets for delivery through identified distribution channels
11. Develop, manage and maintain VisitCanberra's database, accurately recording his/her activity with all partners and targeted individuals for local and international events
12. Support VisitCanberra marketing & PR teams as directed
13. Develop relationship with major corporates & business events agents for business events market for future development
14. Manage budget spend within given budget and comply with corporate requirements
15. Perform general industry servicing duties
16. Perform other tasks as directed

ATTRIBUTES

KNOWLEDGE	<ul style="list-style-type: none"> • In-depth knowledge and understanding of local and Australian travel industry is preferred but not essential • Proficiency in written and spoken English and capable to make high quality presentation in English
SKILLS	<ul style="list-style-type: none"> • Commercial acumen – the ability to support development of strategies and implement activities to achieve desired commercial outcomes for VisitCanberra and our partners • Excellent negotiation skills to align co-operative partners with VisitCanberra marketing direction • Sound leadership skills and initiatives to be result-oriented • Ready and prepare for travel overseas whenever business requires • Frequent updates with trade development and consumer marketing in tourism industry • Possess competency in dealing with senior management • Be service-minded to both internal and external parties • Meticulous, multi-tasking and strong ability to perform duties in a professional manner • Ability to work independently with minimum supervision • Project Management – able to manage multiple projects in a planned and efficient manner allowing multiple projects to achieve launch in a timely and efficient manner • Budget Management – managing allocated budgets.
EXPERIENCE	<ul style="list-style-type: none"> • Minimum three years solid experience in tourism industry in a business development capacity • Capability to identify key issues, travel trends, to timely share within the team in Canberra • Local tourism industry knowledge • Financial management/Budget Management • Stakeholder Management
INTEGRITY	<ul style="list-style-type: none"> • Demonstrate a high level of integrity and confidentiality when managing partners, ensuring confidential information is stored and shared in the most appropriate manner

	<ul style="list-style-type: none"> Build trust amongst diverse partners and establish VisitCanberra as a partner of choice in the Singapore, Malaysia, India and Australia markets.
--	--

DELEGATIONS

Activity	Conditions
Execute Contracts	Up to 15,000 AUD
Receipt and application of VisitCanberra money	Up to 15,000 AUD

INDICATORS OF ROLE SUCCESS

Measure	Area
Effectively deliver role activities and manage performance against agreed KPIs	Finance and Governance
Effectively manage all applicable budgets	Finance and Governance
Ensure that VisitCanberra and Tourism Australia are not at risk by actively and professionally following the legal, statutory and corporate governance policies, process and procedures	Finance and Governance
Create an environment of innovation and continuous improvement of products and services	People
Assist in implementation of strategies and trade engagement plan that are in line with VisitCanberra's strategies for the future and Annual Business Plan	Trade
Provide timely and relevant information based on local market insight covering market and consumer trends to the business for use by management, and industry in decision making	Stakeholder Internal
Develop, maintain and manage relationships with key travel agents/ tour operators	Stakeholder External
Maintain and manage working relationship and activities, including getting support at trade activities in market with Tourism Australia and other STO's/CVB's	Stakeholder External
Support with and expand Aussie Specialist distribution network	Trade
Identify Business Events opportunities and develop relationship with MICE travel agencies and corporate buyers	Trade

From: "Kobus, Jonathan" <Jonathan.Kobus@act.gov.au>
Sent: 04/10/2018 9:33 PM
To: '2.2(a)(ii)'@tourism.australia.com>; "Ahuja, Manasi" <Manasi.Ahuja@act.gov.au>
Cc: '2.2(a)(ii)'@tourism.australia.com>
Subject: RE: SG Rep update [SEC=UNCLASSIFIED]

Thanks 2.2(a). As mentioned the comments in the agreement are very minor. It should not be a process that requires too much detailed analysis from legal .

thanks
Jonathan

From: 2.2(a)(ii)@tourism.australia.com]
Sent: Thursday, 4 October 2018 8:38 PM
To: Ahuja, Manasi <Manasi.Ahuja@act.gov.au>
Cc: 2.2(a)(ii)@tourism.australia.com>; Kobus, Jonathan <Jonathan.Kobus@act.gov.au>
Subject: RE: SG Rep update [SEC=UNCLASSIFIED]

Hi Maisi,

Sorry this has taken so long. Working through the contracts one at time.

Attached is probably the most comprehensive TA style JD that you can start to amend.

I will come back to you on the agreement timelines shortly. Our legal is slammed at the moment so may take a couple of days.

Regards

2.2(a)

2.2(a)(ii)
Regional General Manager South/SE Asia Gulf | Tourism Australia

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2.2(a)(ii)@tourism.australia.com

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facebook.com/SeeAustralia

Corporate: tourism.australia.com | twitter.com/TourismAus



From: Ahuja, Manasi <Manasi.Ahuja@act.gov.au>
Sent: Wednesday, 19 September 2018 7:31 AM
To: 2.2(a)(ii)@tourism.australia.com>
Cc: 2.2(a)(ii)@tourism.australia.com>
Subject: RE: SG Rep update [SEC=UNCLASSIFIED]

Hi 2.2(a),

Thanks for getting back to me.

I don't believe we have shared our requirements for the role previously, however we are hopefully within the parameters others STO team members.

Basically we are looking for someone who:

- supports in business development activities for Singapore, Malaysia and India markets

- Implements trade strategy for SIN;MAL & IND
- Development & management of trade relationships
- Further development & management of partnerships
- Support with marketing activities that are led from the team in Canberra
- Provides insights into the market and trends
- Support with other activities are required – B2B and B2B2C

Look forward to getting the JD's.

Also, any further updates on the contract?

Many thanks,
Maisi

From: 2.2(a)(ii) [redacted]@tourism.australia.com]

Sent: Tuesday, 18 September 2018 5:45 PM

To: Ahuja, Manasi <Manasi.Ahuja@act.gov.au>

Cc: 2.2(a)(ii) [redacted]@tourism.australia.com>

Subject: RE: SG Rep update [SEC=UNCLASSIFIED]

Hi Maisi,

I need a few more details on the nature of the role you want the individual to undertake. This will help me get a couple of existing JD's together and you can cut and paste some key accountabilities together with your own.

Sorry if I have missed this in the previous comms, but just had a look at this is not specifically listed down.

Regards

2.2(a) [redacted]

2.2(a)(ii) [redacted]

Regional General Manager South/SE Asia Gulf | Tourism Australia

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facebook.com/SeeAustralia

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From: Ahuja, Manasi <Manasi.Ahuja@act.gov.au>

Sent: Monday, 17 September 2018 8:21 AM

To: 2.2(a)(ii) [redacted]@tourism.australia.com>

Subject: FW: SG Rep update [SEC=UNCLASSIFIED]

Hi 2.2(a) [redacted],

How are you?

I was following up with 2.2(a)(ii) [redacted] on the contract for the Singapore resource but have received her OOO. Are you aware of the progress on the contract review?

Also, I have a position description that I have created based on our requirements for the role – but it would be great if you are able to share any existing PD's for similar role within the Singapore office.

Additionally, with the recruitment of the role – will it be TA branded or co-branded with VisitCanberra? I am asking as I want to understand the format that the PD will need to be in for advertising purposes.

I look forward to hearing back from you,

Best,
Maisi

Maisi Ahuja | Senior Manager, International Partnerships

Phone: +61 2 6207 0215 | Mob: +61 468 565 792 | Email: manasi.ahuja@act.gov.au

VISIT CANBERRA | Chief Minister, Treasury and Economic Development Directorate | ACT Government
Canberra Nara Centre, 1 Constitution Ave, Canberra City 2601 | GPO Box 158 Canberra ACT 2601



From: Ahuja, Manasi

Sent: Monday, 17 September 2018 9:52 AM

To: [2.2\(a\)\(ii\)](#) <[2.2\(a\)\(ii\)@tourism.australia.com](mailto:2.2(a)(ii)@tourism.australia.com)>

Subject: RE: SG Rep update [SEC=UNCLASSIFIED]

Hello [2.2\(a\)\(ii\)](#),

Hope you are well!
Any update on this?

Many thanks,
Maisi

From: Ahuja, Manasi

Sent: Monday, 10 September 2018 2:45 PM

To: [2.2\(a\)\(ii\)](#) <[2.2\(a\)\(ii\)@tourism.australia.com](mailto:2.2(a)(ii)@tourism.australia.com)>

Subject: RE: SG Rep update [SEC=UNCLASSIFIED]

Hi [2.2\(a\)\(ii\)](#),

I understand that the contract will need to be reviewed by your Legal before signing off but we are very keen to get this done as soon as possible.

Let me know if you need any further information from me to make this happen.

Also, happy to help with itinerary planning for your trip in November. Let me know your potential dates and we can advise of what is happening in and around Canberra ☺

Thanks,
Maisi

From: 2.2(a)(ii) [redacted]@tourism.australia.com]

Sent: Friday, 7 September 2018 1:08 AM

To: Ahuja, Manasi <Manasi.Ahuja@act.gov.au>

Subject: RE: SG Rep update [SEC=UNCLASSIFIED]

Maisi

In the meantime, we would I have to let you know that until the proposed contract is being finalised, it is in a drafting mood.

I would need to work on understanding what changes you have made and align to operational needs for ease of admin and eventually working with our Legal and VC collectively to finalise contract.

I am offsite training these two days to return to office next week to be able to follow up on this matter.

Out of Scope

Thanks & Rgds

2.2(a)(ii) [redacted]

Corporate Services Manager, S/SE Asia & Gulf Singapore |
International S/SE Asia & Gulf Singapore | Tourism Australia

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Corporate: tourism.australia.com | twitter.com/TourismAus

THERE'S NOTHING
LIKE AUSTRALIA



From: Ahuja, Manasi [mailto:Manasi.Ahuja@act.gov.au]

Sent: Wednesday, 5 September 2018 9:37 AM

To: 2.2(a)(ii) [redacted]@tourism.australia.com>

Subject: FW: SG Rep update [SEC=UNCLASSIFIED]

Hi 2.2(a)(ii) [redacted],

Hope you are well!

I understand from the email below that you are working on the TA / VisitCanberra shared resource based in Singapore.

We have had our solicitor general review the TA agreement and we have been advised of a few slight changes – tracked in the document attached.

Are you able to ensure the figures that you have calculated are inputted into this agreement?

Also, I am wondering if you have a job description template that has been used for similar roles that I can use.

I look forward to hearing from you.

Best regards,

Maisi Ahuja | Senior Manager, International Partnerships

Phone: +61 2 6207 0215 | Mob: +61 468 565 792 | Email: manasi.ahuja@act.gov.au

VISIT CANBERRA | Chief Minister, Treasury and Economic Development Directorate | ACT Government
Canberra Nara Centre, 1 Constitution Ave, Canberra City 2601 | GPO Box 158 Canberra ACT 2601



From: 2.2(a)(ii) <[REDACTED]@tourism.australia.com>

Date: 31 August 2018 at 3:06:15 pm AEST

To: Jonathan Kobus <jonathan.kobus@act.gov.au>

Cc: 2.2(a)(ii) <[REDACTED]@tourism.australia.com>, 2.2(a)(ii) <[REDACTED]@tourism.australia.com>

Subject: Re: SG Rep update [SEC=UNCLASSIFIED]

Hi Jonathan,

Great news mate.

By copy I have included 2.2(a)(ii) who will work on the numbers etc. To go in to the agreement.

You said you may have someone in mind so let's discuss on Monday timing and parameters so we can start both sets of paperwork concurrently.

Regards

2.2(a)

2.2(a)(ii)

Regional General Manager South/SE Asia Gulf | South East Asia | Tourism Australia

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Consumer: australia.com | twitter.com/Australia | facebook.com/SeeAustralia

Corporate: tourism.australia.com | twitter.com/TourismAus

From: Kobus, Jonathan <Jonathan.Kobus@act.gov.au>

Sent: Friday, August 31, 2018 8:41:41 AM

To: 2.2(a)(ii) <[REDACTED]>

Subject: SG Rep update [SEC=UNCLASSIFIED]

Hi 2.2(a)

An update for you on where we are at. Finally have the all clear from ACT Government Legal. There are no issues with the contract provided and we can proceed with finalising.

I will email you a signed version early next week.

We have a prepared position description and will proceed with the recruitment process assuming the timing is ok for you.

Let me know of any matters that need to be addressed before heading down this path.

thanks for your patience and looking forward to making this happen.

regards

Jonathan

**JONATHAN
KOBUS**

A/g Director
VisitCanberra

T +61 2 6205 3185

M 0418 499 297



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From: "Ahuja, Manasi"
Sent: 14/10/2018 10:26 PM
To: "Kobus, Jonathan" <Jonathan.Kobus@act.gov.au>
Subject: RE: VisitCanberra Sin Rep [SEC=UNCLASSIFIED]
Attachments: JD_Singapore Resource_06092018.doc

Hi JK,

Attached is the PD for your review and feedback.

Thanks,
Maisi

From: Kobus, Jonathan
Sent: Monday, 15 October 2018 7:40 AM
To: Ahuja, Manasi <Manasi.Ahuja@act.gov.au>
Subject: RE: VisitCanberra Sin Rep [SEC=UNCLASSIFIED]

Can you finalise PD and send to me to look at. Lets discuss who else we will include in distribution.
I am out until about 3pm today so will check in then.
JK

From: Kobus, Jonathan
Sent: Monday, 15 October 2018 7:39 AM
To: 'Jacqueline Lee' <2.2(a)(ii)>
Cc: Ahuja, Manasi <Manasi.Ahuja@act.gov.au>
Subject: RE: VisitCanberra Sin Rep [SEC=UNCLASSIFIED]

Hi Jacqueline

We are ready to start a process to fill the position in Tourism Australia's Singapore office. Thank you for your ongoing interest in this position.

I have cc'd my colleague Maisi Auhuja who leads our International Programs.

Maisi will shortly be emailing you a position description for the role with instructions about how to apply. This will include supplying a resume and also addressing some selection criteria in writing.

This will hopefully be with you in the next day or so.

Thank you

Regards
Jonathan

JONATHAN KOBUS

Director
VisitCanberra

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BUSINESS UNIT OVERVIEW

VisitCanberra leads the ACT and capital region tourism industry to create and implement a range of marketing and partnership programs that aim to grow the value of tourism to the ACT economy. VisitCanberra is also provides visitor services through the Canberra and Region Visitors Centre (CRVC) which is co-located with National Capital Exhibition at Regatta Point. The CRVC offers an ideal opportunity to educate interstate and international visitors about Canberra’s history and its purpose as the nation’s capital from a central and iconic position, whilst providing high quality visitor information services.

ROLE OVERVIEW

The Business Development Manager (BDM) is responsible for establishing and maintaining key travel industry partnerships and supporting with non-travel industry relationships to drive VisitCanberra’s activities in Singapore, Malaysia and India.

The position is the key contact point for all trade and partners in-market, with timely and accurate delivery of updated market trends and insights. An essential component of the role is creating and supporting opportunities to develop the range of ACT and Canberra region travel experiences promoted through our partnerships in markets and creating opportunities for the travel suppliers to leverage VisitCanberra’s partnerships.

Working closely with Singapore, Malaysia and India in-market Tourism Australia teams, and VisitCanberra team members based in Canberra, the BDM is directly accountable for the alignment of quality partners for consumer and trade marketing programs that lead to conversion opportunities for travel to ACT and Canberra.

The key focus of all partnerships is upon VisitCanberra’s target leisure consumer and developing future Business Events opportunities. Business Events comprising meetings, incentives, conventions and exhibitions play a key role in driving increased inbound economic benefit for ACT and Canberra from tourism.

	Role	Relationship
Reports to	Senior Manager, International Partnerships	<ul style="list-style-type: none"> Works under general direction and supervision
Works with	Partnership &	<ul style="list-style-type: none"> Implement Singapore, Malaysia and India trade

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Chief Minister, Treasury and
Economic Development





	Distribution Team	<p>strategy</p> <ul style="list-style-type: none"> Align the distribution channels to airline, third-party and PR programs
	Marketing Team	<ul style="list-style-type: none"> Active communication on policy and management related trade events Deliver supports in the areas of data management on Singapore, Malaysia and India agents and recruitment for the regional events
	Public Relations Team	<ul style="list-style-type: none"> Actively seek to link Public Relations coverage with a conversion partner Develop PR opportunities through partners
	Regional Marketing	<ul style="list-style-type: none"> Support airline and third-party campaigns and support marketing with the execution of these within Singapore, Malaysia and India

DUTIES / RESPONSIBILITIES

1. Develop in-market awareness of Canberra and ACT region, and the experiences available;
2. Implement the trade and distribution engagement plan in collaboration with the Canberra team;
3. Build strong relationships with key partners in Singapore, Malaysia and India;
4. Undertake partnership marketing campaigns with Key Distribution Partner's (KDPs) in markets
5. Support with delivery of trade and consumer marketing programs for Singapore, Malaysia and India;
6. In-market representation of VisitCanberra for management of Airline partnerships and Third-Party relationships;
7. Provide market updates and insights on an on-going basis to the Canberra based team for effective market development;
8. Support with alignment of activities across trade and non-trade partners to ensure maximum possible reach and benefits are achieved;
9. Collation, interpretation and sharing of market intelligence and reporting to ensure Singapore, Malaysian and India continue to be key growth market for ACT region
10. Develop and maintain VisitCanberra's database, accurately recording his/her activity with all partners
11. Database management of targeted individuals for local and international events;
12. Perform general industry servicing duties;
13. Conduct effective trade classifications to recruit quality partners, both major trade events and major marketing programs;
14. Support with development of quality tourism products to Singapore, Malaysia and India markets; and develop business event segment; and

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15. Monitor competitors and provide insights and strategies to increase ACT's market share of inbound travellers;
16. Perform planned visits to catch sales trends, delivery of right product in the distribution channel and proactively share with the entire team
17. Monitor and report developments in market that impact on travel trends with more focus on the targeted consumer market
18. Plan, implement and evaluate major local trade functions and events
19. Deliver right, new, quality products in the distribution channel
20. Develop the list of major BE corporate end-users and BE agents and keep on building up the close working relationships and identify/induce business opportunities
21. Establish the relationship with major corporates & BE agents for BE market development
22. Manage budget spend within given budget and comply with corporate requirements

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From: "2.2(a) [REDACTED]" <[REDACTED]@tourism.australia.com>
Sent: 22/10/2018 5:46 AM
To: "Ahuja, Manasi" <Manasi.Ahuja@act.gov.au>
Cc: "2.2(a)(ii) [REDACTED]" <[REDACTED]@tourism.australia.com>
Subject: RE: Free for a quick chat? [SEC=UNCLASSIFIED]

Hi Maisi,

The contract is pretty much ready to go. We just need to add in the numbers which are dependant upon the final candidate figures.

Think we can change tack a bit on this to speed things up.

If you are comfortable lets sign an agreement with the stipulation that a final addendum will be added based upon final costs of recruitment etc. That way we can proceed with some of the approvals from our side as well as the advertising.

Can we schedule a call tomorrow morning. Sorry back to back for the rest of the day and then have kids with me this evening.

Regards

2.2(a) [REDACTED]

2.2(a)(ii) [REDACTED]

Regional General Manager South/SE Asia Gulf | Tourism Australia

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From: Ahuja, Manasi <Manasi.Ahuja@act.gov.au>
Sent: Monday, 22 October 2018 12:42 PM
To: "2.2(a)(ii) [REDACTED]" <[REDACTED]@tourism.australia.com>
Subject: Free for a quick chat? [SEC=UNCLASSIFIED]

Hi 2.2(a) [REDACTED]

Are you free for a quick chat about the recruitment for the Singapore resource?

I want to understand, what the recruitment process is - once the contract is signed off.
Is it possible to commence some of the process whilst we are waiting for the sign-off? Based on that:

- Is the role advertised on a Tourism Australia template?
- If yes, then who should I work with to get the role onto the template?
- If no, I have the JD ready to share
- What is the process to follow for the advertising; shortlisting; interviewing?

So many questions, I know :-/

I am around until 5.30pm or after 7pm (my time).

Thank you,

Maisi

MAISI AHUJA

Senior Manager, International
Partnerships
VisitCanberra



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Australian Government



**TOURISM
AUSTRALIA**

**CO-OPERATIVE ADMINISTRATION AGREEMENT
Co-location and Employee Secondment
(Singapore)**

between

TOURISM AUSTRALIA
ABN 99 657 548 712
Level 29, 420 George Street
Sydney NSW 2000 Australia
(TA)

and

CHIEF MINISTER TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE
(VISITCANBERRA)
ABN 65 473 927 828
1 Constitution Ave, Canberra ACT 2601
(STO)

THE PARTIES AGREE AS FOLLOWS:

1. PURPOSE OF THIS AGREEMENT

- a) The purpose of this Agreement is to provide STO with a cost-effective opportunity to establish and maintain representation, and to administer its promotion function, in the relevant market noted in Item 1 of Schedule 1 to this Agreement.
- b) Through this Agreement the parties recognise and demonstrate their support for the co-operative marketing of Australia and Australian products overseas by Australian federal and state/territory government agencies.
- c) This Agreement sets the conditions for:-
 - (i) the secondment of staff member(s) by TA from time to time to STO (**Employee(s)**);
 - (ii) the co-location of the Employee(s) in the local office of TA.
- d) All office accommodation, services and facilities provided to the STO under this Agreement are to be used solely for the purpose of administering the marketing and promotion of the STO's home state or territory.

2. INTENTION OF THIS AGREEMENT

- a) This Agreement is binding on the parties and incorporates these terms as well as the terms set out in the agreed Schedules to this Agreement. All capitalised terms that are not defined within these terms have the meaning assigned to those terms in the Schedules to this Agreement.
- b) This Agreement is to be administered in good faith, with the agreed rights and obligations being met by each party.
- c) Nothing in this Agreement constitutes a partnership, agency relationship or relationship of tenancy, for any purposes whatsoever. Neither party will have authority or power to bind the other, to act as agent of the other, or to contract in the name of or create liability against the other in any way or for any purposes save as expressly authorised in writing by the other from time to time.

3. DURATION OF AGREEMENT

- a) This Agreement is for the Term set out in Item 2 of Schedule 1, unless terminated earlier in accordance with this Agreement.
- b) Within the Term of the Agreement, the parties may agree to a shorter period of secondment in respect of an Employee(s). Such period of secondment will be the term as agreed from time to time by the parties, and will be specified in a corresponding employment agreement between TA and the Employee.

4. TERMS OF SECONDMENT

- a) TA may engage Employee(s) whom it shall second to STO as and when agreed, to perform the agreed role(s) set out in Schedule 2.
- b) **Recruitment:** STO shall undertake the recruitment process in conjunction with TA, including (without limitation) advertising the role, shortlisting candidates,

interviewing and final selection of the candidate, as well as the offer of appointment for the position. At all times TA shall have the right to make reasonable amendments to the advertisement, and a right to require review of the shortlist and final selection of the Employee(s).

- c) **Role:** The parties shall jointly define the role statement/job description set out in Schedule 2. All relevant KPIs will be jointly agreed by the parties. Any variation to Schedule 2 must be made in writing by the parties.
- d) **Management:** STO is responsible for the daily management of the Employee(s) during the secondment. The seconded Employee shall report directly to STO's Regional Director (or equivalent) of the relevant local office, with an additional reporting line to TA's Country Manager. The parties shall jointly monitor the achievement of KPIs. If any performance issues are identified by the STO Regional Director, these are to be raised with TA's RGM. In addition, any matters that may materially affect the employment relationship must be explicitly identified to the other party in writing. The parties shall determine any performance management plans jointly.
- e) **Communication and work plans:** The parties acknowledge that regular consultation and information-sharing is fundamental to the performance of this Agreement. Accordingly, regular face-to-face meetings between the STO Regional Director (or equivalent) and TA's Country Manager or other delegate specified by TA will be held to ensure alignment and KPI progression.
- f) **Leave:** The Employee is entitled to leave in accordance with any applicable legislation. In accordance with STO leave management procedures, requests for leave are to be approved in consultation with the local STO Regional Director and TA Country Manager.
- g) **Employment contract and conditions:**
 - (i) Prior to any employment offer being made, the STO and TA shall jointly identify the employment conditions (including remuneration) for the proposed seconded Employee that suitably aligns with the role detailed in Schedule 2 and is consistent with the employment conditions and including remuneration of other employees employed by TA in the relevant location.
 - (ii) TA shall consult the STO on subsequent proposed amendments to employment conditions.
 - (iii) The employment contract between TA and the Employee will at a minimum include the following terms imposed on the Employee:
 - (i) To perform the role described in Schedule 2;
 - (ii) To act with due diligence and with professional and personal conduct in accordance with TA's Code of Conduct and governance;
 - (iii) That whilst seconded to the STO, Employee must identify as acting in an official capacity on behalf of STO and not, by either act or omission, that they are acting in any official capacity on behalf of TA (unless required to do so by TA);
 - (iv) To exercise all reasonable precautions to ensure that confidential, private and/or commercially sensitive information of each party is respected and not disclosed to the other or any third party without proper authority;
 - (v) To report to both TA and STO, as soon as reasonably practicable, any

- safety or health related incidents and/or injuries;
 - (vi) To adhere to TA's policies and procedures, unless specifically identified otherwise;
 - (vii) To adhere to STO's expenditure and travel policies.
 - (iv) TA's employment contracts shall not prevent or penalise either STO and/or the seconded Employee from STO employing the seconded Employee directly at some future point if this Agreement ceases or is otherwise terminated.
- h) Office co-location:**
- (i) The Employee(s) will work from the TA local office specified in Item 1 of Schedule 1.
 - (ii) TA will provide the Employee(s) use of dedicate office space at the Premises as specified in the Schedule, and other shared services and facilities (e.g. basic occupation entitlements of the Premises, including the use of common toilet facilities, access and egress areas, stairs, landings, lifts, lobby etc., and contribution towards normal outgoings like building services, rates, taxes, levies, security, caretaking, cleaning, building management etc.).
 - (iii) The fees payable in relation to the colocation of the Employee are set out in clauses 6 and 7 of this Agreement.
 - (iv) TA reserves the right to relocate the Employee to another area within the Premises with prior written notice. Where such relocation is sought by the STO, written application must be made to the Executive General Manager, Corporate Services of TA at least two calendar months in advance of the requested date of change, and will be considered subject to availability and suitability.
 - (v) All reasonable costs of such relocation will be borne by the parties by agreement.
- i) Travel:** Employee shall book travel in accordance with STO's Travel Policy and Procedures and any other associated costs must adhere to the STO's Expenditure Policy. The Employee shall seek approval for domestic travel from the STO Regional Director. Once approved, the seconded Employee will be responsible for arranging their own travel. The Employee shall submit all applications for international travel to STO's Regional Director who will ensure all necessary STO approvals are sought. Once approved, the seconded Employee will be responsible for arranging their own travel.
- j) IT:** The STO is responsible for providing all IT hardware, software and equipment (e.g. Employee's laptop, phone, tablet, mobile phone) and all associated costs with using the same.
- k) Work Health and Safety:**
- (i) The parties will consult each other as to how they will discharge their respective duties under applicable work health and safety legislation.
 - (ii) TA will hold workers' compensation insurance for compensable illness or injury sustained by the Employee during the secondment term. However, any costs incurred by TA owing to a claim made by the Employee will at all times be on-charged to the STO as an employment on-cost, under this Agreement.
- l) Conflicts of interest:** The parties will actively consider whether any actual or perceived conflict of interest exists in respect of the secondment relationship. The

parties will take all reasonable steps to avoid conflicts of interest to the mutual satisfaction of each other. If the parties suspect that a conflict of interest has arisen or may arise during or after the completion of the secondment, the party must notify the other party and the conflict must be appropriately managed by both parties.

- m) **Confidentiality:** To the extent required to undertake the role, TA will grant the Employee access to its network and systems for the purposes of this Agreement. The parties acknowledge that through such access, and through the overall performance of the secondment, the Employee will obtain and have access to both TA and STO's confidential information and:
 - (i) Such information is confidential to each party separately;
 - (ii) All documents, plans, software, files and other written work produced by the Employee for a party will belong to that party; and
 - (iii) TA and STO must at all times comply with all applicable data protection and privacy laws and policies.
- n) **Intellectual property:** Ownership and control of any data or information ('Material') created by the Employee in respect of activities for the STO will vest in TA. Upon expiry or termination of this Agreement, any future use of the Material by the STO requires the proper written consent of TA.
- o) **Communications:** All emails and business cards will include TA and STO's logos.
- p) **Additional obligations of parties:**
 - (i) **TA is responsible for:**
 - (i) Taking all reasonable steps to provide a safe work environment for the Employee;
 - (ii) Working with STO to implement suitable induction and training for Employee;
 - (iii) Providing and maintain a working environment that is safe and without risk to the health and safety of the Employee;
 - (iv) Preserving the confidentiality of all confidential information of STO of which it may become aware, by virtue of the secondment arrangement.
 - (ii) **STO is responsible for:**
 - (i) Taking all reasonable steps to provide a safe work environment for the Employee;
 - (ii) Jointly managing and implementing suitable induction and training for the Employee(s);
 - (iii) Managing and leading the Employee to deliver the STO's business objectives, in close collaboration with TA;
 - (iv) Exercising a duty of care to the seconded Employee as a consequence of the control over the functions and activities of the seconded Employee;
 - (v) Ensuring that the seconded Employee is aware of the relevant workplace and safety practices within their workplace;
 - (vi) Possessing and maintaining appropriate work permits or residency to enable the Employee to take-up and perform the role; and
 - (vii) Maintaining regular face-to-face meetings with the seconded Employee for updating on activities and work priorities, as well as regular Skype/conference calls;

- (viii) Preserving the confidentiality of all confidential information of TA of which it may become aware, by virtue of the secondment arrangement;
- (ix) Meeting all day-to-day operational expenses of the Employee;
- (x) Reimbursing TA for any costs arising out of or in connection with the employment of the Employee including (without limitation) salary and benefits, redundancy, termination of the employment contract of the seconded Employee.

5. REMUNERATION OF EMPLOYEE AND REIMBURSEMENT

- a) All remuneration of the Employee(s)' salary, leave entitlements, employer superannuation contributions (or local equivalents) and other payments owing at law (such as withholding of tax) will be paid by TA directly to the Employee or third parties as required by law. STO will reimburse the Employee directly in all other instances.
- b) TA is responsible for invoicing STO for the employment related costs which shall include:
 - (i) **Salary:** as agreed by the parties in writing from time to time including salary market adjustments – base salary payable to the Employee(s) is set out in Schedule 1;
 - (ii) **Employment on-costs:** including all costs associated with statutory requirements (e.g. social security, retirement, taxes, levies, insurance premiums), optional retirement plan and employee insurance coverage where agreed between TA and STO, all costs associated with currency/foreign exchange adjustments, payroll processing charges, international landline phone charges, international postage, additional office furniture where required (e.g. stand-up desks), employee insurance (refer to Clause 9 below), printing/copying on an as-incurred basis where use is deemed in excess of reasonable usage, staff recruitment, training and development costs incurred in consultation with STO
- c) **Estimates:** The parties acknowledge that the Employment On-Costs specified in subclause (ii) above will be invoiced by TA based on a forecasted estimate in advance of the actual determination of these expenses. Adjustments will be made in the succeeding invoice, with a debit or credit (as applicable) to STO in respect of the difference between the estimated and actual amounts incurred.

6. CO-LOCATION AT PREMISES

- a) In consideration of the co-location of the Employee(s) at the Premises, STO shall pay TA an **Accommodation Fee** which includes payment in respect of the charges payable by TA to the registered proprietor of the land under its lease or to other third parties where applicable. Such charges include (without limitation) a proportion of the rent, outgoings, utilities, building maintenance/service fees, cleaning fees, kitchen supplies including coffee, tea and water, etc.
- b) **Actual costs:** The Accommodation Fee will be a proportion of the actual

amounts charged by the landlord and may include other charges not explicitly referenced above. The charges the STO shall pay to TA will be based on a proportionate amount calculated on the number of Employee(s) co-locating at the Premises as a proportion of the total number of staff in the Premises, or as otherwise agreed between the parties. In addition, STO acknowledges that TA is subject to periodic contractual reviews and cost of living adjustments which will render the Accommodation Fee variable over the term. TA will pass on all such contractual reviews to STO in the same proportionate manner.

- c) Repairs, redecoration, improvements and similar obligations: If during or at the expiry of the lease term, TA is required to make any repairs or undertake improvements, redecoration, cleaning, alteration, make-good or other furnishing to the Premises (including any fixtures, fittings, equipment or other structure or facility therein), the STO will be liable to pay a proportion of the cost of such works, calculated on a proportionate basis.
- d) This Agreement is not purported or represented to be an assignment, sub-lease, sub-tenancy or licence to the STO. However, the terms and conditions of this Agreement are subject to any obligation, covenant or condition imposed in the Lease executed between TA and the registered proprietor of the Premises (the **Landlord**), which is hereafter referred to as the **Head Lease**. The STO agrees to comply with the terms of the Head Lease and must ensure that it and its employees, agents and contractors comply with all obligations on a tenant under the Head Lease and refrain from any prohibited acts set out in the Head Lease.

7. ADMINISTRATION FEE

STO will be liable to pay TA an amount equal to **ten percent (10%)** of the combined Salary, Employment On-costs, and Accommodation Fee, in consideration of costs incurred by TA such as the administration of the Premises Head Lease (including associated costs such as security deposit, legal costs etc.), as well as general office expenses as such as reasonable printing, photocopying, local phone tariffs, local postage, IT infrastructure including software and internet, Corporate Services staff costs (IT, HR, Legal, Finance) and regional staff costs (TA Country Manager/BSM/RGM).

8. INVOICING AND PAYMENT

- a) Invoices for the Salary, Employment On-Costs, Administration Fee and Accommodation Fee will be issued by TA on an annual basis (in advance) in Singapore Dollars in July of each year.
- b) Payment of invoices is to be made in SGD directly to the Sydney office of TA within 30 days of date of invoice.
- c) Value-added/goods and services tax: All amounts set out in this Agreement are expressed as exclusive of consumption tax. Should any consumption tax be payable in accordance with local legislation, it will be charged at the local rate and will be payable by STO in addition to the Agreement Fee.
- d) Variation to number of Employees: The fees under this Agreement are calculated

based on the number of Employees as at the Commencement Date. The parties agree that the number of Employees may be amended from time to time, by the parties' in writing. Accordingly, the parties will amend the fees under this Agreement, to reflect the added space occupied, management of and/or services utilised, by the additional staff.

9. INSURANCE

- a) STO must provide evidence of current public liability insurances (or other insurance as required from time to time by TA), within 10 business days of a request by TA.
- b) The Employment On-Costs include provision for the payment by STO of a proportion of insurance premiums payable by TA in respect of insurances held by TA relating to employees. Such proportion will be calculated based on the number of Employee(s) as a proportion of the total number of TA employees relevant to the insurances. Should an insurance claim arise in connection with the seconded Employee(s), STO will be liable for payment of the difference between the price of insurance prior to the claim and the increase owing to the claim.

10. LIABILITY AND INDEMNITY

- a) STO will be responsible for the Employee's work throughout the secondment. TA will not be liable to STO for, and STO may not make any claim against TA in relation to any act or omission of the Employee.
- b) **Indemnity:** STO will indemnify TA against any liability or loss arising from, and costs incurred (whether before or after termination or expiry of this Agreement) in connection with:
 - (i) The secondment;
 - (ii) Damage, loss, injury or death to the extent it is caused or contributed to by the act, negligence or default of the Employee, or any of STO's employees, agents or contractors; or
 - (iii) the STO's breach of this Agreement;except where such liability or loss is caused by the gross negligent act or omission, or wilful misconduct of TA.

11. TERMINATION OF AGREEMENT

- a) The parties may terminate this Agreement by three months' prior written notice served to the other party, subject to subclause 11(b).
- b) **Obligations on termination:** On termination of this Agreement, however arising:
 - (i) STO will reimburse TA for all costs associated with the termination and assume all employer rights and obligations for the Employee(s) for the remainder of the period of secondment in the relevant employment contract.
 - (ii) Should the STO elect to terminate this Agreement prior to the Expiry Date, the STO will be liable to pay TA liquidated damages at a daily rate equal to the Accommodation Fee and a proportion of the Administration Fee, from the day the STO terminates the Agreement until and including the Expiry Date.

- c) TA reserves the right to terminate this Agreement as occasioned by the closure or relocation of the TA office by serving three months' written notice upon the STO.
- d) The STO must vacate the Premises on the earlier of the Expiry Date (including the expiry date of any agreed extension period to the Term, if any) and the date this Agreement is terminated and leave it in a condition satisfactory to TA and in accordance with any make good provisions required per the Head Lease.
- e) If the STO continues to occupy the Premises after the Expiry Date with TA's approval, it does so:
 - (i) on a monthly 'holding over' term on the same terms as this Agreement except that the monthly holding over term can be terminated by TA with one month's written notice ending on any day; and
 - (ii) at the Agreement Fee that was immediately payable before the monthly term(s) commenced, increased by an amount of 10%.

12. GOVERNING LAW AND DISPUTE RESOLUTION

- a) The application and interpretation of this Agreement shall be governed by the local laws that apply to the jurisdiction in which the Premises are located.
- b) In the event of any dispute arising out of this Agreement:
 - (i) both parties will endeavour by all means possible to come to a mutually agreeable solution on the relevant issues;
 - (ii) in the event that a mutually agreeable solution cannot be reached, the issue will escalate to the following for resolution:
 - (i) STO's Regional Director and TA's RGM; then
 - (ii) STO's Senior Manager, Global Markets and TA's Executive General Manager International; then finally,
 - (iii) STO's Chief Executive Officer and TA's Managing Director.

13. SUB-ASSIGNMENT

Under this Agreement, the STO has no power to transfer, assign, sublet or sublicense use of the Premises, services or facilities, to any other party.

14. GENERAL PROVISIONS

- a) Any capitalised defined terms that are used throughout this Agreement have the meaning given to those terms in Schedule 1 or as otherwise defined throughout this Agreement in brackets.
- b) Headings are for convenience only and do not affect interpretation.
- c) Unless the contrary intention appears,
 - (i) a reference to a document (including this Agreement) includes any written, signed variation to it;
 - (ii) a reference to a clause or schedule is a reference to a clause or schedule to this Agreement;
 - (iii) the singular includes the plural and vice versa;
 - (iv) a reference to this Agreement includes an agreed renewal or extension of it or

holding over under it.

- d) This Agreement contains the whole agreement of the parties and supersedes all previous agreements, arrangements, undertakings or promises, in connection with the provision of office accommodation, services and facilities by TA at the Premises for the STO.

SCHEDULE 1 – AGREEMENT DETAILS

Item 1	Premises Tourism Australia's Singapore office, 101 Thomson Road United Square #08-03 Singapore 307591
Item 2	Term The period starting on the Commencement Date and ending on the Expiry Date unless terminated earlier in accordance with this Agreement
Item 3	Commencement Date TBA
Item 4	Expiry Date TBA
Item 5	Number of seconded Employee(s) at Commencement Date 1
Item 6	Employment Contract Term and Salary Base Salary SGD ^{2.2(a)(ii)} per year including a 13 th month payment as Bonus payable in December of SGD ^{2.2(a)(ii)} , subject to prevailing payroll contributions
Item 7	Employment on-costs Estimate ^{2.2(a)(iv)} per year
Item 8	Accommodation Fee SGD35,508 per year
Item 9	Administration Fee An additional amount equal to 10% of the sum of Items 6 to 8.

SCHEDULE 2 – ROLE DESCRIPTION

Attached

EXECUTED AS AN AGREEMENT:

**Signed and agreed by Tourism
Australia** by its duly authorised delegate:

2.2(a)(ii)

Signature of delegate

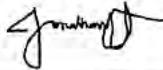
Out of scope, RGM, S/SEA

Name and position

23 Nov 18

Date

Signed and agreed by Visit Canberra
by its duly authorised delegate:



Signature of delegate

Jonathan Kobus, Director

Name and position

21/11/2018

Date



Australian Government



TOURISM AUSTRALIA

JOB CLASSIFICATION:	Project/Program Manager
POSITION TITLE:	Business Development Manager – Singapore, Malaysia and India
BUSINESS UNIT:	VisitCanberra
BAND:	TO BE CLASSIFIED

PURPOSE

The Business Development Manager (BDM) is responsible for establishing and maintaining key travel industry partnerships and supporting with non-travel industry relationships to drive VisitCanberra’s activities in Singapore, Malaysia and India.

The position is a key contact point for all trade and partners in-market, with timely and accurate delivery of updated market trends and insights. A key component of the role is creating and supporting opportunities to develop the range of ACT and Canberra region travel experiences promoted through our partnerships in markets.

Working closely with Singapore, Malaysia and India in-market Tourism Australia teams, and VisitCanberra team members based in Canberra, the BDM is accountable for management of quality partnerships for consumer and trade marketing programs that lead to conversion opportunities for travel to ACT and Canberra.

The key focus of all partnerships is upon VisitCanberra’s target leisure consumer and developing future Business Events opportunities. Business Events comprising meetings, incentives, conventions and exhibitions play a key role in driving increased inbound economic benefit for ACT and Canberra from tourism.

As VisitCanberra is a multinational organisation, this role may require the incumbent to be flexible in the hours worked and travel.

INTERACTIONS

	Role	Relationship
Reports to	Senior Manager, International Partnerships, VisitCanberra	<ul style="list-style-type: none"> Works under general direction and supervision
Works with	Partnership & Distribution Team	<ul style="list-style-type: none"> Implement Singapore, Malaysia and India trade and distribution strategy Align the distribution channels to airline, third-party and PR programs
	Marketing Team	<ul style="list-style-type: none"> Support airline and third-party campaigns & marketing with the execution of these within Singapore, Malaysia and India
	Public Relations Team	<ul style="list-style-type: none"> Actively seek to link Public Relations coverage with a conversion partner Develop PR opportunities through partners

KEY ACCOUNTABILITIES

1. Develop in-market awareness of Canberra and surrounding region, and the products & experiences available

2. Implement the trade and distribution engagement plan in collaboration with the Canberra based team
3. Develop relationships with, and leverage, Tourism Australia and State Tourism Organisations based in markets of Singapore, Malaysia and India
4. Build strong relationships and support delivery of marketing programs with key trade and non-trade partners in Singapore, Malaysia and India
5. Support with activities across trade and non-trade partners to ensure maximum possible reach and benefits are achieved
6. in-market representation of VisitCanberra for management of Airline partnerships and Third-Party relationships
7. Plan, implement and evaluate trade events, famils and missions
8. Monitor and report developments in market that impact on travel trends with more focus on the targeted consumer market
9. Provide market updates & intelligence and competitor insights on an on-going basis to the Canberra based team for effective market and product development
10. Support with development of quality tourism products to Singapore, Malaysia and India markets for delivery through identified distribution channels
11. Develop, manage and maintain VisitCanberra's database, accurately recording his/her activity with all partners and targeted individuals for local and international events
12. Support VisitCanberra marketing & PR teams as directed
13. Develop relationship with major corporates & business events agents for business events market for future development
14. Manage budget spend within given budget and comply with corporate requirements
15. Perform general industry servicing duties
16. Perform other tasks as directed

ATTRIBUTES

KNOWLEDGE	<ul style="list-style-type: none"> • In-depth knowledge and understanding of local and Australian travel industry is preferred but not essential • Proficiency in written and spoken English and capable to make high quality presentation in English
SKILLS	<ul style="list-style-type: none"> • Commercial acumen – the ability to support development of strategies and implement activities to achieve desired commercial outcomes for VisitCanberra and our partners • Excellent negotiation skills to align co-operative partners with VisitCanberra marketing direction • Sound leadership skills and initiatives to be result-oriented • Ready and prepare for travel overseas whenever business requires • Frequent updates with trade development and consumer marketing in tourism industry • Possess competency in dealing with senior management • Be service-minded to both internal and external parties • Meticulous, multi-tasking and strong ability to perform duties in a professional manner • Ability to work independently with minimum supervision • Project Management – able to manage multiple projects in a planned and efficient manner allowing multiple projects to achieve launch in a timely and efficient manner • Budget Management – managing allocated budgets.
EXPERIENCE	<ul style="list-style-type: none"> • Minimum three years solid experience in tourism industry in a business development capacity • Capability to identify key issues, travel trends, to timely share within the team in Canberra • Local tourism industry knowledge • Financial management/Budget Management • Stakeholder Management
INTEGRITY	<ul style="list-style-type: none"> • Demonstrate a high level of integrity and confidentiality when managing partners, ensuring confidential information is stored and shared in the most appropriate manner

- Build trust amongst diverse partners and establish VisitCanberra as a partner of choice in the Singapore, Malaysia, India and Australia markets.

DELEGATIONS

Activity	Conditions
Execute Contracts	Up to 15,000 AUD
Receipt and application of VisitCanberra money	Up to 15,000 AUD

INDICATORS OF ROLE SUCCESS

Measure	Area
Effectively deliver role activities and manage performance against agreed KPIs	Finance and Governance
Effectively manage all applicable budgets	Finance and Governance
Ensure that VisitCanberra and Tourism Australia are not at risk by actively and professionally following the legal, statutory and corporate governance policies, process and procedures	Finance and Governance
Create an environment of innovation and continuous improvement of products and services	People
Assist in implementation of strategies and trade engagement plan that are in line with VisitCanberra's strategies for the future and Annual Business Plan	Trade
Provide timely and relevant information based on local market insight covering market and consumer trends to the business for use by management, and industry in decision making	Stakeholder Internal
Develop, maintain and manage relationships with key travel agents/ tour operators	Stakeholder External
Maintain and manage working relationship and activities, including getting support at trade activities in market with Tourism Australia and other STO's/CVB's	Stakeholder External
Support with and expand Aussie Specialist distribution network	Trade
Identify Business Events opportunities and develop relationship with MICE travel agencies and corporate buyers	Trade

From:"Staruszkiewicz, Sarah" <Sarah.Staruszkiewicz@act.gov.au>
Sent:29/11/2018 2:33 PM
To:"Ahuja, Manasi" <Manasi.Ahuja@act.gov.au>
Subject:Singapore resource [SEC=UNCLASSIFIED]

- My initial thoughts on their first 3-6 months:

Singapore

- Face to face meeting with targeted wholesalers in Singapore (happy to extend this to other companies)
 - Meet and greet
 - General Canberra training/information
 - Understand challenges with selling Canberra
 - Undertake audit of Canberra existing product/itineraries – what else do they want?
 - Mention Accelerator program
 - Mention famil – ascertain interest in participating and find out when would be a good time to travel
 - Ascertain interest in partnering with VC on campaign activity either VC/KDP or VC/SQ/KDP
 - All notes to be kept in database (or something similar we can all access)
- Attend and present at ASP Workshop on 17 Jan (Ali to assist with content)
- Attend Singapore Product Forum on 18 Feb (Partnerships and Distribution Manager to assist with presentation content)
- Conduct buyer outreach for famil and assist with organisation as required

Malaysia

- Attend Malaysia roadshow 23-25 Jan (Partnerships and Distribution Manager to assist with presentation content)
- Undertake market visit (possibly following TA's roadshow?)
- Face to face meetings with targeted wholesalers in Malaysia (happy to extend this to other companies)
 - Meet and greet
 - General Canberra training/information
 - Understand challenges with selling Canberra
 - Undertake audit of Canberra existing product/itineraries – what else do they want?
 - Mention Accelerator program
 - Ascertain interest in partnering with VC on campaign activity either VC/KDP or VC/SQ/KDP
 - All notes to be kept in database (or something similar we can all access)

India

- Visit India
- Come to Canberra during ITO famil

Canberra visit

- Meet with VC teams
- Have an industry function or presentation to industry – they could share insights on the market etc and their focus for the first 6 months etc.

Other

- Meet with TA
 - What are the opportunities for VC for the rest of this year

- How do we get involved in IMHP opportunities
- Meet with Siew Hoon from DNSW
 - What the opportunities to work together?
 - Can she keep us informed of activities with Trade that we could look to leverage or extend?
- Attend Hong Kong event on 18 Jan?
- Attend ATE
- Review trade collateral and provide feedback to VC team on what trade collateral is needed for the markets

SARAH STARUSZKIEWICZ

Partnerships and Distribution Manager
VisitCanberra

T +61 2 6205 0506
F +61 2 6205 0629



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From: "Jacqueline Lee" [mailto:2.2(a)(ii)] >
Sent: 03/12/2018 2:30 PM
To: "Ahuja, Manasi" <Manasi.Ahuja@act.gov.au>
Subject: RE: Calendar of work [SEC=UNCLASSIFIED]
Attachments: Jan - Mar 2019 UPD3DEC18.docx

Hi Manasi
Here you go. Thanks!

THKS/RGDS
Jacqueline Lee
Mobile: +65 9748 8300

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From: Ahuja, Manasi [mailto:Manasi.Ahuja@act.gov.au]
Sent: Monday, December 03, 2018 2:08 PM
To: Jacqueline Lee [mailto:2.2(a)(ii)] >
Subject: RE: Calendar of work [SEC=UNCLASSIFIED]

Hi Jac,

Can you please amend the calendar to commence from 7th January and ending with Exodus on 1st March?

Many thanks,
Maisi

From: Jacqueline Lee [mailto:2.2(a)(ii)] >
Sent: Monday, 3 December 2018 3:15 PM
To: Ahuja, Manasi <Manasi.Ahuja@act.gov.au>
Subject: RE: Calendar of work [SEC=UNCLASSIFIED]

Hi Manasi
Happy Monday!
Yes, Jakarta trip was great and fruitful, though not a key market for VC, but great to continue my existing relationships with the trade and airlines.

Here is the draft calendar that I have created after brief discussion with Ee Lian last Friday.

Wonder if the dates that I need to be travelling for VC are correct? Do let me know so that I can adjust accordingly before I send to Ee Lian.

Noted on TA [2.2(a)(ii)] will be speaking to me on the few term of employment contract. Thanks!

THKS/RGDS
Jacqueline Lee
Mobile: +65 9748 8300

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From: Ahuja, Manasi [<mailto:Manasi.Ahuja@act.gov.au>]

Sent: Monday, December 03, 2018 8:52 AM

To: Jacqueline Lee [2.2\(a\)\(ii\)](#) >

Subject: Calendar of work [SEC=UNCLASSIFIED]

Hi Jac,

Hope your week in Jakarta was successful!

Thanks for taking my call on Thursday. As mentioned, there are some challenges with the finalisation of the employment contract as you are working part-time to start with and then moving into the full time role. Due to these challenges and the timing of Jonathan and my trip to Singapore – we have postponed our visit to week of January.

To manage the challenges, I need to ask you for the following:

- Calendar from 7th January to 3rd March that outlines the days you are working for VisitCanberra each week
- The calendar should also highlight the roadshow dates for VisitCanberra and also Exodus

We can work together on this but you will need to share this as soon as possible so that Tourism Australia can create your employment contract.

I have also Ee Lian to amend the consent letter with the new full-time start date. I will be talking to her later today to finalise this.

Another point with the employment contract – Tourism Australia will be talking you through a few term of the employment contract as they will be different when you are part-time and when you are full-time.

Let me know if you would like to get on a call to discuss this or any other issues you may have.

Thanks,
Maisi

MAISI AHUJA

Senior Manager, International
Partnerships
VisitCanberra

T +61 2 6207 0215

M 0468 565 792



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January 2019

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	1 New Year's Day	2	3	4	5	6
7 VC	8 VC	9 VC	10 NYC	11 NYC - trade famil	12 NYC - trade famil	13 NYC - trade famil
14 NYC - trade famil	15 NYC - trade famil	16 NYC - trade famil	17 VC	18 VC	19	20
21 NYC	22 VC - Jac pre-KUL visit to key agents	23 VC - TA KUL roadshow	24 VC - TA KUL roadshow	25 VC - TA KUL roadshow	26	27
28 NYC	29 NYC	30 VC	31 VC			

February 2019

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
				1 VC	2	3
4 NYC	5 CNY	6 CNY	7 VC	8 VC	9	10
11 NYC	12 NYC	13 VC	14 VC	15 VC	16	17
18 NYC	19 NYC	20 VC – TA PDF in KUL	21 VC	22 VC	23	24
25 NYC – SEA Roadshow	26 NYC – SEA Roadshow	27 NYC – SEA Roadshow	28 NYC – SEA Roadshow			

March 2019

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
				1 NYC – SEA Roadshow	2	3
4	5	6	7	8	9	10



Australian Government



**TOURISM
AUSTRALIA**

Contract of Employment between

Tourism Australia

101 Thomson Road

United Square

Singapore 307591

and

Lee, Hiang Khim, Jacqueline

2.2(a)(ii)

2.2(a)(ii)

Singapore 2.2(a)(ii)

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This Agreement is made on 5 December 2018 **between:**

- (1) **Tourism Australia**, a body corporate created under The Tourism Australia Act 2004 (Cth) of Australia, and with a representative office at 101 Thomson Road, United Square, Singapore 307591 (the “**Employer**”); and
- (2) **Lee, Hiang Khim, Jacqueline** , (the “**Employee**”).

This Agreement records the terms under which the Employee will serve the Employer.

1. COMMENCEMENT OF EMPLOYMENT

- 1.1. The Employee’s employment by the Employer (“**Employment**”) shall commence on 7 January 2019 or as agreed (“**Commencement Date**”) and is for a Three (3) year Fixed Term period.
- 1.2. The Employment of the Employee shall be subject to the following conditions:
 - 1.2.1. the Employee obtains and continues to hold throughout the duration of Employment, any requisite work pass and/or immigration approval in accordance with applicable laws in Singapore from time to time; and
 - 1.2.2. the Employee shall undergo a pre-employment medical examination by a registered medical practitioner appointed by the Employer at the Employer’s expense, and all such medical reports of the Employee from such examination thereto must be satisfactory to the Employer.
- 1.3. The Employee shall serve a probationary period of a six (6) months commencing on the Commencement Date. The Employer may at its discretion extend the duration of the probationary period as the Employer considers appropriate. During the probationary period either party may terminate the Employment by giving the other party two (2) weeks’ notice in writing, or in the case of termination by the Employer, by paying the Employee salary in lieu of notice.

2. DUTIES OF THE EMPLOYEE

- 2.1. The Employee will serve in the capacity described in the Appendix or in any other capacity as the Employer may reasonably require. For the avoidance of doubt, the re-assigning of the Employee to work in any other capacity other than that set out in the Appendix shall not be construed as a redundancy under clause 13.3.
- 2.2. The Employee will report to Senior Manager, International Partnerships, VisitCanberra, with a dotted line to Tourism Australia Regional General Manager, South East Asia (“**Manager**”).
- 2.3. The Employee will:

- 2.3.1. devote the whole of his/her working time, attention and skill to his/her Employment;
- 2.3.2. properly perform his/her duties;
- 2.3.3. comply with all rules and regulations issued by the Employer;
- 2.3.4. obey the directions of the Employer; and
- 2.3.5. use his/her best endeavours to promote the interests and reputation of the Employer.

3. WORK HOURS AND OVERTIME

- 3.1. The Employee shall work five (5) days a week from Monday to Friday (excluding gazetted public holidays in Singapore) from 9.00 a.m. to 5:30 p.m. (with a paid lunch break of one hour).
- 3.2. The Employee may from time to time be required to work any additional hours the Employer considers necessary to meet its business needs but will not receive any further remuneration for any hours worked in addition to the normal working hours, save where the Employee is entitled under law.

4. LOCATION

- 4.1. The Employee will work at the principal office of the Employer located at United Square or at any other location as may be reasonably required by the Employer. The Employee agrees that the Employer's principal office and the Employee's location of work may change from time to time. The Employee may also be required to travel and work outside of Singapore from time to time.

5. SALARY

- 5.1. The Employer will pay the Employee **2.2(a)(ii)** per month, payable on 13 months basis. Salaries will be paid in arrears by electronic funds transfer on or about the 26th day of each month in Singapore into a bank account nominated by the Employee.
- 5.2. Your salary will be reviewed annually in line with Tourism Australia's performance management system. Salary reviews take into account all relevant circumstances including external economic factors, financial performance of Tourism Australia and your performance generally.
- 5.3. The Employee shall keep all matters in connection with his/her salary under this Agreement confidential and shall not disclose, directly or indirectly, to any third party, save that he/she may discuss such matters with his/her Manager or the Corporate Services Manager.

6. CENTRAL PROVIDENT FUND CONTRIBUTION

- 6.1. If you are a citizen or permanent resident of Singapore, the Employer will make such contributions in respect of the Employee as may be prescribed from time to time by the Central Provident Fund Act (Cap. 36).

7. EMPLOYMENT BENEFITS

- 7.1. **Medical Coverage** - The cost of your medical consultations and prescribed medicines will be met by Tourism Australia, subject to the Mercer Elite Plus program (via Underwriter, Aviva) that consists of Group Personal Accident Insurance; Group Basic Medical Insurance; Group Outpatient Clinical Benefit (Reimbursement Basis); and Group Dental Benefit (Reimbursement Basis). Details of these schemes are available from the Corporate Services Manager, South/South East Asia & Gulf. Please note that as policy holder, Tourism Australia reserves the right to negotiate/change staff benefits including insurance programs and appoint/change insurance underwriter from administration and management perspectives and we will endeavour to notify staff with advance notice.
- 7.2. **Annual Leave** - Upon confirmation of Employment, the Employee is entitled to 15 days' paid annual leave per annum (and pro-rated for any incomplete year). The Employee shall be entitled to one additional day of paid annual leave for every additional year served after the third anniversary of the Commencement Date, subject a maximum of 25 days' paid annual leave per annum. All annual leave shall be taken at the Employer's convenience and at such time as the Employer may permit or require. Any accrued annual leave must be consumed not later than 12 months after the end of every 12 months of continuous service and if such leave remains unconsumed at the end of such period, the Employee shall thereupon cease to be entitled thereto. Without prejudice to clause 7.2, if the total number of days of annual leave accrued in favour of the employee exceeds 30 days, the Employer may require the Employee to take appropriate steps to reduce the outstanding annual leave to under 30 days.
- 7.3. **Sick Leave** - Upon confirmation of Employment, the Employee is entitled to 15 days of paid sick leave each year. If the Employee is absent from work due to sickness or injury, he/she must inform his/her Manager no later than by 8:00 a.m. on the first day of absence, or in any event the Employee is unable to give such notice due to extraneous circumstances, he/she must inform his/her Manager at the soonest possible opportunity. If the Employee is absent from work for more than two (2) consecutive days he/she must provide a valid medical certificate issued by a registered medical practitioner. The Employer reserves the right, at any time, to require the Employee to undergo a medical examination by a registered medical practitioner appointed by the Employer at the Employer's expense. The Employee consents to disclosure to the Employer by such registered medical practitioner of the results of such examination.
- 7.4. **Maternity Leave** - This clause 7.4 shall only apply to a female employee. The Employee may be entitled up to a maximum of 16 weeks paid maternity leave provided that she fulfils the eligibility criteria prescribed under prevailing law. If the Employee does not fulfil the eligibility criteria prescribed by prevailing law, but has served the Employer for not less than [six (6)] consecutive months, the Employer may grant the Employee 8 weeks paid maternity leave.

7.5. **Other Leave** - The Employee may be granted up to two (2) days' of compassionate leave per annum at the discretion of the Employer. Compassionate leave may not be carried forward.

8. PERFORMANCE APPRAISAL

8.1. The Employee shall participate in the Employer's performance appraisal system, as may be implemented and varied by the Employer from time to time.

9. POLICIES, RULES, AND PROCEDURES

9.1. The Employee shall comply with all employment or employment-related policies, safety and security rules and procedures as may be prescribed or varied by the Employer from time to time. Copies of such policies, rules and procedures are available electronically via Employer's computer network.

9.2. The Employee shall also comply with any code of conduct prescribed by the Employer (the "Code").

9.3. The Employee undertakes to familiarise himself/herself with the Discrimination, Harassment and Bullying Policy of the Employer.

9.4. The Employee is required to notify the Employee's Manager if he/she becomes aware of any safety risks and/or hazards that he becomes aware of at his/her place of work.

10. OTHER EMPLOYMENT

10.1. During the Employment the Employee shall not enter into any other employment with any other person unless prior written consent has been obtained from the Employer.

11. CONFIDENTIALITY

11.1. For the purposes of this Agreement:

"Confidential Information" means any information concerning the organisation, business, finances, marketing, sales, strategic plans, products, pricing, technical data (including inventions, knowhow, designs and source codes), suppliers, employees, transactions and affairs of the Employer which may come to the Employee's knowledge during the Employment and which is confidential to the Employer but does not include any information that:

11.1.1. is in or enters the public domain through no fault of the Employee;

11.1.2. is disclosed to the Employee by a third party without an obligation of confidentiality; and

11.1.3. person(s) include any company, partnership, business entity or other organisations.

11.2. The Employee:

Private and Confidential

- 11.2.1. may use Confidential Information solely for the purpose of performing his/her duties under this Agreement;
- 11.2.2. must keep Confidential Information confidential, both during and after termination of the Employment;
- 11.2.3. may only disclose Confidential Information:
 - 11.2.3.1. with the Employer's prior written consent, to a person(s) who is (are) aware and agree(s) that the Confidential Information must be kept confidential;
 - 11.2.3.2. to person(s) who have signed any confidentiality agreement required by the Employer;
 - 11.2.3.3. if the information is within the public domain other than by way of unauthorised disclosure; and
 - 11.2.3.4. as required by law.
- 11.2.4. must deliver to the Employer or as it may direct all (or any) Confidential Information that is capable of physical delivery:
 - 11.2.4.1. immediately at the end of the Employment; and
 - 11.2.4.2. at any time at the request of the Employer.
- 11.2.5. must agree to be bound by any contractual undertakings or obligations which the Employer or any Group Employer have agreed to impose on its employees in circumstances where the Employer or any Group Employer may from time to time be entrusted with Confidential Information of any other person(s). The Employee further agrees to enter into any confidentiality undertaking that the Employer or any Group Employer may require him/her to enter into in respect to any third party.
- 11.3. Instead of delivering Confidential Information, the Employer may require the Employee to destroy Confidential Information and certify in writing that the Confidential Information has been destroyed.
- 11.4. The Employer may direct that computer software or data be destroyed by erasing the information contained in it from the magnetic media on which it is stored, so that the information cannot be recovered or reconstructed.
- 11.5. If there is uncertainty about whether information is Confidential Information, or lawfully within the public domain, the information is taken to be Confidential Information unless the Employee is advised by the Employer in writing that the information is not Confidential Information.

12. NOTES, MEMORANDA AND NON-CONFIDENTIAL INFORMATION OF THE EMPLOYER

- 12.1. The Employee agrees that he/she will not during the continuance of his/her Employment make (other than for the benefit of the Employer) any notes or memoranda relating to any matter within the scope of the business of the Employer or concerning any of its dealings or affairs.
- 12.2. The Employee agrees that he/she will not, either during the continuance of the Employment or afterwards, use or permit to be used any notes or memoranda contemplated by clause 12.1, otherwise than for the benefit of the Employer.
- 12.3. The Employee acknowledges that it is the intention of the parties, and he/she agrees, that all notes and memoranda contemplated by clause 12.1 and made by him/her, are the property of the Employer. The Employee agrees that immediately upon termination of Employment, he/she will deliver to the Employer:
- 12.3.1. all original or copied correspondence, papers, formulae, records or other documents, whether written, electronic, or otherwise; and
- 12.3.2. all other property,
that belongs to the Employer or any Group Employer and is in his/her possession, custody, or under his/her control.

13. TERMINATION AND SUSPENSION

13.1. Termination

- 13.1.1. Either party may terminate this Agreement by giving to the other party at least one month's written notice or, in the case of the Employer terminating this Agreement, paying one month's salary in lieu of such notice.
- 13.1.2. Where either party terminates the Employment in accordance with clause 13.1.1, the Employment will continue for the duration of the relevant notice period. The Employer may elect, by providing written confirmation to the Employee, that during this notice period, the Employee:
- 13.1.2.1. will remain ready, willing and able to perform their duties;
- 13.1.2.2. will attend the office(s) of the Employer only as requested. If requested, the Employee must co-operate fully with the Employer and provide information and assistance as the Employer may reasonably seek in respect of the conduct of the operations and affairs of the Employer for which the Employee was responsible during the Employment Period;
- 13.1.2.3. will contact employees and/or clients of the Employer only as requested by the Employer; and
- 13.1.2.4. must continue to comply with all of the terms of this Agreement. For the avoidance of any doubt and without limitation, the Employee agrees and

Private and Confidential

acknowledges that he/she will not engage or be interested in any business other than the business of the Employer or any Group Employer during the relevant notice period, or otherwise do anything that is inconsistent with the duties of good faith and fidelity that he/she owes to the Employer.

- 13.1.3. Nothing in this Agreement shall mean or be deemed to mean that the Employer is obliged to provide work to the Employee or that the Employee shall have the right to perform services for the Employer.
- 13.1.4. Notwithstanding clause 13.1.1, the Employer may terminate this Agreement without notice in instances where the Employee does any of the following:
 - 13.1.4.1. commits any wilful or serious or persistent breach of any of the terms and conditions of his/her Employment;
 - 13.1.4.2. behaves in a way that is fundamentally inconsistent with their Employment, including, but not limited to, misconduct in the course of performing his/her duties under this Agreement;
 - 13.1.4.3. inaction that is fundamentally inconsistent with his/her Employment, including, but not limited to, inaction in the course of performing his/her duties under this Agreement;
 - 13.1.4.4. if the Employee becomes unable to pay his/her debts as they become due;
 - 13.1.4.5. if the Employee is convicted of a criminal offence; or
 - 13.1.4.6. engages in any other act of serious or wilful misconduct.

13.2. Suspension

- 13.2.1. The Employer may suspend the Employee from the Employment on full salary at any time for a period not exceeding one week to, if the Employer in its sole discretion deems necessary, investigate any matter in which the Employer reasonably believes the Employee is implicated or involved (whether directly or indirectly) which may or could lead to a termination of the Employment under clause 13.2.1.

13.3. Redundancy

- 13.3.1. In the event your position of employment with the Employer becomes redundant, you will be entitled to redundancy payment in accordance with the Employer's Redundancy Policy.

14. RETURN OF EMPLOYER'S PROPERTY

- 14.1. At any time during the Employment (at the request of the Employer) or when the Employer or Employee terminates the Employment the Employee will immediately return to the Employer:

- 14.1.1. all documents and other materials (whether originals or copies) made or compiled by or delivered to the Employee during the Employment and concerning the Employer. The Employee will not retain any copies of any materials or other information; and
- 14.1.2. all other property belonging or relating to the Employer which is in the possession, custody, or under the control of the Employee.

15. GENERAL PROVISIONS

15.1. Entire Agreement

- 15.1.1. This Agreement supersedes any previous written or oral agreement between the parties in relation to the matters dealt with herein. This Agreement contains the whole agreement between the Employer and the Employee relating to the Employment at the Commencement Date. The Employee acknowledges that he/she has not been induced to enter into this Agreement by any representation, warranty or undertaking not expressly incorporated into it.

15.2. Variations and Amendments

- 15.2.1. Notwithstanding anything in this Agreement, the Employer may vary or amend the terms of this Agreement in consultation with the Employee, and the provision of appropriate notice.
- 15.2.2. Such variations of amendments will be communicated to the Employee in writing.

15.3. Rights and Waiver

- 15.3.1. Neither party's rights or powers under this Agreement will be affected if:
 - 15.3.1.1. one party delays in enforcing any provision of this Agreement; or
 - 15.3.1.2. one party grants time to the other party.
- 15.3.2. If either party agrees to waive his/her rights under a provision of this Agreement, that waiver will only be effective if it is in writing and it is signed by the party. A party's agreement to waive any breach of any term or condition of this Agreement will not be regarded as a waiver of any subsequent breach of any other term or condition in this Agreement.

15.4. Governing Law and Jurisdiction

- 15.4.1. This Agreement shall be governed by and construed in accordance with the laws of the Republic of Singapore. Each the Employer and the Employee submits to the exclusive jurisdiction of the Singapore courts.

15.5. Third Party Rights

Private and Confidential

15.5.1. A person who is not a party to this Agreement has no right under the Contracts (Rights of Third Parties) Act, Chapter 53B of Singapore to enforce any term of this Agreement.

15.6. Acknowledgment

15.6.1. The Employee acknowledges that by signing this Agreement:

15.6.1.1. he/she has had sufficient time to review the contents of this Agreement;

15.6.1.2. he/she has been given opportunity to obtain independent legal and other advice concerning the contents of this Agreement and either obtained such advice or decided not to obtain it on the basis that he/she clearly understood the terms of this Agreement effect.

In witness whereof this Agreement has been entered into the day and year first above written.

The Employer

SIGNED by 2.2(a)(ii)

for and behalf of

TOURISM AUSTRALIA

in the presence of:

2.2(a)(ii)

Witness's signature

Name: 2.2(a)(ii)

Address: c/o Tourism Australia, Singapore

2.2(a)(ii)

The Employee

SIGNED by Lee, Hiang Khim, Jacqueline

in the presence of:

Private and Confidential

Witness's signature

Name:

Address:



Australian Government



TOURISM AUSTRALIA

JOB CLASSIFICATION: Project/Program Manager
POSITION TITLE: Business Development Manager – Singapore, Malaysia and India
BUSINESS UNIT: VisitCanberra
BAND: TO BE CLASSIFIED

PURPOSE

The Business Development Manager (BDM) is responsible for establishing and maintaining key travel industry partnerships and supporting with non-travel industry relationships to drive VisitCanberra’s activities in Singapore, Malaysia and India.

The position is a key contact point for all trade and partners in-market, with timely and accurate delivery of updated market trends and insights. A key component of the role is creating and supporting opportunities to develop the range of ACT and Canberra region travel experiences promoted through our partnerships in markets.

Working closely with Singapore, Malaysia and India in-market Tourism Australia teams, and VisitCanberra team members based in Canberra, the BDM is accountable for management of quality partnerships for consumer and trade marketing programs that lead to conversion opportunities for travel to ACT and Canberra.

The key focus of all partnerships is upon VisitCanberra’s target leisure consumer and developing future Business Events opportunities. Business Events comprising meetings, incentives, conventions and exhibitions play a key role in driving increased inbound economic benefit for ACT and Canberra from tourism.

As VisitCanberra is a multinational organisation, this role may require the incumbent to be flexible in the hours worked and travel.

INTERACTIONS

	Role	Relationship
Reports to	Senior Manager, International Partnerships, VisitCanberra	<ul style="list-style-type: none"> Works under general direction and supervision
Works with	Partnership & Distribution Team	<ul style="list-style-type: none"> Implement Singapore, Malaysia and India trade and distribution strategy Align the distribution channels to airline, third-party and PR programs
	Marketing Team	<ul style="list-style-type: none"> Support airline and third-party campaigns & marketing with the execution of these within Singapore, Malaysia and India
	Public Relations Team	<ul style="list-style-type: none"> Actively seek to link Public Relations coverage with a conversion partner Develop PR opportunities through partners

KEY ACCOUNTABILITIES

1. Develop in-market awareness of Canberra and surrounding region, and the products & experiences available

2. Implement the trade and distribution engagement plan in collaboration with the Canberra based team
3. Develop relationships with, and leverage, Tourism Australia and State Tourism Organisations based in markets of Singapore, Malaysia and India
4. Build strong relationships and support delivery of marketing programs with key trade and non-trade partners in Singapore, Malaysia and India
5. Support with activities across trade and non-trade partners to ensure maximum possible reach and benefits are achieved
6. In-market representation of VisitCanberra for management of Airline partnerships and Third-Party relationships
7. Plan, implement and evaluate trade events, famils and missions
8. Monitor and report developments in market that impact on travel trends with more focus on the targeted consumer market
9. Provide market updates & intelligence and competitor insights on an on-going basis to the Canberra based team for effective market and product development
10. Support with development of quality tourism products to Singapore, Malaysia and India markets for delivery through identified distribution channels
11. Develop, manage and maintain VisitCanberra's database, accurately recording his/her activity with all partners and targeted individuals for local and international events
12. Support VisitCanberra marketing & PR teams as directed
13. Develop relationship with major corporates & business events agents for business events market for future development
14. Manage budget spend within given budget and comply with corporate requirements
15. Perform general industry servicing duties
16. Perform other tasks as directed

ATTRIBUTES

KNOWLEDGE	<ul style="list-style-type: none"> • In-depth knowledge and understanding of local and Australian travel industry is preferred but not essential • Proficiency in written and spoken English and capable to make high quality presentation in English
SKILLS	<ul style="list-style-type: none"> • Commercial acumen – the ability to support development of strategies and implement activities to achieve desired commercial outcomes for VisitCanberra and our partners • Excellent negotiation skills to align co-operative partners with VisitCanberra marketing direction • Sound leadership skills and initiatives to be result-oriented • Ready and prepare for travel overseas whenever business requires • Frequent updates with trade development and consumer marketing in tourism industry • Possess competency in dealing with senior management • Be service-minded to both internal and external parties • Meticulous, multi-tasking and strong ability to perform duties in a professional manner • Ability to work independently with minimum supervision • Project Management – able to manage multiple projects in a planned and efficient manner allowing multiple projects to achieve launch in a timely and efficient manner • Budget Management – managing allocated budgets.
EXPERIENCE	<ul style="list-style-type: none"> • Minimum three years solid experience in tourism industry in a business development capacity • Capability to identify key issues, travel trends, to timely share within the team in Canberra • Local tourism industry knowledge • Financial management/Budget Management • Stakeholder Management
INTEGRITY	<ul style="list-style-type: none"> • Demonstrate a high level of integrity and confidentiality when managing partners, ensuring confidential information is stored and shared in the most appropriate manner

	<ul style="list-style-type: none"> Build trust amongst diverse partners and establish VisitCanberra as a partner of choice in the Singapore, Malaysia, India and Australia markets.
--	--

DELEGATIONS

Activity	Conditions
Execute Contracts	Up to 15,000 AUD
Receipt and application of VisitCanberra money	Up to 15,000 AUD

INDICATORS OF ROLE SUCCESS

Measure	Area
Effectively deliver role activities and manage performance against agreed KPIs	Finance and Governance
Effectively manage all applicable budgets	Finance and Governance
Ensure that VisitCanberra and Tourism Australia are not at risk by actively and professionally following the legal, statutory and corporate governance policies, process and procedures	Finance and Governance
Create an environment of innovation and continuous improvement of products and services	People
Assist in implementation of strategies and trade engagement plan that are in line with VisitCanberra's strategies for the future and Annual Business Plan	Trade
Provide timely and relevant information based on local market insight covering market and consumer trends to the business for use by management, and industry in decision making	Stakeholder Internal
Develop, maintain and manage relationships with key travel agents/ tour operators	Stakeholder External
Maintain and manage working relationship and activities, including getting support at trade activities in market with Tourism Australia and other STO's/CVB's	Stakeholder External
Support with and expand Aussie Specialist distribution network	Trade
Identify Business Events opportunities and develop relationship with MICE travel agencies and corporate buyers	Trade

DDG WEEKLY REPORT
SENSITIVE


ECONOMIC DEVELOPMENT
WED 5 TO TUES 11 DECEMBER

VisitCanberra

Summary of activity for the week

Strategic Partnerships and Visitor Services

Out of scope



- Week commencing 10 December, Senior Manager, International Partnerships (Maisi Ahuja) to support Tourism Australia Singapore officer with finalisation of contract for Business Development Manager – Singapore, Malaysia and India role.

Out of scope



From: "Beer, Alison" <Alison.Beer@act.gov.au>
Sent: 18/12/2018 12:32 PM
To: "Ahuja, Manasi" <Manasi.Ahuja@act.gov.au>
Cc: "Turnbull, Nicole" <Nicole.Turnbull@act.gov.au>
Subject: Events - Singapore, Malaysia and Hong Kong [SEC=UNCLASSIFIED]

Hi Maisi,

Here is a summary of the upcoming events in Singapore, Malaysia and Hong Kong.

Dates (in order):

Thursday 17 January – **Singapore** – ASP Workshop

Friday 18 January – **HK** – One Voice Events including Premier ASP Program Launch / STO update lunch / media networking event / One Voice dinner

23 January – 25 January – **Malaysia** – KL Roadshow (23 Jan), CNY Appreciate Dinner for Media & Trade (23 Jan); CNY Sales Blitz (24-25 Jan)

Monday 18 February – **Singapore** – Product Development Forum

Wednesday 20 February – **Malaysia** – Product Development Forum (note there is also a roadshow to Ipoh and Penang on 21-22 Feb, but ^{2.2(a)(ii)} has offered us a discounted rate based on KL events only)

Looking at the above, I think we will need to drop the Singapore ASP workshop as Jac will need to travel to HK that day.

Costs:

These are the participation fees payable to TA:

Malaysia events = \$9,000

Singapore events = no charge

HK events = \$2,000 (share of one voice dinner)

I will need to check on the presentation requirements and gifts/giveaways for Singapore and Malaysia once we've gone back to ^{2.2(a)(ii)} to confirm involvement. The emails don't yet cover this.

Ali

ALISON BEER

Partnerships & Distribution Manager
VisitCanberra

T +61 2 6207 8649

M 0468 590 297



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DDG WEEKLY REPORT
SENSITIVE

ECONOMIC DEVELOPMENT
WED 2 TO TUES 8 JAN

VisitCanberra

Summary of activity for the week


Out of scope



Brand CBR

Executive

Out of scope



- Business trip to Singapore 8-11 January for welcome/induction of new in-market resource and other tourism/aviation related meetings.

Out of scope



From: "Jacqueline Lee" <2.2(a)(ii)>
Sent: 07/01/2019 11:31 PM
To: "Ahuja, Manasi" <Manasi.Ahuja@act.gov.au>
Subject: RE: Can you please sign, scan and email back to me.. [SEC=UNCLASSIFIED]
Attachments: Travel - Malaysia Roadshow - SIN-KUL-SIN with signature.docx, Travel - One Voice - SIN-HKG-SIN with signature.docx

Hi Maisi
Here you go, hope is suitable instead of me printing out and sign. Thanks!

THKS/RGDS
Jacqueline Lee
Mobile: +65 9748 8300

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Privileged / Confidential Information may be contained in this message. If you are not the intended recipient, please delete this message and notify the sender immediately.

From: Ahuja, Manasi [mailto:Manasi.Ahuja@act.gov.au]
Sent: Monday, January 07, 2019 2:13 PM
To: Jacqueline LEE <2.2(a)(ii)>
Subject: Can you please sign, scan and email back to me.. [SEC=UNCLASSIFIED]

Hi Jac,

I need these forms signed for us to get approval for your travel to HK and KL.

Even if you don't travel to HK – I stil need the form signed.

Thanks,
Maisi

MAISI AHUJA
Senior Manager, International
Partnerships
VisitCanberra

T +61 2 6207 0215
M 0468 565 792

**VISIT
CANBERRA**

*ONE
Good
Thing
AFTER
ANOTHER*

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This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

Travel Form

Please note:

All domestic and trans-Tasman flights must be booked using the [CWT Online Booking Tool](#).

For international bookings, please complete the ACT Government Booking form on the [CWT Portal](#).

For all other travel related information please see [Buying Goods and Services intranet site](#).

Travel Requisition No: ___

Carlson Wagonlit Travel ☎ 1300 667 856

Form to be completed by the traveller and approved by the delegate before any travel or accommodation is booked.

TRAVELLER'S DETAILS							
Name: Jacqueline Lee				Classification:			
Group: VISITCANBERRA				Unit: International Partnerships			
Work phone: +65 9748 8300		Fax:		Mobile: +65 9748 8300		Home Phone:	
Home address: 2.2(a)(ii) 2.2(a)(ii) Singapore 2.2(a)(ii)				Corporate Frequent Flyer Number:			
TRAVEL DETAILS							
<p>Reason: To represent VisitCanberra at the Kuala Lumpur Roadshow</p> <p>The Roadshow, organised by Tourism Australia, provides the opportunity to promote the Canberra region to retail agents, key distribution partners (KDPs) and airline partners in Malaysia.</p> <p>The event includes Kuala Lumpur Undiscover Australia Training to 180 agents (23 January), Chinese New Year (CNY) Appreciation Dinner for 200 Media & Trade partners (23 January), and a CNY Sales Blitz to KDPs and airline partners (24-25 January)</p>							
Departure and Arrival Details (complete times and flight details after travel is approved)							
Depart location	Date	Time	Arrive location	Date	Time	Travel class Economy or Business Class	Airline, flight no.
Singapore	22/01/19	15:05/ 16:10	Kuala Lumpur	22/01/19	16:10 / 17:10	Economy	SQ5430 /SQ5330
Kuala Lumpur	25/01/19	20:30	Singapore	25/01/19	21:30	Economy	SQ 119
<p>If travelling by private vehicle please attach copies of your current driver's licence and comprehensive insurance.</p> <p>Make, model and engine capacity of vehicle:</p>							
ACCOMMODATION AND TRAVEL STANDARDS (Note: All accommodation bookings must be made through Lido 1800 667 513 or 02 8585 0807)							
Domestic				International			

TRAVELLER'S DETAILS

Chief Executives	4.5 star*	Economy Class under 4 hours,	4.5 star*	Business Class
Executives	4 star*	over 4 hours Business Class	4 star*	
Non Executives	3 star*	Economy Class	3.5 star*	Economy Class

If you intend to seek approval to vary from accommodation standards, please give reasons:

Tourism Australia has negotiated a discounted rate at the Grand Hyatt Kuala Lumpur for roadshow delegates.

Accommodation details (to be completed after approval to travel is given). Include any private accommodation details.

Date in	Date out	Hotel/Motel/Apartment	*Accom rating	Address	Phone
22/01/19	25/01/19	Grant Hyatt Kuala Lumpur	5	12 Jalan Pinang, 50450 Kuala Lumpur, Malaysia	+60 3-2182 1234


Details of any leave or non-official travel which you intend taking directly before or after your official travel

From: / / NA To: / / Contact details:

Payment of out of pocket expenses:

Actual reasonable costs will be reimbursed upon the provision of receipts. All advances must be acquitted.

Advance: \$	BSB No:	Account No:

Signature of traveller 	Date / /2018
--	--------------

Supported - funds are available and travel is recommended

Signature of supervisor	Date / /2018
-------------------------	--------------

Approval of travel

Signature of delegate	Pos No.	Classification	Date / /
Signature of Director-General/Minister (for overseas travel only)			Date / /

BOOKING REFERENCE:

TRAVEL COSTS: (approximate)

Flights - \$200

Transport: \$100 taxis / trains

Accommodation: \$660

COST CODES: 14205 / 54870

Advance and cab charges acquitted (finance officer)

Signature of finance officer



ACT
COUNCIL

Travel Form

1. Name of delegate

2. Name of the event/committee/department to which the delegate is assigned

3. Name of the organization/department to which the delegate is assigned

4. Name of the organization/department to which the delegate is assigned

5. Name of the organization/department to which the delegate is assigned

6. Name of the organization/department to which the delegate is assigned

7. Name of the organization/department to which the delegate is assigned

8. Please be aware of the following guidelines for the delegate before any travel arrangements are made:

TRAVELLER'S DETAILS

9. Name of the delegate

10. Name of the delegate

11. Name of the delegate

12. Name of the delegate

13. Name of the delegate

14. Name of the delegate

TRAVEL DETAILS

15. Name of the event/committee/department to which the delegate is assigned

16. Please be aware of the following guidelines for the delegate before any travel arrangements are made:

17. Departure and Arrival Details (complete times and flight details after travel is approved)

Depart location	Date	Time	Arrive location	Date	Time	Travel class Economy or Business Class	Airline, flight no.

18. ACCOMMODATION AND TRAVEL STANDARDS (refer to the Accommodation and Travel Standards Manual at 1800 667 513 or 02 3585 0807)

19. Name of the delegate

20. Name of the delegate

TRAVELLER'S DETAILS

	Domestic		International	
Chief Executives	4.5 star*	Economy Class under 4 hours,	4.5 star*	Business Class
Executives	4 star*	over 4 hours Business Class	4 star*	
Non Executives	3 star*	Economy Class	3.5 star*	Economy Class

If you intend to seek approval to vary from accommodation standards, please give reasons:
 East Hotel is requested as the events on the morning of 18th January are at the meeting space within the hotel. The hotel is also a short distance from the event venue for dinner on the 18th January – thus reducing costs required to travel between locations.

Accommodation details (to be completed after approval to travel is given). Include any private accommodation details.


Date in	Date out	Hotel/Motel/Apartment	*Accom rating	Address	Phone
17 January 2019	19 January 2019				
//	//				

Details of any leave or non-official travel which you intend taking directly before or after your official travel

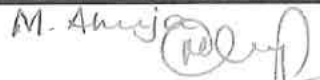
From: // NA	To: //	Contact details:
-------------	--------	------------------

Payment of out of pocket expenses:
Actual reasonable costs will be reimbursed upon the provision of receipts. All advances must be acquitted.

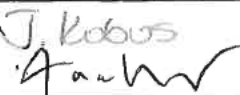
Advance: \$	BSB No:	Account No:

Signature of traveller  Date 8/1/2019

Supported - funds are available and travel is recommended

Signature of supervisor  Date 8/1/2019

Approval of travel

Signature of delegate  Pos No EB74 Classification SES1-4 Date 8/1/2019

Signature of Director-General/Minister (for overseas travel only)  Date 19/1/19

BOOKING REFERENCE:
TRAVEL COSTS: (approximate) Flights - \$400 Transport: \$200 taxis / trains Accommodation: \$700
COST CODES: 14205 / 54870

Advance and cab charges acquitted (finance officer)
Signature of finance officer

From: "Jacqueline Lee" <[REDACTED]>
Sent: 08/01/2019 9:26 AM
To: "Ahuja, Manasi" <Manasi.Ahuja@act.gov.au>
Subject: RE: SINHKGSIN - 17-19JAN - LEE/HIANG KHIM JACQUELINE [SEC=UNCLASSIFIED]

Hi Maisi

Later I will be chatting with Ann later as she can't really speak yesterday. Will update you!

THKS/RGDS

Jacqueline Lee

Mobile: +65 9748 8300

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From: Ahuja, Manasi [mailto:Manasi.Ahuja@act.gov.au]
Sent: Monday, January 07, 2019 1:30 PM
To: Jacqueline LEE [REDACTED]
Subject: RE: SINHKGSIN - 17-19JAN - LEE/HIANG KHIM JACQUELINE [SEC=UNCLASSIFIED]

Hi Jac,

Any chances you would be able to fly a little later in the day as we would really like you to attend the Singapore ASP AM session.

I had a little look and the Cathay Pacific flights are about \$500 return for the same dates.

17th January

CX 734

Depart SIN at 16.30

Arrive HKG at 20.45

19th January

CX759

Depart SIN at 09:00

Arrive HKG at 13:00

Let me know....

Thanks,

Maisi Ahuja

Senior Manager, International Partnerships

Visit Canberra

+61 468 565 792

From: Jacqueline LEE [REDACTED]
Sent: Thursday, 3 January 2019 3:30 PM
To: Ahuja, Manasi <Manasi.Ahuja@act.gov.au>
Subject: Fwd: SINHKGSIN - 17-19JAN - LEE/HIANG KHIM JACQUELINE

Hi Maisi

Happy New Year to you!

Here is the flight detail and cost for the Hong Kong flight for your perusal. Thanks

THKS/RGDS

Jacqueline Lee

Mobile: [+65 9748 8300](tel:+6597488300)

M-----

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----- Original message -----

From: "[2.2(a)(ii)]" >

Date: 03/01/2019 11:32 (GMT+08:00)

To: 'Jacqueline Lee' [2.2(a)(ii)] >

Subject: SINHKG SIN - 17-19JAN - LEE/HIANG KHIM JACQUELINE

Dear Jac,

Econ class seat is confirmed – fare S\$880 + svc fee \$30, total S\$910. Once issued, penalty for date change.

Ticketing deadline : 06Jan before 1500hrs. pls revert

1. LEE/HIANG KHIM JACQUELINE MS
- 2 SQ 860 W 17JAN 4 SINHKG HK1 0825 1225 17JAN E SQ/SN32PG
- 3 SQ 861 B 19JAN 6 HKGSIN HK1 1545 1945 19JAN E SQ/SN32PG
- 7 *SSR FQTS SQ HK1 SQ8002805697/S3
- 8 *SSR FQTS SQ HK1 SQ8002805697/S2
- 9 SSR DOCS SQ HK1 P/SG/E6082486H/SG/07MAR66/F/21JAN22/LEE/HIANG KHIMJACQUELINE//H
- 10 SSR NLML SQ HK1/S3
- 11 SSR NLML SQ HK1/S2
- 12 *SSR FQTV SQ HK/ SQ8002805697
- 14 OPC-06JAN 2300/1C8/SQ CANCELLATION DUE TO NO TICKET SIN TIME

Thanks & Regards | Lynn Ong | Tel : (65) 6832-9692

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.



Chief Minister, Treasury and Economic
Development Directorate

UNCLASSIFIED

To: Chief Minister

Tracking No.: CMTEDD2019/85

Date: 8 January 2019

From: Director, VisitCanberra

Subject: International travel approval for VisitCanberra's Singapore based in-market resource

Critical Date: 15 January 2019

Critical Reason: International travel approval is required for the Singapore in-market resource to allow them to be attend Tourism Australia roadshows in Hong Kong and Malaysia.

- DDG .../.../...

Recommendations

That you:

1. Provide approval for international travel related to the Singapore in-market resource's role, as managed by VisitCanberra; and

Agreed / Not Agreed / Please Discuss

2. Sign the attached Travel forms at Attachment A and Attachment B.

Signed / Not Signed / Please Discuss

Andrew Barr MLA *Andrew Barr* 14/1/19

Minister's Office Feedback

UNCLASSIFIED

Background

1. The recruitment of an in-market resource based in Singapore servicing Singapore, Malaysia and India markets has been approved and concluded with a resource commencing their role on 7 January 2019.
2. Whilst the resource is seconded to VisitCanberra from Tourism Australia, they are bound by the ACT government travel policy for travel.
3. The primary objective of the market representative is to develop and implement VisitCanberra's distribution and partnership strategy, and grow leisure visitation and expenditure to Canberra from the following markets: Singapore, Malaysia and India.
4. The role requires regular international travel from Singapore to Malaysia and India to meet with distribution partners and attend trade events.
5. At time of commencement in role on 9 January 2019, the in-market has 3 international trips in January and February to be booked and confirmed.
6. Current planned and expected travel:
 - a. Hong Kong – 17 to 19 January 2019
 - b. Malaysia – 22 to 25 January 2019
 - c. Malaysia – 20 February 2019

Issues

7. Travel approval must be granted by the Chief Minister under the international travel policy guidelines.

Financial Implications

8. All expenses will be met from within the existing VisitCanberra 2018-19 budget resources.

9. 2.2(a)(ii)

10.

Consultation

Internal

11. Nil

Cross Directorate

12. Nil

External

13. Nil

Work Health and Safety

14. Nil

Benefits/Sensitivities

15. Nil

Communications, media and engagement implications

11. Nil

Signatory Name: Jonathan Kobus Phone: 51385
Action Officer: Manasi Ahuja Phone: 70215

Attachments

Attachment	Title
Attachment A	J. Lee Travel Approval form – Hong Kong 17 January 2019
Attachment B	J. Lee Travel Approval form – Kuala Lumpur 22 January 2-19



ACT
COUNCIL

Travel Form

1. Name of delegate

2. Name of the event/committee/department to which the delegate is assigned

3. Name of the organization/department to which the delegate is assigned

4. Name of the organization/department to which the delegate is assigned

5. Name of the organization/department to which the delegate is assigned

6. Name of the organization/department to which the delegate is assigned

7. Name of the organization/department to which the delegate is assigned

8. Please be aware of the following guidelines for the delegate before any travel arrangements are made:

TRAVELLER'S DETAILS

9. Name of the delegate

10. Name of the delegate

11. Name of the delegate

12. Name of the delegate

13. Name of the delegate

14. Name of the delegate

TRAVEL DETAILS

15. Name of the event/committee/department to which the delegate is assigned

16. Please be aware of the following guidelines for the delegate before any travel arrangements are made:

17. Departure and Arrival Details (complete times and flight details after travel is approved)

Depart location	Date	Time	Arrive location	Date	Time	Travel class Economy or Business Class	Airline, flight no.

18. ACCOMMODATION AND TRAVEL STANDARDS (refer to the Accommodation and Travel Standards Manual at 1800 667 513 or 02 3585 0807)

19. Name of the delegate

20. Name of the delegate

TRAVELLER'S DETAILS

	Domestic		International	
Chief Executives	4.5 star*	Economy Class under 4 hours,	4.5 star*	Business Class
Executives	4 star*	over 4 hours Business Class	4 star*	
Non Executives	3 star*	Economy Class	3.5 star*	Economy Class

If you intend to seek approval to vary from accommodation standards, please give reasons:
 East Hotel is requested as the events on the morning of 18th January are at the meeting space within the hotel. The hotel is also a short distance from the event venue for dinner on the 18th January – thus reducing costs required to travel between locations.

Accommodation details (to be completed after approval to travel is given). Include any private accommodation details.


Date in	Date out	Hotel/Motel/Apartment	*Accom rating	Address	Phone
17 January 2019	19 January 2019				
//	//				

Details of any leave or non-official travel which you intend taking directly before or after your official travel

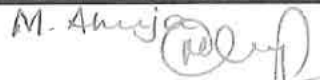
From: // NA	To: //	Contact details:
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Payment of out of pocket expenses:
Actual reasonable costs will be reimbursed upon the provision of receipts. All advances must be acquitted.

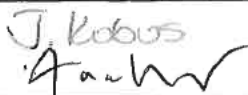
Advance: \$	BSB No:	Account No:

Signature of traveller  Date 8/1/2019

Supported - funds are available and travel is recommended

Signature of supervisor  Date 8/1/2019

Approval of travel

Signature of delegate  Pos No EB74 Classification SES1-4 Date 8/1/2019

Signature of Director-General/Minister (for overseas travel only)  Date 19/1/19

BOOKING REFERENCE:
TRAVEL COSTS: (approximate) Flights - \$400 Transport: \$200 taxis / trains Accommodation: \$700
COST CODES: 14205 / 54870

Advance and cab charges acquitted (finance officer)
Signature of finance officer



ACT
ACT Services

Travel Facts

Version 2020

Approved by the ACT Government and the ACT Health Department on 20/03/2020

Approved by the ACT Government and the ACT Health Department on 20/03/2020

Approved by the ACT Government and the ACT Health Department on 20/03/2020

Approved by the ACT Government and the ACT Health Department on 20/03/2020

Travel Facts

ACT Services

Form to be completed by the traveler and approved by the delegate before any travel or accommodation is booked.

TRAVELLER'S DETAILS

Full name	_____	Residence	_____
Address	_____	Work address	_____
Mobile phone	_____	Work phone	_____
Home address 2.2(a)(ii)	_____	Work address 2.2(a)(ii)	_____
2.2(a)(xi)	_____	2.2(a)(xi)	_____
2.2(a)(ii)	_____	2.2(a)(ii)	_____

TRAVEL DETAILS

Approved by the ACT Government and the ACT Health Department on 20/03/2020

The following details of travel and accommodation bookings must be provided to ACT Health Services for all travel and accommodation bookings.

Travel and accommodation bookings must be made through the ACT Government's preferred travel and accommodation providers and must comply with the ACT Government's travel and accommodation policies.

Return details (complete times and flight details after travel is approved)

Travel location	Date	Time	Arrive location	Date	Time	Travel class Economy or Business Class	Airline, flight no.
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____

For a full list of travel and accommodation providers, please refer to the ACT Government's preferred travel and accommodation providers list.

ACCOMMODATION AND TRAVEL STANDARDS (Note: All accommodation bookings must be made through 1800 667 513 or 02 8385 6667)

TRAVELLERS DETAILS				
	Domestic		International	
Chief Executives	4.5 star*	Economy Class under 4 hours,	4.5 star*	Business Class
Executives	4 star*	over 4 hours Business Class	4 star*	
Non Executives	3 star*	Economy Class	3.5 star*	Economy Class

If you intend to seek approval to vary from accommodation standards, please give reasons:
 Tourism Australia has negotiated a discounted rate at the Grand Hyatt Kuala Lumpur for roadshow delegates.

Accommodation details (to be completed after approval to travel is given). Include any private accommodation details.

Date in	Date out	Hotel/Motel/Apartment	*Accom rating	Address	Phone
22/01/19	25/01/19	Grant Hyatt Kuala Lumpur		12 Jalan Pinang, 50450 Kuala Lumpur, Malaysia	+60 3-2182 1234

Details of any leave or non-official travel which you intend taking directly before or after your official travel


From: // NA	To: //	Contact details:
-------------	--------	------------------

Payment of out of pocket expenses:
 Actual reasonable costs will be reimbursed upon the provision of receipts. All advances must be acquitted.

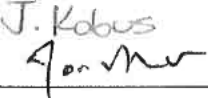

Advance: \$	BSB No:	Account No:
-------------	---------	-------------

Signature of traveller 	Date 8/1/2019
--	---------------

Supported - funds are available and travel is recommended

Signature of supervisor 	Date 8/1/2019
---	---------------

Approval of travel

Signature of delegate  Pos No. E674 Classification SES 1.4	Date 8/1/2019
Signature of Director-General/Minister (for overseas travel only) 	Date 14/1/19

BOOKING REFERENCE:

TRAVEL COSTS: (approximate)
 Flights - \$400
 Transport: \$100 taxis / trains
 Accommodation: \$660

COST CODES: 14205 / 54870

Advance and cab charges acquitted (finance officer)

Signature of finance officer

DDG WEEKLY REPORT
SENSITIVE

ECONOMIC DEVELOPMENT
WED 9 TO TUES 15 JAN

VisitCanberra

Summary of activity for the week

Strategic Partnerships and Visitor Services

- Maisi Ahuja (Senior Manager, International Partnerships) visited Singapore from 9 to 11 Jan to induct Jacqueline Lee (new Business Development Manager – Singapore, Malaysia and India).
- Whilst in Singapore, meetings were held with Regional General Manager and Corporate Services Manager of Tourism Australia (Singapore); marketing team of Singapore Airlines; Executive Director of Chan Brothers; CEO & President of Dynasty Travel.
- Maisi Ahuja (Senior Manager, International Partnerships) attended introductory meeting with Jonathan Kobus with the Austrade Trade Commissioner in Singapore.

Out of scope

Out of scope

DDG WEEKLY REPORT


SENSITIVE

- Business trip to Singapore 8-11 January for welcome/induction of new in-market resource and other tourism/aviation related meetings.

Out of scope



Out of scope



Out of scope



DDG WEEKLY REPORT

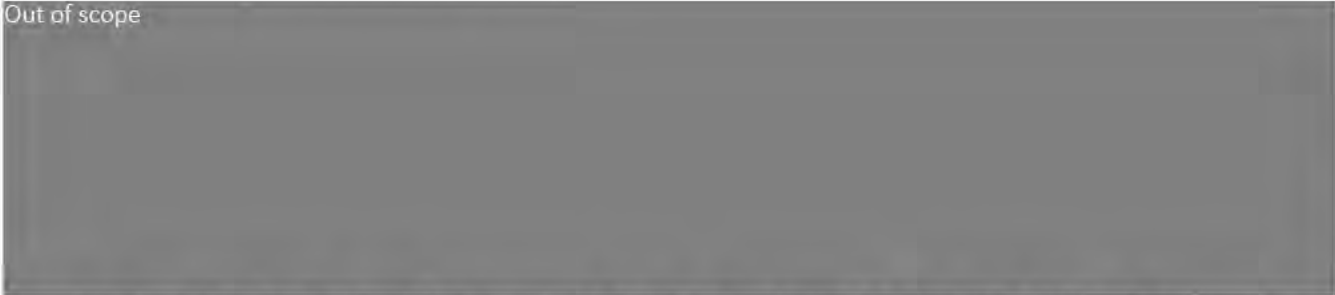
SENSITIVE

Out of scope



Key areas of activity for next week

Out of scope



- Jacqueline Lee (Business Development Manager – Singapore, Malaysia, India) delivering training to retail travel agents in Singapore on 17 January.

Out of scope



Printed: 14-Jan-2019

Customer Details

Name: ACT CMTEDD AUST CAP TOURISM
(ABN: 66676633401)
Address: GPO BOX 158
CANBERRA CITY ACT 2601

Passenger: Lee Hiang Khim Jacqueline Ms

Invoice Details

Invoice Number: 711327
Invoice Date: 14-Jan-2019
QBT Booking Reference: 5958805 / JPKXGC
Customer Number: 00010398
Customer Reference/s: Trip Reason: EXTERNAL MEETING
Travel Booker: TURNBULL NICOLE
Cost Code: 14205
Approved By: MANASI AHUJA

Product Details

		Ex GST	GST	Total
	Description: International Air Tickets - Cathay Pacific Full Routing: SIN/HKG/SIN First Departure Date: 17 Jan 2019 Ticket No: 2984311942/1 Booking Class: N Flight No: CX0734/CX0657 Taxes: \$142.00 Airline Credit Card fee (incl. GST): \$7.80	606.80	0.00	606.80

Fee Details

		Ex GST	GST	Total
	QBT International Air	8.50	0.00	8.50
	QBT WoAG Admin Int	3.00	0.30	3.30

Total:	Ex GST	GST	Total
--------	--------	-----	-------

	Total Tax Invoice	618.30	0.30	618.60
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Payment Details

American Express:	376059XXXXX1005	606.80
American Express:	376059XXXXX1005	8.50
American Express:	376059XXXXX1005	3.30
Total Payment		618.60

e-ticket itinerary/receipt

QBT Business travel
made simple

LEE/HIANG KHIM JACQUELINE MS

Airline Booking Reference:
Cathay Pacific Airways: JPKXGC

Endorsements:
VLD ON CX/KA ONLY. REBKG/NOSHOW/ REFUND FEES APPLY. FLT
RESTRICTION APPLIES.

Ticket no. 160-2984311942
Date of Issue: 14 January 2019
Issuing Agency: Air Tickets IATA: 02362323
Issued on behalf of: Cathay Pacific Airways
For: QBT WOAG
Reservation Number: JPKXGC

DEPART	FLIGHT DETAILS	ARRIVE	
Singapore / SIN Terminal 4 Changi Intl Arpt, Singapore Thu, 17 January 2019 16:30	Cathay Pacific Airways CX734 ECONOMY (N) Confirmed (HK)	Hong Kong / HKG Terminal 1 Hong Kong Thu, 17 January 2019 20:45	Baggage Allowance: 30K Duration: 04 hours, 15 minutes Boeing 777-300ER
Hong Kong / HKG Terminal 1 Hong Kong Sat, 19 January 2019 16:05	Cathay Pacific Airways CX657 ECONOMY (M) Confirmed (HK)	Singapore / SIN Terminal 4 Changi Intl Arpt, Singapore Sat, 19 January 2019 20:05	Baggage Allowance: 30K Duration: 04 hours, 00 minutes AIRBUS A350-1000

THIS E-TICKET ITINERARY/RECEIPT MAY BE REQUIRED AT CHECK-IN AND MUST BE PRESENTED TO CUSTOMS AND IMMIGRATION IF REQUESTED.
ALL TIMES SHOWN ARE LOCAL TIMES AT THE DEPARTURE AND ARRIVAL POINT. CHANGES DO OCCUR FROM TIME TO TIME AND IT IS ADVISABLE TO CHECK ALL FLIGHT
DETAILS IN ADVANCE OF TRAVELLING. BAGGAGE ALLOWANCE AND CHARGES FOR CHECKED IN AND/OR CARRIED ON BAGGAGE VARY BY AIRLINE. PLEASE REFER TO
THE SPECIFIC AIRLINE WEBSITE FOR FULL DETAILS.

Itinerary as at 14 Jan 2019

PAYMENT			
Air Fare		AUD	457.00
Taxes	46.80 YR 11.20 L7 6.30 OP 31.40 SG 21.40 HK 16.00 G3 8.90 I5	AUD	142.00
Airline Card Payment Fees	7.80 OBFA	AUD	7.80
Service Fees		AUD	0.00
TOTAL		AUD	606.80

Carriage and other Services provided by the carrier are subject to conditions of carriage which are hereby incorporated by reference. These conditions may be obtained from the issuing carrier.

NOTICE: If the passenger's journey involves an ultimate destination or stop in a country other than the country of departure the Warsaw Convention may be applicable and the convention governs and in most cases limits the liability of carriers for death or personal injury and in respect of loss of or damage to baggage.



From: "MacLachlan, Judy" <Judy.MacLachlan@act.gov.au>
Sent: 15/01/2019 3:02 PM
To: "Turnbull, Nicole" <Nicole.Turnbull@act.gov.au>
Cc: "Ahuja, Manasi" <Manasi.Ahuja@act.gov.au>
Subject: FW: Travel Insurance - Jac Lee [SEC=UNCLASSIFIED]
Attachments: Lee Hiang Khim - Jacqueline Singapore China Jan 2019.pdf, Lee Hiang Khim - Jacqueline Singapore Malaysia Jan 2019.pdf

Hi Nicole

Could you please ensure that Jac receives these, also noting the information below in the event of a claim.

Thanks and regards
Judy

From: Wenman, Kevin **On Behalf Of** ACTIA Insurance & Risk Management
Sent: Tuesday, 15 January 2019 2:56 PM
To: MacLachlan, Judy <Judy.MacLachlan@act.gov.au>
Cc: Ahuja, Manasi <Manasi.Ahuja@act.gov.au>; Lynch, Marion <Marion.Lynch@act.gov.au>
Subject: RE: Travel Insurance - ACTG Contractor [SEC=UNCLASSIFIED]

Hi Judy,

All good.

Please find attached your 2 travel certificates as requested.

Please provide a copy of these to the appropriate traveller as they contain information for the AHI Assist 24/7 Medical Emergency Operations Centre, should this be needed.

In the event of a claim, please forward the relevant information directly to our dedicated claims team (email: ACTIANotifications@act.gov.au).

Cheers,

Kevin Wenman | Manager ICT & Data | Insurance and Risk Team
Phone: +61 2 6205 4701 | Fax: +61 2 6207 0301 | Mobile: 0412 907 813
ACT Insurance Authority & Office of the Nominal Defendant ACT
Chief Minister, Treasury and Economic Development Directorate | ACT Government
Level 3 Canberra Nara Centre, 1 Constitution Ave Canberra ACT 2601 | GPO Box 158 Canberra ACT 2601
<http://apps.treasury.act.gov.au/insurance-and-risk-management>
Please consider the environment before printing this email. If printing is necessary, print double-sided and black and white



ACT Government
ACT Insurance Agency
Travel Insurance
Confirmation

Travel Insurance Information

Requested: **Judy MacLachlan**

Directorate: **CMTEDD - CM - Enterprise Canberra - Visit Canberra**

Traveller: **Lee Hiang Khim - Jacqueline**

Agency: **Executive Support**

Destination/s:	Singapore
from: 17-Jan-19	China
To: 19-Jan-19	
Duration: 3 Days	

Thank you for your fax / email regarding your overseas travel during the above advised dates on behalf of the ACT Government. ACTIA confirms that you are covered under the ACT Government's travel insurance, underwritten by AHI Assist Insurance. If you suffer from an illness or medical conditions before you travel, you should ensure that you are "fit to travel" and if there is any doubt it is suggested that you consult your Doctor and keep a record of this consultation. Failure to do this could result in refusal of a claim relating to the condition by the Insurer.

TRAVEL WARNINGS

The Loss of Deposit, Cancellation and Political Evacuation / Natural Disaster Evacuation sections of the policy may not respond if you choose to travel to destinations for which the Department of Foreign Affairs and Trade has "Reconsider Your Need to Travel" or "Do Not Travel" warnings in place.

These warnings are posted on the internet at www.smarttraveller.gov.au and you must make sure that you check the level of warning that is in place for any area that you intend to visit. If a "Reconsider Your Need to Travel" or "Do Not Travel" warning applies, you will need to confirm with your management that their approval of your arrangements still stands as many Government agencies have policies that prohibit travel in such circumstances.

In the event of an emergency during your travel, the emergency contact details are set out below. The phone number provides a direct link to AHI Assist insurance, and is accessible by reverse charge anywhere in the world. You will need to identify the policy number as: 0035761.

Accident and Health International (AHI) Assist 24/7 Medical Emergency Operations Centre
Please contact Customer Care as soon as possible if you need, or are receiving, medical treatment.

You or your physician should contact Customer Care prior to any evacuation or repatriation.

Reverse charges any where in the world

Telephone: +61 2 9978 6666

When calling please try to have the following information on hand:

- The number and precise location you are calling from;
 - Your personal details;
- The nature of assistance that you require
 - Your Policy Number: 0035761

SMARTTRAVELLER.GOV.AU

The Australian Government recommends that, prior to departure travellers should always register their trip with www.smarttraveller.gov.au before they go. This enables contact in an emergency, be it a natural disaster, terrorist attack or family crisis. Travellers can also register at the nearest Australian Embassy, High Commission or consulate at their destination.

The Australian Government also recommends that travellers should avoid any large public gatherings or demonstrations whilst overseas.

AFTER YOUR TRIP

If you need to make a claim upon your return, please provide details to actianotifications@act.gov.au and an ACTIA claims officer will contact you..

Should you have any further queries in relation to this matter, I can be contacted on the number listed below.

Kevin Wenman

Insurance & Risk Team
ACT Insurance Authority
Date of Issue: 15-Jan-19
Travel ID: 3960

Australian Capital Territory Insurance Authority,
Level 3, Nara Centre, 1 Constitution Ave,
Canberra ACT 2600
GPO Box 158, Canberra ACT 2601
ABN 94 544 599 869

Telephone: (02) 62054701

Facsimile: (02) 6207 0301

Email: ACTIAInsuranceAndRiskManagement@act.gov.au
Part 2



ACT Government
ACT Insurance Agency
Travel Insurance
Confirmation

Travel Insurance Information

Requested: **Judy MacLachlan**

Directorate: **CMTEDD - CM - Enterprise Canberra - Visit Canberra**

Traveller: **Lee Hiang Khim - Jacqueline**

Agency: **Executive Support**

Destination/s:	Singapore
from: 22-Jan-19	Malaysia
To: 25-Jan-19	
Duration: 4 Days	

Thank you for your fax / email regarding your overseas travel during the above advised dates on behalf of the ACT Government. ACTIA confirms that you are covered under the ACT Government's travel insurance, underwritten by AHI Assist Insurance. If you suffer from an illness or medical conditions before you travel, you should ensure that you are "fit to travel" and if there is any doubt it is suggested that you consult your Doctor and keep a record of this consultation. Failure to do this could result in refusal of a claim relating to the condition by the Insurer.

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The Loss of Deposit, Cancellation and Political Evacuation / Natural Disaster Evacuation sections of the policy may not respond if you choose to travel to destinations for which the Department of Foreign Affairs and Trade has "Reconsider Your Need to Travel" or "Do Not Travel" warnings in place.

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Reverse charges any where in the world
Telephone: +61 2 9978 6666

When calling please try to have the following information on hand:

- The number and precise location you are calling from;
 - Your personal details;
- The nature of assistance that you require
 - Your Policy Number: 0035761

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AFTER YOUR TRIP

If you need to make a claim upon your return, please provide details to actianotifications@act.gov.au and an ACTIA claims officer will contact you..

Should you have any further queries in relation to this matter, I can be contacted on the number listed below.

Kevin Wenman

Insurance & Risk Team
ACT Insurance Authority
Date of Issue: 15-Jan-19
Travel ID: 3961

Australian Capital Territory Insurance Authority,
Level 3, Nara Centre, 1 Constitution Ave,
Canberra ACT 2600
GPO Box 158, Canberra ACT 2601
ABN 94 544 599 869

Telephone: (02) 62054701

Facsimile: (02) 6207 0301

Email: ACTIAInsuranceAndRiskManagement@act.gov.au
Part 2



ACT Government
ACT Insurance Agency
Travel Insurance
Confirmation

Travel Insurance Information

Requested: **Judy MacLachlan**

Directorate: **CMTEDD - CM - Enterprise Canberra - Visit Canberra**

Traveller: **Lee Hiang Khim - Jacqueline**

Agency: **Executive Support**

Destination/s:	Singapore
from: 17-Jan-19	China
To: 19-Jan-19	
Duration: 3 Days	

Thank you for your fax / email regarding your overseas travel during the above advised dates on behalf of the ACT Government. ACTIA confirms that you are covered under the ACT Government's travel insurance, underwritten by AHI Assist Insurance. If you suffer from an illness or medical conditions before you travel, you should ensure that you are "fit to travel" and if there is any doubt it is suggested that you consult your Doctor and keep a record of this consultation. Failure to do this could result in refusal of a claim relating to the condition by the Insurer.

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Reverse charges any where in the world
Telephone: +61 2 9978 6666

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- The number and precise location you are calling from;
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- The nature of assistance that you require
 - Your Policy Number: 0035761

SMARTTRAVELLER.GOV.AU

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The Australian Government also recommends that travellers should avoid any large public gatherings or demonstrations whilst overseas.

AFTER YOUR TRIP

If you need to make a claim upon your return, please provide details to actianotifications@act.gov.au and an ACTIA claims officer will contact you..

Should you have any further queries in relation to this matter, I can be contacted on the number listed below.

Kevin Wenman

Insurance & Risk Team
ACT Insurance Authority
Date of Issue: 15-Jan-19
Travel ID: 3960

Australian Capital Territory Insurance Authority,
Level 3, Nara Centre, 1 Constitution Ave,
Canberra ACT 2600
GPO Box 158, Canberra ACT 2601
ABN 94 544 599 869

Telephone: (02) 62054701

Facsimile: (02) 6207 0301

Email: ACTIAInsuranceAndRiskManagement@act.gov.au
Part 2



ACT Government
ACT Insurance Agency
Travel Insurance
Confirmation

Travel Insurance Information

Requested: **Judy MacLachlan**

Directorate: **CMTEDD - CM - Enterprise Canberra - Visit Canberra**

Traveller: **Lee Hiang Khim - Jacqueline**

Agency: **Executive Support**

Destination/s:	Singapore
from: 22-Jan-19	Malaysia
To: 25-Jan-19	
Duration: 4 Days	

Thank you for your fax / email regarding your overseas travel during the above advised dates on behalf of the ACT Government. ACTIA confirms that you are covered under the ACT Government's travel insurance, underwritten by AHI Assist Insurance. If you suffer from an illness or medical conditions before you travel, you should ensure that you are "fit to travel" and if there is any doubt it is suggested that you consult your Doctor and keep a record of this consultation. Failure to do this could result in refusal of a claim relating to the condition by the Insurer.

TRAVEL WARNINGS

The Loss of Deposit, Cancellation and Political Evacuation / Natural Disaster Evacuation sections of the policy may not respond if you choose to travel to destinations for which the Department of Foreign Affairs and Trade has "Reconsider Your Need to Travel" or "Do Not Travel" warnings in place.

These warnings are posted on the internet at www.smarttraveller.gov.au and you must make sure that you check the level of warning that is in place for any area that you intend to visit. If a "Reconsider Your Need to Travel" or "Do Not Travel" warning applies, you will need to confirm with your management that their approval of your arrangements still stands as many Government agencies have policies that prohibit travel in such circumstances.

In the event of an emergency during your travel, the emergency contact details are set out below. The phone number provides a direct link to AHI Assist insurance, and is accessible by reverse charge anywhere in the world. You will need to identify the policy number as: 0035761.

Accident and Health International (AHI) Assist 24/7 Medical Emergency Operations Centre
Please contact Customer Care as soon as possible if you need, or are receiving, medical treatment.

You or your physician should contact Customer Care prior to any evacuation or repatriation.

Reverse charges any where in the world
Telephone: +61 2 9978 6666

When calling please try to have the following information on hand:

- The number and precise location you are calling from;
 - Your personal details;
- The nature of assistance that you require
 - Your Policy Number: 0035761

SMARTTRAVELLER.GOV.AU

The Australian Government recommends that, prior to departure travellers should always register their trip with www.smarttraveller.gov.au before they go. This enables contact in an emergency, be it a natural disaster, terrorist attack or family crisis. Travellers can also register at the nearest Australian Embassy, High Commission or consulate at their destination.

The Australian Government also recommends that travellers should avoid any large public gatherings or demonstrations whilst overseas.

AFTER YOUR TRIP

If you need to make a claim upon your return, please provide details to actianotifications@act.gov.au and an ACTIA claims officer will contact you..

Should you have any further queries in relation to this matter, I can be contacted on the number listed below.

Kevin Wenman

Insurance & Risk Team
ACT Insurance Authority
Date of Issue: 15-Jan-19
Travel ID: 3961

Australian Capital Territory Insurance Authority,
Level 3, Nara Centre, 1 Constitution Ave,
Canberra ACT 2600
GPO Box 158, Canberra ACT 2601
ABN 94 544 599 869

Telephone: (02) 62054701

Facsimile: (02) 6207 0301

Email: ACTIAInsuranceAndRiskManagement@act.gov.au
Part 2



ACT Government
ACT Insurance Agency
Travel Insurance
Confirmation

Travel Insurance Information

Requested: **Judy MacLachlan**

Directorate: **CMTEDD - CM - Enterprise Canberra - Visit Canberra**

Traveller: **Lee Hiang Khim - Jacqueline**

Agency: **Executive Support**

Destination/s:	Singapore
from: 22-Jan-19	Malaysia
To: 25-Jan-19	
Duration: 4 Days	

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TRAVEL WARNINGS

The Loss of Deposit, Cancellation and Political Evacuation / Natural Disaster Evacuation sections of the policy may not respond if you choose to travel to destinations for which the Department of Foreign Affairs and Trade has "Reconsider Your Need to Travel" or "Do Not Travel" warnings in place.

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You or your physician should contact Customer Care prior to any evacuation or repatriation.

Reverse charges any where in the world
Telephone: +61 2 9978 6666

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- The nature of assistance that you require
 - Your Policy Number: 0035761

SMARTTRAVELLER.GOV.AU

The Australian Government recommends that, prior to departure travellers should always register their trip with www.smarttraveller.gov.au before they go. This enables contact in an emergency, be it a natural disaster, terrorist attack or family crisis. Travellers can also register at the nearest Australian Embassy, High Commission or consulate at their destination.

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Kevin Wenman

Insurance & Risk Team
ACT Insurance Authority
Date of Issue: 15-Jan-19
Travel ID: 3961

Australian Capital Territory Insurance Authority,
Level 3, Nara Centre, 1 Constitution Ave,
Canberra ACT 2600
GPO Box 158, Canberra ACT 2601
ABN 94 544 599 869

Telephone: (02) 62054701

Facsimile: (02) 6207 0301

Email: ACTIAInsuranceAndRiskManagement@act.gov.au
Part 2

From: "Wenman, Kevin" <Kevin.Wenman@act.gov.au> on behalf of "ACTIA Insurance & Risk Management" <ACTIAInsuranceAndRiskManagement@act.gov.au>

Sent: 15/01/2019 2:55 PM

To: "MacLachlan, Judy" <Judy.MacLachlan@act.gov.au>

Cc: "Ahuja, Manasi" <Manasi.Ahuja@act.gov.au>; "Lynch, Marion" <Marion.Lynch@act.gov.au>

Subject: RE: Travel Insurance - ACTG Contractor [SEC=UNCLASSIFIED]

Attachments: Lee Hiang Khim - Jacqueline Singapore China Jan 2019.pdf, Lee Hiang Khim - Jacqueline Singapore Malaysia Jan 2019.pdf

Hi Judy,

All good.

Please find attached your 2 travel certificates as requested.

Please provide a copy of these to the appropriate traveller as they contain information for the AHI Assist 24/7 Medical Emergency Operations Centre, should this be needed.

In the event of a claim, please forward the relevant information directly to our dedicated claims team (email: ACTIANotifications@act.gov.au).

Cheers,

Kevin Wenman | Manager ICT & Data | Insurance and Risk Team

Phone: +61 2 6205 4701 | Fax: +61 2 6207 0301 | Mobile: 0412 907 813

ACT Insurance Authority & Office of the Nominal Defendant ACT

Chief Minister, Treasury and Economic Development Directorate | ACT Government

Level 3 Canberra Nara Centre, 1 Constitution Ave Canberra ACT 2601 | GPO Box 158 Canberra ACT 2601

<http://apps.treasury.act.gov.au/insurance-and-risk-management>

Please consider the environment before printing this email. If printing is necessary, print double-sided and black and white

From: MacLachlan, Judy

Sent: Tuesday, 15 January 2019 2:17 PM

To: ACTIA Insurance & Risk Management <ACTIAInsuranceAndRiskManagement@act.gov.au>

Cc: Ahuja, Manasi <Manasi.Ahuja@act.gov.au>; Lynch, Marion <Marion.Lynch@act.gov.au>

Subject: RE: Travel Insurance - ACTG Contractor [SEC=UNCLASSIFIED]

Hi Kevin

Oh, that's great!

I have attached requests for two separate trips for Jac which she will be undertaking in January.

Many thanks and kind regards

Judy

From: Wenman, Kevin **On Behalf Of** ACTIA Insurance & Risk Management

Sent: Tuesday, 15 January 2019 2:05 PM

To: MacLachlan, Judy <Judy.MacLachlan@act.gov.au>

Cc: Ahuja, Manasi <Manasi.Ahuja@act.gov.au>; Lynch, Marion <Marion.Lynch@act.gov.au>

Subject: RE: Travel Insurance - ACTG Contractor [SEC=UNCLASSIFIED]

Hi Judy,

No worries, as long as the travel is 'authorised' travel on behalf of the ACT Government.

In this case, 'delegates' of the ACT Government are treated the same as ACT Government officers.

Complete the attached and return to me.

Cheers,

Kevin Wenman | Manager ICT & Data | Insurance and Risk Team

Phone: +61 2 6205 4701 | Fax: +61 2 6207 0301 | Mobile: 0412 907 813

ACT Insurance Authority & Office of the Nominal Defendant ACT

Chief Minister, Treasury and Economic Development Directorate | ACT Government

Level 3 Canberra Nara Centre, 1 Constitution Ave Canberra ACT 2601 | GPO Box 158 Canberra ACT 2601

<http://apps.treasury.act.gov.au/insurance-and-risk-management>

Please consider the environment before printing this email. If printing is necessary, print double-sided and black and white

From: MacLachlan, Judy

Sent: Tuesday, 15 January 2019 1:02 PM

To: ACTIA Insurance & Risk Management <ACTIAInsuranceAndRiskManagement@act.gov.au>

Cc: Ahuja, Manasi <Manasi.Ahuja@act.gov.au>

Subject: Travel Insurance - ACTG Contractor [SEC=UNCLASSIFIED]

Hi Kevin

I am seeking your advice as to whether ACTIA will provide insurance for someone who is essentially a contractor for the ACT Government.

VisitCanberra has recently engaged Jacqueline Lee as an in-market staff member, based in Singapore, and she will need to undertake international travel quite frequently as part of her role. Jacqueline has been engaged locally through the Tourism Australia office in Singapore, however all expenses relating to her employment, including travel, are paid for by the ACT Government, through VisitCanberra, under a contractual agreement between VisitCanberra and Tourism Australia.

Her first planned travel from Singapore to Hong Kong is from 17-19 January inclusive.

Thanks and kind regards

Judy

JUDY MACLACHLAN

Executive Assistant to Jonathan
Kobus
Director, VisitCanberra

Note: I don't work on Fridays

T +61 2 6205 0657



VISITCANBERRA.COM.AU | TOURISM.ACT.GOV.AU



ACT Government
ACT Insurance Agency
Travel Insurance
Confirmation

Travel Insurance Information

Requested: **Judy MacLachlan**

Directorate: **CMTEDD - CM - Enterprise Canberra - Visit Canberra**

Traveller: **Lee Hiang Khim - Jacqueline**

Agency: **Executive Support**

Destination/s:	Singapore
from: 17-Jan-19	China
To: 19-Jan-19	
Duration: 3 Days	

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TRAVEL WARNINGS

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Reverse charges any where in the world
Telephone: +61 2 9978 6666

When calling please try to have the following information on hand:

- The number and precise location you are calling from;
 - Your personal details;
- The nature of assistance that you require
 - Your Policy Number: 0035761

SMARTTRAVELLER.GOV.AU

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AFTER YOUR TRIP

If you need to make a claim upon your return, please provide details to actianotifications@act.gov.au and an ACTIA claims officer will contact you..

Should you have any further queries in relation to this matter, I can be contacted on the number listed below.

Kevin Wenman

Insurance & Risk Team
ACT Insurance Authority
Date of Issue: 15-Jan-19
Travel ID: 3960

Australian Capital Territory Insurance Authority,
Level 3, Nara Centre, 1 Constitution Ave,
Canberra ACT 2600
GPO Box 158, Canberra ACT 2601
ABN 94 544 599 869

Telephone: (02) 62054701

Facsimile: (02) 6207 0301

Email: ACTIAInsuranceAndRiskManagement@act.gov.au
Part 2



ACT Government
ACT Insurance Agency
Travel Insurance
Confirmation

Travel Insurance Information

Requested: **Judy MacLachlan**

Directorate: **CMTEDD - CM - Enterprise Canberra - Visit Canberra**

Traveller: **Lee Hiang Khim - Jacqueline**

Agency: **Executive Support**

Destination/s:	Singapore
from: 22-Jan-19	Malaysia
To: 25-Jan-19	
Duration: 4 Days	

Thank you for your fax / email regarding your overseas travel during the above advised dates on behalf of the ACT Government. ACTIA confirms that you are covered under the ACT Government's travel insurance, underwritten by AHI Assist Insurance. If you suffer from an illness or medical conditions before you travel, you should ensure that you are "fit to travel" and if there is any doubt it is suggested that you consult your Doctor and keep a record of this consultation. Failure to do this could result in refusal of a claim relating to the condition by the Insurer.

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You or your physician should contact Customer Care prior to any evacuation or repatriation.

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Telephone: +61 2 9978 6666

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- The nature of assistance that you require
 - Your Policy Number: 0035761

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Should you have any further queries in relation to this matter, I can be contacted on the number listed below.

Kevin Wenman

Insurance & Risk Team
ACT Insurance Authority
Date of Issue: 15-Jan-19
Travel ID: 3961

Australian Capital Territory Insurance Authority,
Level 3, Nara Centre, 1 Constitution Ave,
Canberra ACT 2600
GPO Box 158, Canberra ACT 2601
ABN 94 544 599 869

Telephone: (02) 62054701

Facsimile: (02) 6207 0301

Email: ACTIAInsuranceAndRiskManagement@act.gov.au
Part 2

From: "Lee, Jacqueline" <Jacqueline.Lee@act.gov.au>
Sent: 15/01/2019 4:11 PM
To: "Ahuja, Manasi" <Manasi.Ahuja@act.gov.au>
Cc: "Turnbull, Nicole" <Nicole.Turnbull@act.gov.au>
Subject: RE: Travel Insurance - Jac Lee [SEC=UNCLASSIFIED]

Hi Maisi

Thanks but yes, I actually have a yearly comprehensive travel insurance as well. Currently due for renewal in Feb, if I can remember correctly. Thanks!

JACQUELINE LEE

Business Development Manager
Singapore, Malaysia & India
VisitCanberra

T +65 6351 6342

M +65 9748 8300

From: Ahuja, Manasi
Sent: Tuesday 15 January 2019 15:30
To: Lee, Jacqueline
Cc: Turnbull, Nicole
Subject: FW: Travel Insurance - Jac Lee [SEC=UNCLASSIFIED]

Hi Jac,

Please see attached your travel insurance certificates.
Each time you travel officially we will apply for travel insurance for you.

Do ensure you have these with you when you travel.

Let me know if you would like any additional information on this.

Cheers,

Maisi Ahuja

Senior Manager, International Partnerships
VisitCanberra
+61 468 565 792

From: MacLachlan, Judy
Sent: Tuesday, 15 January 2019 3:02 PM
To: Turnbull, Nicole <Nicole.Turnbull@act.gov.au>
Cc: Ahuja, Manasi <Manasi.Ahuja@act.gov.au>
Subject: FW: Travel Insurance - Jac Lee [SEC=UNCLASSIFIED]

Hi Nicole

Could you please ensure that Jac receives these, also noting the information below in the event of a claim.

Thanks and regards
Judy

From: Wenman, Kevin **On Behalf Of** ACTIA Insurance & Risk Management

Sent: Tuesday, 15 January 2019 2:56 PM

To: MacLachlan, Judy <Judy.MacLachlan@act.gov.au>

Cc: Ahuja, Manasi <Manasi.Ahuja@act.gov.au>; Lynch, Marion <Marion.Lynch@act.gov.au>

Subject: RE: Travel Insurance - ACTG Contractor [SEC=UNCLASSIFIED]

Hi Judy,

All good.

Please find attached your 2 travel certificates as requested,

Please provide a copy of these to the appropriate traveller as they contain information for the AHI Assist 24/7 Medical Emergency Operations Centre, should this be needed.

In the event of a claim, please forward the relevant information directly to our dedicated claims team (email: ACTIANotifications@act.gov.au).

Cheers,

Kevin Wenman | Manager ICT & Data | Insurance and Risk Team

Phone: +61 2 6205 4701 | Fax: +61 2 6207 0301 | Mobile: 0412 907 813

ACT Insurance Authority & Office of the Nominal Defendant ACT

Chief Minister, Treasury and Economic Development Directorate | ACT Government

Level 3 Canberra Nara Centre, 1 Constitution Ave Canberra ACT 2601 | GPO Box 158 Canberra ACT 2601

<http://apps.treasury.act.gov.au/insurance-and-risk-management>

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Hotel Booking Confirmation

To	Lee, Hiang Khim Jacqueline
Company	ACT Govt
Subject	The Lido Group: Booking 2067722 - Lee / Hiang Khim Jacqueline Ms - Thu 17 Jan 19

From	The Lido Group
Phone	+612 8585 0806
Email	govt@lido.com.au
Date/Time	Wednesday 16/01/2019 11:22 AM

**** PLEASE CAREFULLY CHECK ALL DETAILS BELOW – THIS IS A CHARGE BACK BOOKING****
**** ONLY AUTHORISED COSTS (SEE BELOW) ARE TO BE CHARGED BACK TO LIDO****

All other charges are to be paid by the Traveller. The Property may ask for credit card details or a cash deposit upon check in as a SECURITY GUARANTEE for any additional charges incurred.

UPON ARRIVAL AT YOUR ACCOMMODATION: If there are any questions regarding this booking please contact The Lido Group on +61 2 8585 0806.

BOOKING DETAILS			
Traveller Name	Lee, Hiang Khim Jacqueline	Booker Name	Turnbull, Nicole
Accompanying Guest(s)	None	Booking Source	The Lido Group
Lido Booking ID	2067722	Booking Date/Time	Wednesday 16/01/2019 11:22 AM
Hotel Confirmation #	HB1601NHAGAT	Hotel Confirmed by	27756740

STAY DETAILS			
Arrival Date	Thu 17 Jan 19	Average Rate	AUD 355.13
Departure Date	Sat 19 Jan 19	Room Type	Urban View Room
# Nights	2	TOTAL	AUD 710.26
# Rooms	1	<i>Rates are inclusive of GST where applicable</i>	

HOTEL DETAILS	
Hotel	East Hotel Hong Kong
Address	29 Taikoo Shing Road Island East Hong Kong 0
Country	Hong Kong
Phone	+852 3968 3968
Star Rating	4
Cancellation Policy	other prior to check-in
Chargeback to Lido	Room Only
Other Details	rom 14/01/2019 00:00, onwords Penalty will be 100.0%

TERMS AND CONDITIONS

- 1 Cancellations and amendments are to be directed to The Lido Group: govt@lido.com.au or call +612 8585 0806. Booking cancellations made direct with the property are not considered valid.
- 2 The property may ask for credit card details or a cash deposit upon check in as a SECURITY GUARANTEE for incidental charges or any property damage.
- 3 Please see OTHER DETAILS above. The Lido Group has advised the Property of these special requirements, however, the implementation of these requirements is the responsibility of the Property and The Lido Group cannot guarantee or be held responsible for failure to implement.
- 4 This confirmation contains information relevant to your stay. Please take a copy to the Property at the time of check-in as proof of booking.
- 5 Only items identified in CHARGEBACK TO LIDO (above) and any requests made within the OTHER DETAILS or KNOWN INCIDENTALS sections (above) are charged back to The Lido Group. All other charges are to be paid by the Guest upon check-out.
- 6 The Property's cancellation policy is other prior to check-in prior to check-in unless otherwise specified in 'HOTEL DETAILS' above. Cancellations within the cancellation policy may incur a fee.
- 7 All amounts are shown in the hotel's local currency.
- 8 The Lido Group sells accommodation from inventory supplied by the property and does not oversell that inventory. The Lido Group does not accept any liability for rooms being unavailable caused by over-selling a property's inventory.
- 9 For more information about this booking or to clarify payment arrangements, please email Lido at govt@lido.com.au or call +612 8585 0806.

Hotel Booking Confirmation

To	Lee, Hiang Khim Jacqueline
Company	ACT Govt
Subject	The Lido Group: Booking 2067743 - Lee / Hiang Khim Jacqueline Ms - Tue 22 Jan 19

From	The Lido Group
Phone	+612 8585 0806
Email	govt@lido.com.au
Date/Time	Wednesday 16/01/2019 11:35 AM

**** PLEASE CAREFULLY CHECK ALL DETAILS BELOW – THIS IS A CHARGE BACK BOOKING****
**** ONLY AUTHORISED COSTS (SEE BELOW) ARE TO BE CHARGED BACK TO LIDO****

All other charges are to be paid by the Traveller. The Property may ask for credit card details or a cash deposit upon check in as a SECURITY GUARANTEE for any additional charges incurred.

UPON ARRIVAL AT YOUR ACCOMMODATION: If there are any questions regarding this booking please contact The Lido Group on +61 2 8585 0806.

BOOKING DETAILS			
Traveller Name	Lee, Hiang Khim Jacqueline	Booker Name	Turnbull, Nicole
Accompanying Guest(s)	None	Booking Source	The Lido Group
Lido Booking ID	2067743	Booking Date/Time	Wednesday 16/01/2019 11:35 AM
Hotel Confirmation #	HB1601C7ZHUB	Hotel Confirmed by	HB1601C7ZHUB

STAY DETAILS			
Arrival Date	Tue 22 Jan 19	Average Rate	AUD 102.22
Departure Date	Fri 25 Jan 19	Room Type	Superior Room with Breakfast
# Nights	3	TOTAL	AUD 306.66
# Rooms	1	<i>Rates are inclusive of GST where applicable</i>	

HOTEL DETAILS	
Hotel	Novotel Kuala Lumpur City Centre (aud)
Address	2 Jalan Kia Peng Kuala Lumpur Wilayah Persekutan 50450
Country	Malaysia
Phone	+60 3-2147 0888
Star Rating	4
Cancellation Policy	24 hours prior to check-in
Chargeback to Lido	Room Only
Other Details	From 14-01-2019 00:00, Penalty will be 100%

TERMS AND CONDITIONS

- 1 Cancellations and amendments are to be directed to The Lido Group: govt@lido.com.au or call +612 8585 0806. Booking cancellations made direct with the property are not considered valid.
- 2 The property may ask for credit card details or a cash deposit upon check in as a SECURITY GUARANTEE for incidental charges or any property damage.
- 3 Please see OTHER DETAILS above. The Lido Group has advised the Property of these special requirements, however, the implementation of these requirements is the responsibility of the Property and The Lido Group cannot guarantee or be held responsible for failure to implement.
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- 6 The Property's cancellation policy is 24 hours prior to check-in unless otherwise specified in 'HOTEL DETAILS' above. Cancellations within the cancellation policy may incur a fee.
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- 8 The Lido Group sells accommodation from inventory supplied by the property and does not oversell that inventory. The Lido Group does not accept any liability for rooms being unavailable caused by over-selling a property's inventory.
- 9 For more information about this booking or to clarify payment arrangements, please email Lido at govt@lido.com.au or call +612 8585 0806.



WEEKLY ISSUES BRIEF

DATE: 16/1/2019

**CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT
DIRECTORATE**

Trade, Industry and Investment and Tourism and Special Events Portfolio

Visit Canberra

Appointment of Singapore in-market resource

- Jacqueline Lee has been appointed as the Business Development Manager – Singapore, Malaysia and India, based in the Tourism Australia Singapore office, to represent VisitCanberra
- Director, VisitCanberra and Senior Manager, International Partnerships were in Singapore 9-11 January inducting Jacqueline into her new role.
- The first program that Jacqueline is attending on behalf of VisitCanberra is the Tourism Australia – Hong Kong “One Voice” event on 18 January.
- This is followed by week long Tourism Australia roadshow in Malaysia from 22-25 January.

Out of scope

Out of scope

DDG WEEKLY REPORT
SENSITIVE

ECONOMIC DEVELOPMENT
WED 16 TO TUES 22 JAN

VisitCanberra

Summary of activity for the week

Strategic Partnerships and Visitor Services

Out of scope

- Jac Lee (BDM – Singapore, Malaysia, India) delivered Canberra destination training to 95 Aussie Specialist Travel agents in Singapore on 17 January.
- Jac Lee (BDM – Singapore, Malaysia, India) attended Tourism Australia “One Voice” events (Launch of Aussie Specialist Program; STO meeting; media networking event; formal annual dinner) on 18 January.
- Jac Lee (BDM – Singapore, Malaysia, India) attending Tourism Australia Malaysia Roadshow from 22- 25 January in Kuala Lumpur.

Out of scope

Out of scope



Jetstar Asia Airways Pte Ltd, BRN: 200403570D,
Singapore Changi Airport Terminal 1,
PO Box 115
Singapore 918144
Malaysian GST Registration No. 001597624320

Your Jetstar Tax Invoice

Date: 16 Jan 2019

Your Details

Contact details

Jacqueline Lee Hiang Khim
Level 6, 201 Coward Street, Mascot,
2020, Australia

Booking Reference

PNR: TDLEXI
Date: 16 Jan 2019

Receipt

Booking Summary	Taxable	GST Amount	Inc GST
Fare	\$48.40 SGD	\$0.00 SGD	\$48.40 SGD
Passenger Service and Security Fee	\$30.40 SGD	\$0.00 SGD	\$30.40 SGD
Regulatory Services Charge	\$0.33 SGD	\$0.00 SGD	\$0.33 SGD
Singapore Aviation Levy	\$6.10 SGD	\$0.00 SGD	\$6.10 SGD
Travel Charge	\$11.48 SGD	\$0.00 SGD	\$11.48 SGD
Airport Development Levy	\$10.80 SGD	\$0.00 SGD	\$10.80 SGD
Bag Fees	\$66.00 SGD	\$0.00 SGD	\$66.00 SGD
Booking and Service Fee	\$20.00 SGD	\$0.00 SGD	\$20.00 SGD
Total Price	\$193.51 SGD	\$0.00 SGD	\$193.51 SGD

Payments

15 Jan 2019

Type: American Express

Amount: \$193.51 SGD

*GST tax applies for Australia.
*GST tax applies for New Zealand



Jetstar Asia Airways Pte Ltd, BRN: 200403570D,
Singapore Changi Airport Terminal 1,
PO Box 116
Singapore 918144
Malaysian GST Registration No. 001597624320

Your Jetstar Tax Invoice

Date: 16 Jan 2019

Your Details

Contact details

Jacqueline Lee Hiang Khim
Level 6, 201 Coward Street, Mascot,
2020, Australia

Booking Reference

PNR: TDLEXI
Date: 16 Jan 2019

Receipt

Booking Summary	Taxable	GST Amount	Inc GST
Fare	\$48.40 SGD	\$0.00 SGD	\$48.40 SGD
Passenger Service and Security Fee	\$30.40 SGD	\$0.00 SGD	\$30.40 SGD
Regulatory Services Charge	\$0.33 SGD	\$0.00 SGD	\$0.33 SGD
Singapore Aviation Levy	\$6.10 SGD	\$0.00 SGD	\$6.10 SGD
Travel Charge	\$11.48 SGD	\$0.00 SGD	\$11.48 SGD
Airport Development Levy	\$10.80 SGD	\$0.00 SGD	\$10.80 SGD
Bag Fees	\$66.00 SGD	\$0.00 SGD	\$66.00 SGD
Booking and Service Fee	\$20.00 SGD	\$0.00 SGD	\$20.00 SGD
Total Price	\$193.51 SGD	\$0.00 SGD	\$193.51 SGD

Payments

15 Jan 2019

Type: American Express

Amount: \$193.51 SGD

*GST tax applies for Australia.
*GST tax applies for New Zealand

Application for Overseas Travel Insurance

To: ACTIA	From: Judy MacLachlan
Fax: 6207 0301	Dept: VisitCanberra
Email (preferred): ACTIAInsuranceAndRiskManagement@act.gov.au	Agency: CMTEDD
	Phone: 50657
	Email: Judy.maclachlan@act.gov.au

Travel Information

Country/s of Destination:	Travelling Singapore-Hong Kong-Singapore
Departure Date:	17 January 2019
Return Date:	19 January 2019
Reason for Travel:	To attend tourism and travel event on behalf of VisitCanberra

Details Of Staff Travelling (this form can be used for 2 employees if travelling together)

Employee's name (as shown on passport)	Lee Hiang Khim, Jacqueline
Details of any personal travel attached to the trip:	Nil
Are you Fit to Travel? <i>The Territory's travel insurance does not exclude pre-existing medical conditions, provided that you are fit to travel. The travel insurer can refuse to meet a claim if it believes you were not fit to travel.</i> <i>If you have a medical condition or sickness, ACTIA recommends that you consult with your doctor before travelling and that your doctor makes a note of this discussion.</i>	Yes

Employee's name (as shown on passport)	
Details of any personal travel attached to the trip:	
Are you Fit to Travel? <i>The Territory's travel insurance does not exclude pre-existing medical conditions, provided that you are fit to travel. The travel insurer can refuse to meet a claim if it believes you were not fit to travel.</i> <i>If you have a medical condition or sickness, ACTIA recommends that you consult with your doctor before travelling and that your doctor makes a note of this discussion.</i>	(Y/N)

From: "Jacqueline LEE" <2.2(a)(ii)>

Sent: 17/01/2019 4:02 PM

To: "Ahuja, Manasi" <Manasi.Ahuja@act.gov.au>; <2.2(a)(ii)>@tourism.australia.com" <2.2(a)(ii)>@tourism.australia.com>

Cc: <2.2(a)(ii)>@tourism.australia.com" <2.2(a)(ii)>@tourism.australia.com>

Subject: AWAY FROM OFFICE

Hi Maisi and <2.2(a)(ii)>

Sorry, can't get into ACT webmail. Sending via my personal email.

Here is my travel for the next 2 weeks in January.

I will be away today till Sat, 19 Jan to Hong Kong.

Then up to KL from 22 – 25 Jan.

Then back to Sin office on Wed 30 Jan to 2 Feb. While 30 Jan, I will come in half day as I had come in on Tuesday 15 Jan in the afternoon for induction program.

Thanks and see you! Cheers!

THKS/RGDS

Jacqueline Lee

Mobile: +65 9748 8300

CONFIDENTIALITY NOTICE AND DISCLAIMER

Privileged / Confidential information may be contained in this message. If you are not the intended recipient, please delete this message and notify the sender immediately.



ACT
COURT REPORTERS

Travel Form

Client Name

Member of the ACT Family? Yes No
If Yes, please provide the name of the ACT Family member and their contact details.
If No, please provide the name of the ACT Family member and their contact details.
Please provide the name of the ACT Family member and their contact details.

ACT ID:

Please be aware of the ACT Family policy and the delegate before any travel arrangements are made.

TRAVELLER'S DETAILS

Name (Full Name)	<input type="text"/>	Workplace	<input type="text"/>
Address (Home)	<input type="text"/>	Phone (Home)	<input type="text"/>
Phone (Mobile)	<input type="text"/>	Workplace	<input type="text"/>
Phone (Business)	<input type="text"/>	Current Report Title	<input type="text"/>
2.2(a)(ii)	<input type="text"/>		
2.2(a)(ii)	<input type="text"/>		
2.2(a)(ii)	<input type="text"/>		

TRAVEL DETAILS

Traveling for a specific event?

Please provide the name of the event and the dates of travel.

Departure and Arrival Details (complete times and flight details after travel is approved)

Depart location	Date	Time	Arrive location	Date	Time	Travel class Economy or Business Class	Airline, flight no.
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

ACCOMMODATION AND TRAVEL STANDARDS (refer to the ACT Family policy for more details or call 1800 667 513 or 02 3585 0807)

TRAVELLER'S DETAILS

	Domestic		International	
Chief Executives	4.5 star*	Economy Class under 4 hours, over 4 hours Business Class	4.5 star*	Business Class
Executives	4 star*		4 star*	
Non Executives	3 star*	Economy Class	3.5 star*	Economy Class

If you intend to seek approval to vary from accommodation standards, please give reasons:
 East Hotel is requested as the events on the morning of 18th January are at the meeting space within the hotel. The hotel is also a short distance from the event venue for dinner on the 18th January – thus reducing costs required to travel between locations.

Accommodation details (to be completed after approval to travel is given). Include any private accommodation details.


Date in	Date out	Hotel/Motel/Apartment	*Accom rating	Address	Phone
17 January 2019	19 January 2019				
//	//				

Details of any leave or non-official travel which you intend taking directly before or after your official travel

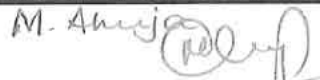
From: // NA	To: //	Contact details:
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Payment of out of pocket expenses:
Actual reasonable costs will be reimbursed upon the provision of receipts. All advances must be acquitted.

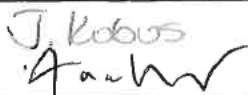
Advance: \$	BSB No:	Account No:

Signature of traveller  Date 8/1/2019

Supported - funds are available and travel is recommended

Signature of supervisor  Date 8/1/2019

Approval of travel

Signature of delegate  Pos No EB74 Classification SES1-4 Date 8/1/2019

Signature of Director-General/Minister (for overseas travel only)  Date 19/1/19

BOOKING REFERENCE:
TRAVEL COSTS: (approximate) Flights - \$400 Transport: \$200 taxis / trains Accommodation: \$700
COST CODES: 14205 / 54870

Advance and cab charges acquitted (finance officer)
Signature of finance officer

Application for Overseas Travel Insurance

To: ACTIA	From: Judy MacLachlan
Fax: 6207 0301	Dept: VisitCanberra
Email (preferred): ACTIAInsuranceAndRiskManagement@act.gov.au	Agency: CMTEDD
	Phone: 50657
	Email: Judy.maclachlan@act.gov.au

Travel Information

Country/s of Destination:	Travelling Singapore-Kuala Lumpur-Singapore
Departure Date:	22 January 2019
Return Date:	25 January 2019
Reason for Travel:	To attend tourism and travel event on behalf of VisitCanberra

Details Of Staff Travelling (this form can be used for 2 employees if travelling together)

Employee's name (as shown on passport)	Lee Hiang Khim, Jacqueline
Details of any personal travel attached to the trip:	Nil
Are you Fit to Travel? <i>The Territory's travel insurance does not exclude pre-existing medical conditions, provided that you are fit to travel. The travel insurer can refuse to meet a claim if it believes you were not fit to travel.</i> <i>If you have a medical condition or sickness, ACTIA recommends that you consult with your doctor before travelling and that your doctor makes a note of this discussion.</i>	Yes

Employee's name (as shown on passport)	
Details of any personal travel attached to the trip:	
Are you Fit to Travel? <i>The Territory's travel insurance does not exclude pre-existing medical conditions, provided that you are fit to travel. The travel insurer can refuse to meet a claim if it believes you were not fit to travel.</i> <i>If you have a medical condition or sickness, ACTIA recommends that you consult with your doctor before travelling and that your doctor makes a note of this discussion.</i>	(Y/N)

Application for Overseas Travel Insurance

To: ACTIA	From: Judy MacLachlan
Fax: 6207 0301	Dept: VisitCanberra
Email (preferred): ACTIAInsuranceAndRiskManagement@act.gov.au	Agency: CMTEDD
	Phone: 50657
	Email: Judy.maclachlan@act.gov.au

Travel Information

Country/s of Destination:	Travelling Singapore-Kuala Lumpur-Singapore
Departure Date:	22 January 2019
Return Date:	25 January 2019
Reason for Travel:	To attend tourism and travel event on behalf of VisitCanberra

Details Of Staff Travelling (this form can be used for 2 employees if travelling together)

Employee's name (as shown on passport)	Lee Hiang Khim, Jacqueline
Details of any personal travel attached to the trip:	Nil
Are you Fit to Travel? <i>The Territory's travel insurance does not exclude pre-existing medical conditions, provided that you are fit to travel. The travel insurer can refuse to meet a claim if it believes you were not fit to travel.</i> <i>If you have a medical condition or sickness, ACTIA recommends that you consult with your doctor before travelling and that your doctor makes a note of this discussion.</i>	Yes
Employee's name (as shown on passport)	
Details of any personal travel attached to the trip:	
Are you Fit to Travel? <i>The Territory's travel insurance does not exclude pre-existing medical conditions, provided that you are fit to travel. The travel insurer can refuse to meet a claim if it believes you were not fit to travel.</i> <i>If you have a medical condition or sickness, ACTIA recommends that you consult with your doctor before travelling and that your doctor makes a note of this discussion.</i>	(Y/N)



Travel Form

Please note:

All domestic and trans-Tasman flights must be booked using the [QBT Online Booking Tool](#).

For international bookings, please complete the ACT Government Booking form on the <http://sharedservices/ACTGovt/Procurement/Buying/Existing-Contracts/Flight-Bookings.htm>

For all other travel related information please see [Buying Goods and Services intranet site](#).

Travel Requisition No:

QBT → ☎ 1300 797 357

Form to be completed by the traveller and approved by the delegate before any travel or accommodation is booked.

TRAVELLER'S DETAILS							
Name: Jacqueline Lee				Classification:			
Group: VISITCANBERRA				Unit: International Partnerships			
Work phone: +65 9748 8300		Fax:		Mobile: +65 9748 8300		Home Phone:	
Home address: [REDACTED] 2.2(a)(ii) Singapore 2.2(a)(ii)				Corporate Frequent Flyer Number:			
TRAVEL DETAILS							
<p>Reason: To represent VisitCanberra at the Kuala Lumpur Roadshow</p> <p>The Roadshow, organised by Tourism Australia, provides the opportunity to promote the Canberra region to retail agents, key distribution partners (KDPs) and airline partners in Malaysia.</p> <p>The event includes Kuala Lumpur Undiscover Australia Training to 180 agents (23 January), Chinese New Year (CNY) Appreciation Dinner for 200 Media & Trade partners (23 January), and a CNY Sales Blitz to KDPs and airline partners (24-25 January)</p>							
Departure and Arrival Details (complete times and flight details after travel is approved)							
Depart location	Date	Time	Arrive location	Date	Time	Travel class Economy or Business Class	Airline, flight no.
Singapore	22/01/19	15:05/ 16:10	Kuala Lumpur	22/01/19	16:10 / 17:10	Economy	SQ5430 /SQ5330
Kuala Lumpur	25/01/19	20:30	Singapore	25/01/19	21:30	Economy	SQ 119
<p>If travelling by private vehicle please attach copies of your current driver's licence and comprehensive insurance.</p> <p>Make, model and engine capacity of vehicle:</p>							
ACCOMMODATION AND TRAVEL STANDARDS (Note: All accommodation bookings must be made through Lido 1800 667 513 or 02 8585 0807)							

TRAVELLER'S DETAILS				
	Domestic		International	
Chief Executives	4.5 star*	Economy Class under 4 hours,	4.5 star*	Business Class
Executives	4 star*	over 4 hours Business Class	4 star*	
Non Executives	3 star*	Economy Class	3.5 star*	Economy Class

If you intend to seek approval to vary from accommodation standards, please give reasons:
 Tourism Australia has negotiated a discounted rate at the Grand Hyatt Kuala Lumpur for roadshow delegates.

Accommodation details (to be completed after approval to travel is given). Include any private accommodation details.

Date in	Date out	Hotel/Motel/Apartment	*Accom rating	Address	Phone
22/01/19	25/01/19	Grant Hyatt Kuala Lumpur		12 Jalan Pinang, 50450 Kuala Lumpur, Malaysia	+60 3-2182 1234

Details of any leave or non-official travel which you intend taking directly before or after your official travel


From: // NA	To: //	Contact details:
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Payment of out of pocket expenses:
 Actual reasonable costs will be reimbursed upon the provision of receipts. All advances must be acquitted.

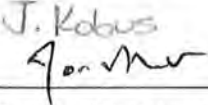

Advance: \$	BSB No:	Account No:
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Signature of traveller 	Date 8/1/2019
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Supported - funds are available and travel is recommended

Signature of supervisor 	Date 8/1/2019
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Approval of travel

Signature of delegate  Pos No. E674 Classification SES 1.4	Date 8/1/2019
Signature of Director-General/Minister (for overseas travel only) 	Date 14/1/19

BOOKING REFERENCE:

TRAVEL COSTS: (approximate)
 Flights - \$400
 Transport: \$100 taxis / trains
 Accommodation: \$660

COST CODES: 14205 / 54870

Advance and cab charges acquitted (finance officer)

Signature of finance officer



Travel Form

Please note:

All domestic and trans-Tasman flights must be booked using the [QBT Online Booking Tool](#).

For international bookings, please complete the ACT Government Booking form on the <http://sharedservices/ACTGovt/Procurement/Buying/Existing-Contracts/Flight-Bookings.htm>

For all other travel related information please see [Buying Goods and Services intranet site](#).

Travel Requisition No:

QBT → ☎ 1300 797 357

Form to be completed by the traveller and approved by the delegate before any travel or accommodation is booked.

TRAVELLER'S DETAILS							
Name: Jacqueline Lee				Classification:			
Group: VISITCANNBERRA				Unit: International Partnerships			
Work phone: +65 9748 8300		Fax:		Mobile: +65 9748 8300		Home Phone:	
Home address: [Redacted] 2.2(a)(ii) Singapore 2.2(a)(ii)				Corporate Frequent Flyer Number:			
TRAVEL DETAILS							
<p>Reason: To represent VisitCanberra at the Kuala Lumpur Roadshow</p> <p>The Roadshow, organised by Tourism Australia, provides the opportunity to promote the Canberra region to retail agents, key distribution partners (KDPs) and airline partners in Malaysia.</p> <p>The event includes Kuala Lumpur Undiscover Australia Training to 180 agents (23 January), Chinese New Year (CNY) Appreciation Dinner for 200 Media & Trade partners (23 January), and a CNY Sales Blitz to KDPs and airline partners (24-25 January)</p>							
Departure and Arrival Details (complete times and flight details after travel is approved)							
Depart location	Date	Time	Arrive location	Date	Time	Travel class Economy or Business Class	Airline, flight no.
Singapore	22/01/19	15:05/ 16:10	Kuala Lumpur	22/01/19	16:10 / 17:10	Economy	SQ5430 /SQ5330
Kuala Lumpur	25/01/19	20:30	Singapore	25/01/19	21:30	Economy	SQ 119
<p>If travelling by private vehicle please attach copies of your current driver's licence and comprehensive insurance.</p> <p>Make, model and engine capacity of vehicle:</p>							
ACCOMMODATION AND TRAVEL STANDARDS (Note: All accommodation bookings must be made through Lido 1800 667 513 or 02 8585 0807)							

TRAVELLER'S DETAILS				
	Domestic		International	
Chief Executives	4.5 star*	Economy Class under 4 hours,	4.5 star*	Business Class
Executives	4 star*	over 4 hours Business Class	4 star*	
Non Executives	3 star*	Economy Class	3.5 star*	Economy Class

If you intend to seek approval to vary from accommodation standards, please give reasons:
 Tourism Australia has negotiated a discounted rate at the Grand Hyatt Kuala Lumpur for roadshow delegates.

Accommodation details (to be completed after approval to travel is given). Include any private accommodation details.

Date in	Date out	Hotel/Motel/Apartment	*Accom rating	Address	Phone
22/01/19	25/01/19	Grant Hyatt Kuala Lumpur		12 Jalan Pinang, 50450 Kuala Lumpur, Malaysia	+60 3-2182 1234

Details of any leave or non-official travel which you intend taking directly before or after your official travel

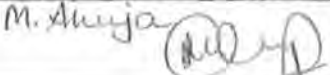
From: // NA	To: //	Contact details:
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Payment of out of pocket expenses:
 Actual reasonable costs will be reimbursed upon the provision of receipts. All advances must be acquitted.

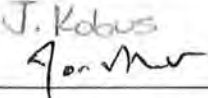

Advance: \$	BSB No:	Account No:
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Signature of traveller 	Date 8/1/2019
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Supported - funds are available and travel is recommended

Signature of supervisor 	Date 8/1/2019
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Approval of travel

Signature of delegate  Pos No. E674 Classification SES 1.4	Date 8/1/2019
Signature of Director-General/Minister (for overseas travel only) 	Date 14/1/19

BOOKING REFERENCE:

TRAVEL COSTS: (approximate)
 Flights - \$400
 Transport: \$100 taxis / trains
 Accommodation: \$660

COST CODES: 14205 / 54870

Advance and cab charges acquitted (finance officer)

Signature of finance officer



Travel Form

Please note:

All domestic and trans-Tasman flights must be booked using the [QBT Online Booking Tool](#).

For international bookings, please complete the ACT Government Booking form on the <http://sharedservices/ACTGovt/Procurement/Buying/Existing-Contracts/Flight-Bookings.htm>

For all other travel related information please see [Buying Goods and Services intranet site](#).

Travel Requisition No:

QBT → ☎ 1300 797 357

Form to be completed by the traveller and approved by the delegate before any travel or accommodation is booked.

TRAVELLER'S DETAILS							
Name: Jacqueline Lee				Classification:			
Group: VISITCANBERRA				Unit: International Partnerships			
Work phone: +65 9748 8300		Fax:		Mobile: +65 9748 8300		Home Phone:	
Home address: [REDACTED] Singapore 2.2(a)(ii)				Corporate Frequent Flyer Number:			
TRAVEL DETAILS							
<p>Reason: To represent VisitCanberra at the Kuala Lumpur Roadshow</p> <p>The Roadshow, organised by Tourism Australia, provides the opportunity to promote the Canberra region to retail agents, key distribution partners (KDPs) and airline partners in Malaysia.</p> <p>The event includes Kuala Lumpur Undiscover Australia Training to 180 agents (23 January), Chinese New Year (CNY) Appreciation Dinner for 200 Media & Trade partners (23 January), and a CNY Sales Blitz to KDPs and airline partners (24-25 January)</p>							
Departure and Arrival Details (complete times and flight details after travel is approved)							
Depart location	Date	Time	Arrive location	Date	Time	Travel class Economy or Business Class	Airline, flight no.
Singapore	22/01/19	15:05/ 16:10	Kuala Lumpur	22/01/19	16:10 / 17:10	Economy	SQ5430 /SQ5330
Kuala Lumpur	25/01/19	20:30	Singapore	25/01/19	21:30	Economy	SQ 119
<p>If travelling by private vehicle please attach copies of your current driver's licence and comprehensive insurance.</p> <p>Make, model and engine capacity of vehicle:</p>							
ACCOMMODATION AND TRAVEL STANDARDS (Note: All accommodation bookings must be made through Lido 1800 667 513 or 02 8585 0807)							

TRAVELLER'S DETAILS				
	Domestic		International	
Chief Executives	4.5 star*	Economy Class under 4 hours,	4.5 star*	Business Class
Executives	4 star*	over 4 hours Business Class	4 star*	
Non Executives	3 star*	Economy Class	3.5 star*	Economy Class

If you intend to seek approval to vary from accommodation standards, please give reasons:
 Tourism Australia has negotiated a discounted rate at the Grand Hyatt Kuala Lumpur for roadshow delegates.

Accommodation details (to be completed after approval to travel is given). Include any private accommodation details.

Date in	Date out	Hotel/Motel/Apartment	*Accom rating	Address	Phone
22/01/19	25/01/19	Grant Hyatt Kuala Lumpur		12 Jalan Pinang, 50450 Kuala Lumpur, Malaysia	+60 3-2182 1234

Details of any leave or non-official travel which you intend taking directly before or after your official travel

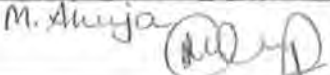
From: // NA	To: //	Contact details:
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Payment of out of pocket expenses:
 Actual reasonable costs will be reimbursed upon the provision of receipts. All advances must be acquitted.

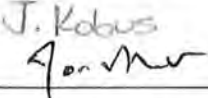

Advance: \$	BSB No:	Account No:
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Signature of traveller 	Date 8/1/2019
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Supported - funds are available and travel is recommended

Signature of supervisor 	Date 8/1/2019
---	---------------

Approval of travel

Signature of delegate  Pos No. E674 Classification SES 1.4	Date 8/1/2019
Signature of Director-General/Minister (for overseas travel only) 	Date 14/1/19

BOOKING REFERENCE:

TRAVEL COSTS: (approximate)
 Flights - \$400
 Transport: \$100 taxis / trains
 Accommodation: \$660

COST CODES: 14205 / 54870

Advance and cab charges acquitted (finance officer)

Signature of finance officer

Travel Form

Please note:

All domestic and trans-Tasman flights must be booked using the [CWT Online Booking Tool](#).

For international bookings, please complete the ACT Government Booking form on the [CWT Portal](#).

For all other travel related information please see [Buying Goods and Services intranet site](#).

Travel Requisition No: ___

Carlson Wagonlit Travel ☎ 1300 667 856

Form to be completed by the traveller and approved by the delegate before any travel or accommodation is booked.

TRAVELLER'S DETAILS

Name: Jacqueline Lee			Classification:
Group: VISITCANBERRA			Unit: International Partnerships
Work phone: +65 9748 8300	Fax:	Mobile: +65 9748 8300	Home Phone:
Home address: 2.2(a)(ii) 2.2(a)(ii) Singapore 2.2(a)(ii)			Corporate Frequent Flyer Number:

TRAVEL DETAILS

Reason: To represent VisitCanberra at the Kuala Lumpur Roadshow

The Roadshow, organised by Tourism Australia, provides the opportunity to promote the Canberra region to retail agents, key distribution partners (KDPs) and airline partners in Malaysia.

The event includes Kuala Lumpur Undiscover Australia Training to 180 agents (23 January), Chinese New Year (CNY) Appreciation Dinner for 200 Media & Trade partners (23 January), and a CNY Sales Blitz to KDPs and airline partners (24-25 January)

Departure and Arrival Details (complete times and flight details after travel is approved)

Depart location	Date	Time	Arrive location	Date	Time	Travel class Economy or Business Class	Airline, flight no.
Singapore	22/01/19	15:05/ 16:10	Kuala Lumpur	22/01/19	16:10 / 17:10	Economy	SQ5430 /SQ5330
Kuala Lumpur	25/01/19	20:30	Singapore	25/01/19	21:30	Economy	SQ 119

If travelling by private vehicle please attach copies of your current driver's licence and comprehensive insurance.

Make, model and engine capacity of vehicle:

ACCOMMODATION AND TRAVEL STANDARDS (Note: All accommodation bookings must be made through Lido 1800 667 513 or 02 8585 0807)

Domestic	International
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TRAVELLER'S DETAILS

Chief Executives	4.5 star*	Economy Class under 4 hours,	4.5 star*	Business Class
Executives	4 star*	over 4 hours Business Class	4 star*	
Non Executives	3 star*	Economy Class	3.5 star*	Economy Class

If you intend to seek approval to vary from accommodation standards, please give reasons:
 Tourism Australia has negotiated a discounted rate at the Grand Hyatt Kuala Lumpur for roadshow delegates.

Accommodation details (to be completed after approval to travel is given). Include any private accommodation details.

Date in	Date out	Hotel/Motel/Apartment	*Accom rating	Address	Phone
22/01/19	25/01/19	Grant Hyatt Kuala Lumpur	5	12 Jalan Pinang, 50450 Kuala Lumpur, Malaysia	+60 3-2182 1234

Details of any leave or non-official travel which you intend taking directly before or after your official travel

From: / / NA To: / / Contact details:

Payment of out of pocket expenses:

Actual reasonable costs will be reimbursed upon the provision of receipts. All advances must be acquitted.

Advance: \$	BSB No:	Account No:
--------------------	---------	-------------

Signature of traveller

Date / /2018

Supported - funds are available and travel is recommended

Signature of supervisor

Date / /2018

Approval of travel

Signature of delegate

Pos No.

Classification

Date / /

Signature of Director-General/Minister **(for overseas travel only)**

Date / /

BOOKING REFERENCE:

TRAVEL COSTS: (approximate)

Flights - \$200

Transport: \$100 taxis / trains

Accommodation: \$660

COST CODES: 14205 / 54870

Advance and cab charges acquitted (finance officer)

Signature of finance officer

Travel Form

Please note:

All domestic and trans-Tasman flights must be booked using the [CWT Online Booking Tool](#).

For international bookings, please complete the ACT Government Booking form on the [CWT Portal](#).

For all other travel related information please see [Buying Goods and Services intranet site](#).

Travel Requisition No: ___

Carlson Wagonlit Travel ☎ 1300 667 856

Form to be completed by the traveller and approved by the delegate before any travel or accommodation is booked.

TRAVELLER'S DETAILS

Name: Jacqueline Lee			Classification:
Group: VISITCANBERRA			Unit: International Partnerships
Work phone: +65 9748 8300	Fax:	Mobile: +65 9748 8300	Home Phone:
Home address: 2.2(a)(ii) 2.2(a)(ii) Singapore 2.2(a)(ii)			Corporate Frequent Flyer Number:

TRAVEL DETAILS

Reason: To represent VisitCanberra at the Kuala Lumpur Roadshow

The Roadshow, organised by Tourism Australia, provides the opportunity to promote the Canberra region to retail agents, key distribution partners (KDPs) and airline partners in Malaysia.

The event includes Kuala Lumpur Undiscover Australia Training to 180 agents (23 January), Chinese New Year (CNY) Appreciation Dinner for 200 Media & Trade partners (23 January), and a CNY Sales Blitz to KDPs and airline partners (24-25 January)

Departure and Arrival Details (complete times and flight details after travel is approved)

Depart location	Date	Time	Arrive location	Date	Time	Travel class Economy or Business Class	Airline, flight no.
Singapore	22/01/19	15:05/ 16:10	Kuala Lumpur	22/01/19	16:10 / 17:10	Economy	SQ5430 /SQ5330
Kuala Lumpur	25/01/19	20:30	Singapore	25/01/19	21:30	Economy	SQ 119

If travelling by private vehicle please attach copies of your current driver's licence and comprehensive insurance.

Make, model and engine capacity of vehicle:

ACCOMMODATION AND TRAVEL STANDARDS (Note: All accommodation bookings must be made through Lido 1800 667 513 or 02 8585 0807)

Domestic	International
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TRAVELLER'S DETAILS

Chief Executives	4.5 star*	Economy Class under 4 hours,	4.5 star*	Business Class
Executives	4 star*	over 4 hours Business Class	4 star*	
Non Executives	3 star*	Economy Class	3.5 star*	Economy Class

If you intend to seek approval to vary from accommodation standards, please give reasons:
 Tourism Australia has negotiated a discounted rate at the Grand Hyatt Kuala Lumpur for roadshow delegates.

Accommodation details (to be completed after approval to travel is given). Include any private accommodation details.

Date in	Date out	Hotel/Motel/Apartment	*Accom rating	Address	Phone
22/01/19	25/01/19	Grant Hyatt Kuala Lumpur	5	12 Jalan Pinang, 50450 Kuala Lumpur, Malaysia	+60 3-2182 1234

Details of any leave or non-official travel which you intend taking directly before or after your official travel

From: / / NA To: / / Contact details:

Payment of out of pocket expenses:

Actual reasonable costs will be reimbursed upon the provision of receipts. All advances must be acquitted.

Advance: \$	BSB No:	Account No:
--------------------	---------	-------------

Signature of traveller

Date / /2018

Supported - funds are available and travel is recommended

Signature of supervisor

Date / /2018

Approval of travel

Signature of delegate

Pos No.

Classification

Date / /

Signature of Director-General/Minister **(for overseas travel only)**

Date / /

BOOKING REFERENCE:

TRAVEL COSTS: (approximate)

Flights - \$200

Transport: \$100 taxis / trains

Accommodation: \$660

COST CODES: 14205 / 54870

Advance and cab charges acquitted (finance officer)

Signature of finance officer

DDG WEEKLY REPORT
SENSITIVE

ECONOMIC DEVELOPMENT
WED 23 TO TUES 29 JAN


VisitCanberra

Summary of activity for the week

Strategic Partnerships and Visitor Services

- Jacqueline Lee (BDM – Singapore, Malaysia and India) attended Tourism Australia Roadshow in Malaysia from 22-25 January.

Out of scope



Out of scope



DDG WEEKLY REPORT
SENSITIVE

ECONOMIC DEVELOPMENT
WED 6 TO TUES 12 FEB

VisitCanberra


Summary of activity for the week

Out of scope



- Jacqueline Lee (BDM – Singapore, Malaysia, India) attended Lunar New Year event at Tourism Australia Singapore office with other State Tourism Organisations on 8 February.

Out of scope



Chief Minister, Treasury and Economic
Development Directorate

UNCLASSIFIED

To:	Chief Minister	Tracking No.: CMTEDD2019/691
Date:	7 February 2019	
From:	Director, VisitCanberra	
Subject:	International travel approval for VisitCanberra's Singapore based in-market resource, Ms Jacqueline Lee	
Critical Date:	18 February 2019	
Critical Reason:	To seek your approval for the Singapore in-market resource, Jacqueline Lee, to travel to events in Canberra and Perth during March and April 2019.	

- DDG .../.../...

Recommendations

That you:

1. Note the information contained in this brief; and

Agreed / Not Agreed / Please Discuss

2. Sign the two travel forms at Attachment A and Attachment B.

Signed / Not Signed / Please Discuss

Andrew Barr MLA  5/2/19

Minister's Office Feedback

UNCLASSIFIED

Background

1. VisitCanberra's in-market resource based in Singapore, Jacqueline Lee, was appointed on 7 January 2019.
2. Whilst Ms Lee is seconded to VisitCanberra from Tourism Australia, she is bound by the ACT government travel policy.
3. It is planned that Ms Lee will attend an Indian Inbound Tour Operator famil in Canberra from 9-13 March 2019 and the Australian Tourism Exchange (ATE19) in Perth from 8-12 April 2019.
4. The primary objective of the in-market representative is to develop and implement VisitCanberra's distribution and partnership strategy, and grow leisure visitation and expenditure to Canberra from the following key markets Singapore, Malaysia and India.
5. Ms Lee is responsible for trade partners out of India and will be integral to the Indian Inbound Tour Operator famil to be held in Canberra in March.
6. ATE19 is Australia's largest annual travel and tourism business-to-business event, which brings together Australian tourism businesses and tourism wholesalers and retailers from around the world through a combination of scheduled business appointments and networking events.
7. ATE19, in Perth, is expected to have over 10 per cent of all buyers from Singapore, Malaysia and India markets. Additionally, there is almost a 20 per cent contingent of buyers from China – a key focus market that requires further support.

Issues

8. Nil.

Financial Implications

9. All expenses will be met from within the existing VisitCanberra 2018-19 budget resources.
10. Proposed travel costs for Indian Inbound Tour Operator famil in Canberra will be approximately \$2000.
11. Proposed travel costs for ATE19 will be approximately \$1375.

12. ^{2.2(a)(xi)}

13.

Consultation

Internal

14. Nil

Cross Directorate

15. Nil

External

16. Nil

Work Health and Safety

17. Nil

Benefits/Sensitivities

18. Nil

Communications, media and engagement implications

11. Nil

Signatory Name: Jonathan Kobus Phone: 51385
Action Officer: Manasi Ahuja Phone: 70215

Attachments

Attachment	Title
Attachment A	Travel Approval Form – Jacqueline Lee – SIN-CBR-SIN 6 –13 March
Attachment B	Travel Approval Form – Jacqueline Lee – SIN-PER-SIN 8 – 17 April



Travel Form

Please note:

All domestic and trans-Tasman flights must be booked using the **QBT Online Booking Tool**.

For international bookings, please complete the ACT Government Booking form on the <http://shareservices/ACTGovt/Procurement/Buying/Existing-Contracts/Flight-Bookings.htm>

For all other travel related information please see [Buying Goods and Services intranet site](#).

Travel Requisition No:

QBT → ☎ 1300 797 357

Form to be completed by the traveller and approved by the delegate before any travel or accommodation is booked.

TRAVELLER'S DETAILS			
Name: LEE HIANG KHIM JACQUELINE			Classification:
Group:			Unit:
Work phone: +65 6351 6342	Fax:	Mobile: +65 9748 8300	Home Phone: +65 9857 0095
Home address: 2.2(a)(ii) 2.2(a)(ii)			Corporate Frequent Flyer Number: Note: Frequent Flyer points are no longer accumulated. However, a flight will count towards your airline club status progression

TRAVEL DETAILS

Reason: Support with Inbound Tour Operator Famil from India and meet with VisitCanberra colleagues as part of on-boarding process.

As an outcome of the Tourism Australia's India Travel Mission in August last year, we have identified a number of Inbound Tour Operators (ITOs) in India who form an important link in the creation and distribution of Canberra ground packages in this market.

Jacqueline and VisitCanberra are hosting a famil from Saturday 9 to Wednesday 13 March for approximately five of these key ITOs. The objective is to provide them with new awareness of Canberra and its product offering, enabling them to create ground packages to promote and sell through their wholesale/retail clients. Jacqueline will also be using this famil as the opportunity to build her product knowledge of Canberra and region. Jacqueline will be meeting with VisitCanberra colleagues on 7 – 8 of March and immersing herself in the office.

Departure and Arrival Details (complete times and flight details after travel is approved)

Depart location	Date	Time	Arrive location	Date	Time	Travel class Economy or Business Class	Airline, flight no.
SINGAPORE	6/3/2019	0935	CANBERRA	6/3/2019	2235	Economy	SQ 288
CANBERRA	13/3/2019	2355	SINGAPORE	14/3/2019	0500	Economy	SQ 288

If travelling by private vehicle please attach copies of your current driver's licence and comprehensive insurance.

Make, model and engine capacity of vehicle:

ACCOMMODATION AND TRAVEL STANDARDS (Note: All accommodation bookings must be made through Lido (02) 8585 0806 / 1800 000 469 – option #1 for Government.

TRAVELLER'S DETAILS

	Domestic		International	
Director-General	4.5 star*	Economy Class under 4 hours,	4.5 star*	Business Class
Executives	4 star*	over 4 hours Business Class	4 star*	
Non Executives	3 star*	Economy Class	3.5 star*	Economy Class

If you intend to seek approval to vary from accommodation standards, please give reasons:
 Jacqueline will be staying at hotels in and around Canberra to experience Canberra product to assist her in building awareness of the destination with her key international markets.

Accommodation details (to be completed after approval to travel is given). Include any private accommodation details

Date in	Date out	Hotel/Motel/Apartment	*Accom rating	Address	Phone
06/03/2019	13/03/2019	TBC	4	TBC	


Details of any leave or non-official travel which you intend taking directly before or after your official travel

From: // To: // Contact details:


Payment of out of pocket expenses: Corporate credit card or reimbursement are the preferred methods of payment for meals and incidental expenses.

Actual reasonable costs will be reimbursed upon the provision of receipts. All advances must be acquitted.

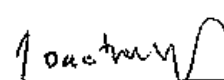
Advance: \$	BSB No:	Account No:

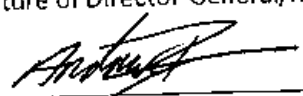
Signature of traveller  Date 11 / 02 / 2019

Supported - funds are available and travel is recommended

Signature of supervisor  Date 11 / 02 / 2019

Approval of travel

Signature of delegate **J. KOBUS**  Pos No. **E674** Classification **SES 1.4** Date 11 / 02 / 2019

Signature of Director-General/Minister (for overseas travel only)  Date 15 / 2 / 19

BOOKING REFERENCE:

TRAVEL COSTS:

Airfare: \$300
 Transport: \$100 (Taxis to and from airport)
 Accommodation: \$1200 (6 nights at \$150 per night)
 Total: \$2000

Advance and cabcharges acquitted (finance officer)

Advance and cabcharges reconciled



Travel Form

Please note:

All domestic and trans-Tasman flights must be booked using the **QBT Online Booking Tool**.

For international bookings, please complete the ACT Government Booking form on the <http://sharedservices/ACTGovt/Procurement/Buying/Existing-Contracts/Flight-Bookings.htm>

For all other travel related information please see [Buying Goods and Services Intranet site](#).

Travel Requisition No:

QBT → ☎ 1300 797 357

Form to be completed by the traveller and approved by the delegate before any travel or accommodation is booked.

TRAVELLER'S DETAILS							
Name: LEE HIANG KHIM JACQUELINE				Classification:			
Group:				Unit:			
Work phone: +65 6351 6342	Fax:	Mobile: +65 9748 8300		Home Phone: +65 9857 0095			
Home address: 2.2(a)(ii)				Corporate Frequent Flyer Number:			
2.2(a)(ii)				Note: Frequent Flyer points are no longer accumulated. However, a flight will count towards your airline club status progression			
TRAVEL DETAILS							
<p>Reason: To represent VisitCanberra at the Australia Tourism Exchange 8 – 12 April 2019</p> <p>The Australian Tourism Exchange (ATE) is the largest international tourism trade event in Australia, It is hosted by Tourism Australia and brings Australian tourism businesses together with trade distribution partners such as wholesalers, inbound tour operators and retailers from around the world.</p> <p>ATE provides VisitCanberra with a cost effective opportunity to showcase the destination and meet with targeted travel trade from key markets including Singapore, New Zealand, Malaysia, India, the UK, China and HK, with the aim of influencing overnight visitation and expenditure to the ACT through increasing the share of the inbound travel market.</p>							
Departure and Arrival Details (complete times and flight details after travel is approved)							
Depart location	Date	Time	Arrive location	Date	Time	Travel class Economy or Business Class	Airline, flight no.
SINGAPORE	7/4/2019	07:40	PERTH	7/4/2019	12:50	Economy	SQ213
PERTH	17/4/2019	14:05	SINGAPORE	17/4/2019	19:35	Economy	SQ 226
If travelling by private vehicle please attach copies of your current driver's licence and comprehensive insurance.							
Make, model and engine capacity of vehicle:							
ACCOMMODATION AND TRAVEL STANDARDS (Note: All accommodation bookings must be made through Lido (02) 8585 0806 / 1800.000 469 – option #1 for Government.							
Domestic				International			

TRAVELLER'S DETAILS

Director-General	4.5 star*	Economy Class under 4 hours,	4.5 star*	Business Class
Executives	4 star*	over 4 hours Business Class	4 star*	
Non Executives	3 star*	Economy Class	3.5 star*	Economy Class

If you intend to seek approval to vary from accommodation standards, please give reasons:
 Four Points at Sheraton is one of the official hotel partners for ATE, offering special rates for ATE delegates. The rate includes breakfast and the hotel is located within walking distance to the Convention Centre which will save on travel costs each day.

Accommodation details (to be completed after approval to travel is given). Include any private accommodation details

Date in	Date out	Hotel/Motel/Apartment	*Accom rating	Address	Phone
07/4/19	13/4/19	Four Points at Sheraton	4	707 Wellington St, Perth WA 6000	08 9327 7000


Details of any leave or non-official travel which you intend taking directly before or after your official travel

From: 13/4/19	To: 17/4/19	Contact details: +65 9748 8300
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Payment of out of pocket expenses: Corporate credit card or reimbursement are the preferred methods of payment for meals and incidental expenses.

Actual reasonable costs will be reimbursed upon the provision of receipts. All advances must be acquitted.

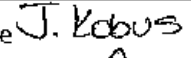
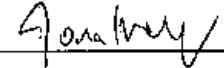
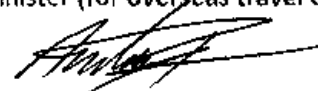
Advance: \$	BSB No:	Account No:
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Signature of traveller 	Date 11 / 02 / 2019
--	---------------------

Supported - funds are available and travel is recommended

Signature of supervisor 	Date 11 02 / 2019
---	-------------------

Approval of travel

Signature of delegate  J. Kobus 	Pos No. E674 Classification SES 1.4	Date 11 / 2 / 2019
Signature of Director-General/Minister (for overseas travel only) 	Date 15 / 2 / 19	

BOOKING REFERENCE:**TRAVEL COSTS:**

Airfare: \$300
 Transport: \$100 (Taxis)
 Accommodation \$925 (\$185 inc. breakfast for 5 nights)
 Total: \$1375

COST CODES: 14205/54214

Advance and cabcharges acquitted (finance officer)

Advance and cabcharges reconciled

Signature of finance officer

Accommodation details (to be completed after approval to travel is given). Include any private accommodation details

COST CODES: 14205/ 714409/54870

Signature of finance officer

Travel Form

Please note:

All domestic and trans-Tasman flights must be booked using the **QBT Online Booking Tool**.

For international bookings, please complete the ACT Government Booking form on the <http://sharedservices/ACTGovt/Procurement/Buying/Existing-Contracts/Flight-Bookings.htm>

For all other travel related information please see Buying Goods and Services intranet site.

Travel Requisition No:

QBT → ☎ 1300 797 357

Form to be completed by the traveller and approved by the delegate before any travel or accommodation is booked.

TRAVELLER'S DETAILS							
Name: LEE HIANG KHIM JACQUELINE				Classification:			
Group:				Unit:			
Work phone: +65 6351 6342	Fax:	Mobile: +65 9748 8300		Home Phone: 2.2(a)(ii)			
Home address: 2.2(a)(ii) Singapore 2.2(a)(ii)				Corporate Frequent Flyer Number: Note: Frequent Flyer points are no longer accumulated. However, a flight will count towards your airline club status progression			
TRAVEL DETAILS							
<p>Reason: To represent VisitCanberra at the Australia Tourism Exchange 8 – 12 April 2019 The Australian Tourism Exchange (ATE) is the largest international tourism trade event in Australia, It is hosted by Tourism Australia and brings Australian tourism businesses together with trade distribution partners such as wholesalers, inbound tour operators and retailers from around the world.</p> <p>ATE provides VisitCanberra with a cost effective opportunity to showcase the destination and meet with targeted travel trade from key markets including Singapore, New Zealand, Malaysia, India, the UK, China and HK, with the aim of influencing overnight visitation and expenditure to the ACT through increasing the share of the inbound travel market.</p>							
Departure and Arrival Details (complete times and flight details after travel is approved)							
Depart location	Date	Time	Arrive location	Date	Time	Travel class Economy or Business Class	Airline, flight no.
SINGAPORE	7/4/2019	07:40	PERTH	7/4/2019	12:50	Economy	SQ213
PERTH	17/4/2019	14:05	SINGAPORE	17/4/2019	19:35	Economy	SQ 226
If travelling by private vehicle please attach copies of your current driver's licence and comprehensive insurance.							
Make, model and engine capacity of vehicle:							
ACCOMMODATION AND TRAVEL STANDARDS (Note: All accommodation bookings must be made through Lido (02) 8585 0806 / 1800 000 469 – option #1 for Government.							
Domestic				International			

TRAVELLER'S DETAILS

Director-General	4.5 star*	Economy Class under 4 hours,	4.5 star*	Business Class
Executives	4 star*	over 4 hours Business Class	4 star*	
Non Executives	3 star*	Economy Class	3.5 star*	Economy Class

If you intend to seek approval to vary from accommodation standards, please give reasons:
 Four Points at Sheraton is one of the official hotel partners for ATE, offering special rates for ATE delegates. The rate includes breakfast and the hotel is located within walking distance to the Convention Centre which will save on travel costs each day.

Accommodation details (to be completed after approval to travel is given). Include any private accommodation details

Date In	Date out	Hotel/Motel/Apartment	*Accom rating	Address	Phone
07/4/19	13/4/19	Four Points at Sheraton	4	707 Wellington St, Perth WA 6000	08 9327 7000


Details of any leave or non-official travel which you intend taking directly before or after your official travel

From: 13/4/19	To: 17/4/19	Contact details: +65 9748 8300
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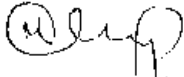
Payment of out of pocket expenses: Corporate credit card or reimbursement are the preferred methods of payment for meals and incidental expenses.

Actual reasonable costs will be reimbursed upon the provision of receipts. All advances must be acquitted.

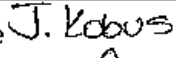
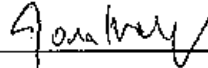
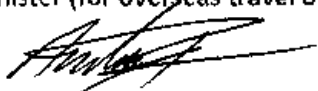
Advance: \$	BSB No:	Account No:
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Signature of traveller 	Date 11 / 02 / 2019
--	---------------------

Supported - funds are available and travel is recommended

Signature of supervisor 	Date 11 02 / 2019
---	-------------------

Approval of travel

Signature of delegate  J. Kobus 	Pos No. E674 Classification SES 1.4	Date 11 / 2 / 2019
Signature of Director-General/Minister (for overseas travel only) 	Date 15 / 2 / 19	

BOOKING REFERENCE:**TRAVEL COSTS:**

Airfare: \$300
 Transport: \$100 (Taxis)
 Accommodation \$925 (\$185 inc. breakfast for 5 nights)
 Total: \$1375

COST CODES: 14205/54214

Advance and cabcharges acquitted (finance officer)

Advance and cabcharges reconciled

Signature of finance officer

Accommodation details (to be completed after approval to travel is given). Include any private accommodation details

COST CODES: 14205/ 714409/54870

Signature of finance officer

From: "Lee, Jacqueline" <Jacqueline.Lee@act.gov.au>
Sent: 07/02/2019 9:15 PM
To: "Turnbull, Nicole" <Nicole.Turnbull@act.gov.au>
Cc: "Ahuja, Manasi" <Manasi.Ahuja@act.gov.au>
Subject: RE: FY1819 Malaysia's Team Australia Trade Events - KUL PDF & Northern Markets Roadshow
Attachments: Travel-Approval - Jan 2019 JAC KUL TRIP 19-20FEB19.doc

Hi Nicole

Pls see attach my travel form for your perusal and approval.

I have put in 2 airlines, not sure which one will you book. Do note that I will need to carry up the brochures, do add in baggage allowance if it is on Jetstar flight.

Let me know if I missed out anything, thanks!

JACQUELINE LEE

Business Development Manager
Singapore, Malaysia & India
VisitCanberra

T +65 6351 6342

M +65 9748 8300

From: Turnbull, Nicole
Sent: Thursday 31 January 2019 14:41
To: Lee, Jacqueline
Cc: Ahuja, Manasi
Subject: RE: FY1819 Malaysia's Team Australia Trade Events - KUL PDF & Northern Markets Roadshow

Hi Jac,

Yes, can you please fill in a travel form for this? I've attached a blank travel form, and also your signed travel from KUL as an example you can refer to.

I'll book in the flights and accom once your travel form is approved.

Let me know if you have any questions.

Cheers,
Nicole

NICOLE TURNBULL

Partnerships Events Officer
VisitCanberra

T +61 2 6205 0562



VISITCANBERRA.COM.AU | TOURISM.ACT.GOV.AU

From: Lee, Jacqueline
Sent: Thursday, 31 January 2019 1:29 PM
To: Ahuja, Manasi <Manasi.Ahuja@act.gov.au>
Cc: Turnbull, Nicole <Nicole.Turnbull@act.gov.au>
Subject: FW: FY1819 Malaysia's Team Australia Trade Events - KUL PDF & Northern Markets Roadshow
Importance: High

Hi Maisi

Below and enclosed is the details for upcoming Feb KUL product development forum which I will be attending as per plan.

Kindly advise if I need to fill up the travel form to book the flight and accommodation? Thanks!

JACQUELINE LEE

Business Development Manager
Singapore, Malaysia & India
VisitCanberra

T +65 6351 6342

M +65 9748 8300

From: [2.2(a)(ii)]@tourism.australia.com]

Sent: Wednesday 30 January 2019 18:07

2.2(a)(ii)

2.2(a)(ii) Lee, Jacqueline

Cc: [2.2(a)(ii)]

Subject: RE: FY1819 Malaysia's Team Australia Trade Events - KUL PDF & Northern Markets Roadshow

Dear Everyone!

Below is the update for our upcoming PDF + Ipoh Workshop + MITM Fairs at Ipoh & Penang.
And I have also attached tentative programme for reference.

Event	Product Development Forum at KUL	UnDiscover Australia Product Update Workshop 2019 Ipoh	MITM Penang 2019
STOs's participation	ALL	ALL except TNT & VC	SATC, TTAS & TEQ
Date	Wednesday, 20 February 2019	Thursday, 21 February 2019	23 – 24 February 2019
Target Number of Pax	35 pax	40 pax	
Venue	Stripes Hotel Kuala Lumpur at The Snug	To be advised	SPICE (PISA)
Format	Round table half-moon setup. Target audience: ATE19 buyers and Product Planners for non-ATE participants.	Round table half-moon setup. Target audience: Frontliner, product planner, operation & marketing.	TA will have two booths presence at MITM fairground

Accommodation	Akmar will share the hotel rate and reservation form for room booking	Akmar will share the hotel rate and reservation form for room booking	Akmar will share the hotel rate and reservation form for room booking
Presentation Deck	Please share your deck by Friday, 15th February.	Please share your deck by Friday, 15th February.	Please share your deck by Friday, 15th February.
Promotion Material	<p>We need contribution of non-woven bag (40 pcs). Please advise if any STO can support ya? 😊</p> <p>Suggest STO to pack respective brochures into a folder for easy management when do packing.</p> <p>Please prepare 40 sets for the session. Additional set will distribute to those who need extra copies.</p> <p>Akmar will share with you delivery details and box label later.</p>	<p>We need contribution of non-woven bag (40 pcs). Please advise if any STO can support ya? 😊</p> <p>Suggest STO to pack respective brochures into a folder for easy management when do packing.</p> <p>Please prepare 40 sets for the session. Additional set will distribute to those who need extra copies.</p> <p>Akmar will share with you delivery details and box label later.</p>	<p>We would like your support of brochures for distribution at fairground. As we only have two booth presence, there is very limited storage, hence we only require small quantity for distribution.</p> <ul style="list-style-type: none"> • Total of 300 pieces of non-woven bags • 200 copies of brochures (prefer one brochure per state if possible) • Please liaise with Huey Ching on the delivery arrangement
Giveaway for Q&A during your session	Suggest to have Q&A during your respective session with small gift to giveaway.	Suggest to have Q&A during your respective session with small gift to giveaway.	Suggest to have Q&A during your respective session with small gift to giveaway.



Cheers!

Many thanks and regards,

2.2(a)(ii)

Business Development Manager, Malaysia | South East Asia | Tourism Australia

T: +2.2(a)(ii) | F: +60 3 2070 4302 | E: 2.2(a)(ii)@tourism.australia.com

Office: Suite 12-1 Faber Imperial Court Jalan Sultan Ismail Kuala Lumpur 50250

Consumer: australia.com | twitter.com/Australia

facebook.com/SeeAustralia

Corporate: tourism.australia.com | twitter.com/TourismAus

THERE'S NOTHING
LIKE AUSTRALIA



From: 2.2(a)(ii)

Sent: Wednesday, 19 December 2018 3:27 PM

2.2(a)(ii)

Subject: RE: FY1819 Malaysia's Team Australia Trade Events - KUL PDF & Northern Markets Roadshow

Importance: High

Dear STOs,

Sorry for the delay, I was supposed to send this out last week but was tight up with event last week. I believe some of you would have received an update, there will be MITM Penang Fair in February 2019. MCTA has

just announced this two weeks ago, it was very short notice and we don't have pre-allocated budget for this hence TA is not in for this fair.

The date of MITM Penang fall on 23rd to 24th February clashes with our Penang Roadshow planned on 22nd February (impact on low attendance as most key agents will be participate in MITM Fair). Therefore, we will have to change the date for Penang Roadshow.

Date for KUL PDF which we have just got everyone agreed will remain unchange, anyhow we couldn't push the date any further due to preferencing date.

Hence, for KUL PDF + Ipoh Roadshow will remain as below:

20th Feb KUL ATE PDF
 Proceed to Ipoh
21st Feb Ipoh Roadshow
22nd Feb Ipoh to Penang - For those who wanted to visit MITM Fair

23rd to 24th Feb MITM Penang Fair

As for Penang Roadshow, I have reviewed all possible dates and propose as below:

Noted that Indonesia Travel Fair held from 14th to 17th March, not sure which STOs getting involve but the following suggestion can accommodate for those whom participating in Indonesia Travel Fair and MATTA Fair KUL.

11th March KUL/SIN to Penang
12th March Full day Penang Roadshow
13th March Penang Market Visit. Penang to KUL/SIN/INDO
14th March KUL Market Visit
15th March First day MATTA – Lunch catch up with KDPs

15th to 17th March MATTA Fair KUL

Let me know if you have any concern to the above revised by **Friday, 21st December** for further arrangement. Hear from you soon!

Many thanks and regards,

2.2(a)(ii)

Business Development Manager, Malaysia | South East Asia | Tourism Australia

T: 2.2(a)(ii) | F: +60 3 2070 4302 | E: 2.2(a)(ii)@tourism.australia.com

Office: Suite 12-1 Faber Imperial Court Jalan Sultan Ismail Kuala Lumpur 50250

Consumer:australia.com | twitter.com/Australia | facebook.com/SeeAustralia

Corporate: tourism.australia.com | twitter.com/TourismAus

-----Original Message-----

From: 2.2(a)(ii)@tourism.australia.com>

Sent: Wednesday, 17 October 2018 8:26 PM

2.2(a)(ii)

2.2(a)(ii)

Subject: Re: FY1819 Malaysia's Team Australia Trade Events

Sorry all. Typo error for both PAS and ASP events, see below for correction:

PAS & ASP Events

07th Dec, Friday - KUL PAS Event (1 day event) TBA -KUL ASP Event (1 day event)

** All STOs (1 per STO) are welcome to join our PAS/ ASP events at no additional contribution cost to the event but you will have to cover your own T&E cost as usual.

Sorry for the inconvenience.

Regards,

2.2(a)(ii)

From: 2.2(a)(ii)

Sent: Wednesday, October 17, 2018 6:54:43 PM

2.2(a)(ii)

Subject: FY1819 Malaysia's Team Australia Trade Events

Dear STO Colleagues,

Hope this finds you well.

This is to follow-up from our last one to one discussion.

Thanks for your confirmation and commitment to Malaysia's trade activities.

As per our last discussion, each STO will contribute A\$12,000 for joint Team Australia events as below outlined, these activities and contributions will be included in the master PMA which 2.2(a)(ii) is working on.

Please find below updated event dates for your kind reference and planning.

KL Roadshow, CNY Sales Blitz, CNY Appreciate Dinner for Media & Trade

23rd Jan	AM - Full day KUL Roadshow
	PM - CNY Appreciation Dinner (2 per STO)
24th Jan	Full day CNY Sales Blitz
25th Jan	Full day CNY Sales Blitz

Product Development Forum - Target Product Planner and buyers register for ATE + Northern Region Roadshow

18th Feb	AM Half Day PDF at KUL. Proceed to Ipoh
19th Feb	Ipoh Roadshow. Proceed to Penang
20th Feb	Penang Roadshow

Southern Region (Johor Bahru) Roadshow

18th - 20th June JB Roadshow

PAS & ASP Events

09th Dec	KUL PAS Event (1 day event)
10th April	KUL ASP Event (1 day event)

** All STOs (1 per STO) are welcome to join our PAS/ ASP events at no additional contribution cost to the event but you will have to cover your own T&E cost as usual.

ACTION:

- * Kindly advise your interest for KUL PAS Event by 01st November.

Once again, thanks for your continuous supports.
Should you have any question, please do not hesitate to contact me.

Many thanks and regards,

2.2(a)(ii)

Business Development Manager, Malaysia | South East Asia | Tourism Australia

T: 2.2(a)(ii) | F: +60 3 2070 4302 | E: 2.2(a)(ii)@tourism.australia.com

Office: Suite 12-1 Faber Imperial Court Jalan Sultan Ismail Kuala Lumpur 50250

Consumer: australia.com<<http://www.australia.com/>> | twitter.com/Australia<<http://twitter.com/Australia>>
| facebook.com/SeeAustralia<<http://facebook.com/SeeAustralia>>
Corporate: tourism.australia.com<<http://www.tourism.australia.com/>> |
twitter.com/TourismAus<<http://twitter.com/TourismAus>>

[cid:image002.jpg@01D29BFD.CCC09510]

Chief Minister, Treasury and Economic
Development Directorate

UNCLASSIFIED

To: Chief Minister

Tracking No.: CMTEDD2019/1922

Date: 15 April 2019

From: Director, VisitCanberra

Subject: International travel approval for VisitCanberra's Singapore based in-market resource, Ms Jacqueline Lee

Critical Date: 18 April 2019

Critical Reason: To seek your approval for the Singapore in-market resource, Ms Jacqueline Lee, to travel to Ipoh and Kuala Lumpur, Malaysia for meetings and Tourism Australia event from 6 – 9 May 2019

- DDG *not done*

Recommendations

That you:

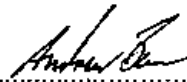
1. Note the information contained in this brief; and

Agreed / Not Agreed / Please Discuss

2. Sign the travel form at Attachment A.

Signed / Not Signed / Please Discuss

Andrew Barr MLA



16/4/19

Minister's Office Feedback

UNCLASSIFIED

Tracking No.: CMTEDD2019/1922

Background

1. VisitCanberra's in-market resource based in Singapore, Ms Jacqueline Lee, was appointed on 7 January 2019.
2. Whilst Ms Lee is seconded to VisitCanberra from Tourism Australia, she is bound by the ACT Government travel policy.
3. Tourism Australia is hosting their annual training event on Destination Australia in Ipoh, Malaysia on 6 May 2019. There are 30 travel agents expected to attend the training.
4. Ipoh is a tier 2 city with access to Canberra and Australia via Kuala Lumpur. Presenting to these agents provides a great opportunity to grow awareness of Canberra as a destination, and the Singapore Airlines flight access into Canberra.
5. In addition to attending the event in Ipoh, Ms Lee will undertake a market visit to Kuala Lumpur, to meet with Tourism Australia key distribution partners and to explore partnership opportunities for Canberra. These agents did not attend the Australian Tourism Exchange 2019 (ATE19) in Perth.
6. The key objective is to establish new relationships with the key travel partners to build Canberra and region awareness, and to develop VisitCanberra's distribution strategy to grow leisure visitation and expenditure to Canberra from Kuala Lumpur, Malaysia.
7. During this visit there will also be appointments scheduled with Singapore Airlines and Tourism Australia based in Kuala Lumpur to follow up from ATE19 and discuss potential for upcoming collaboration with industry partners.

Issues

8. Nil.

Financial Implications

9. All expenses will be met from within the existing VisitCanberra 2018-19 budget resources.
10. Estimated travel costs to Ipoh and Kuala Lumpur from 6 to 9 May will be approximately \$1,200.

11. ^{2.2(a)(xi)} [Redacted]

12. [Redacted]

Consultation

Internal

13. Nil

Cross Directorate

14. Nil

External

15. Nil

Work Health and Safety

16. Nil

Benefits/Sensitivities

17. Nil

Communications, media and engagement implications

15. Nil

Signatory Name: Jonathan Kobus Phone: 51385
Action Officer: Manasi Ahuja Phone: 70215

Attachments

Attachment	Title
Attachment A	Travel Approval Form – Jacqueline Lee – SIN-IPH-KUL-SIN 6 –9 May 2019



Travel Form

Please note:

All domestic and trans-Tasman flights must be booked using the QBT Online Booking Tool.

For international bookings, please complete the ACT Government Booking form on the <http://shareservices/ACTGovt/Procurement/Buying/Existing-Contracts/Flight-Bookings.htm>

For all other travel related information please see Buying Goods and Services intranet site.

Travel Requisition No:

QBT → ☎ 1300 797 357

Form to be completed by the traveller and approved by the delegate before any travel or accommodation is booked.

TRAVELLER'S DETAILS							
Name: LEE HIANG KHIM JACQUELINE				Classification:			
Group: Economic Development				Unit: VisitCanberra			
Work phone: +65 6351 6342		Fax:		Mobile: +65 9748 8300		Home Phone: +65 9857 0095	
Home address: 2.2(a)(ii) 2.2(a)(ii)				Corporate Frequent Flyer Number: Note: Frequent Flyer points are no longer accumulated. However, a flight will count towards your airline club status progression			
TRAVEL DETAILS							
Reason: To undertake a business visit to Kuala Lumpur to build relationships with key travel agents and partners, including up to 8 agents; Tourism Australia and Singapore Airlines. The focus of the meetings is to increase awareness of Canberra as a destination and the ease of access to the destination through Singapore Airlines flight SQ 288. Along with maintaining and establishing new relationships with the key travel partners, the focus is to develop VisitCanberra's distribution strategy to grow leisure visitation and expenditure to Canberra from Kuala Lumpur, Malaysia.							
Departure and Arrival Details (complete times and flight details after travel is approved)							
Depart location	Date	Time	Arrive location	Date	Time	Travel class Economy or Business Class	Airline, flight no.
SINGAPORE	6/5/2019	0745	IPOH	6/5/2019	0900	Economy	TR 484
KUALA LUMPUR	9/5/2019	2145	SINGAPORE	9/5/2019	2250	Economy	SQ 5341
If travelling by private vehicle please attach copies of your current driver's licence and comprehensive insurance.							
Make, model and engine capacity of vehicle:							
ACCOMMODATION AND TRAVEL STANDARDS (Note: All accommodation bookings must be made through Lido (02) 8585 0806 / 1800 000 469 – option #1 for Government.							
Domestic				International			

TRAVELLER'S DETAILS

Director-General	4.5 star*	Economy Class under 4 hours,	4.5 star*	Business Class
Executives	4 star*	over 4 hours Business Class	4 star*	
Non Executives	3 star*	Economy Class	3.5 star*	Economy Class
If you intend to seek approval to vary from accommodation standards, please give reasons: NIL				

Accommodation details (to be completed after approval to travel is given). Include any private accommodation details

Date in	Date out	Hotel/Motel/Apartment	*Accom rating	Address	Phone
6/5/19	9/5/19	tbc			


Details of any leave or non-official travel which you intend taking directly before or after your official travel

From: //	To: //	Contact details:
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Payment of out of pocket expenses: Corporate credit card or reimbursement are the preferred methods of payment for meals and incidental expenses.

Actual reasonable costs will be reimbursed upon the provision of receipts. All advances must be acquitted.

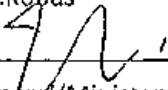
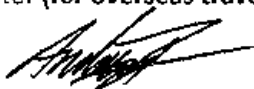
Advance: \$	BSB No:	Account No:

Signature of traveller 	Date 12/4/2019
--	----------------

Supported - funds are available and travel is recommended

Signature of supervisor – M.Ahuja 	Date 15/4/2019
---	----------------

Approval of travel

Signature of delegate – J.Kobus 	Pos No. E674	Classification SES 1.4	Date 15/4/2019
Signature of Director-General/Minister (for overseas travel only) 			Date 18/4/19

BOOKING REFERENCE:**TRAVEL COSTS:**

Airfare: \$200 (taxes)
Transport: \$340
Accommodation: \$360
Meals allowance: \$300
Total: \$1,200

COST CODES:**Advance and cabcharges acquitted (finance officer)**

Signature of finance officer

Travel Form

Please note:

All domestic and trans-Tasman flights must be booked using the [QBT Online Booking Tool](#).

For international bookings, please complete the ACT Government Booking form on the <http://sharedservices/ACTGovt/Procurement/Buying/Existing-Contracts/Flight-Bookings.htm>

For all other travel related information please see [Buying Goods and Services intranet site](#).

Travel Requisition No: ___

QBT → ☎ 1300 797 357

Form to be completed by the traveller and approved by the delegate before any travel or accommodation is booked.

TRAVELLER'S DETAILS							
Name: LEE HIANG KHIM JACQUELINE				Classification:			
Group:				Unit:			
Work phone: +65 6351 6342	Fax:	Mobile: +65 9748 8300	Home Phone: +2.2(a)(ii)				
Home address: 2.2(a)(ii) Singapore 2.2(a)(ii)				Corporate Frequent Flyer Number: Note: Frequent Flyer points are no longer accumulated. However, a flight will count towards your airline club status progression			
TRAVEL DETAILS							
<p>Reason: Support with Inbound Tour Operator Famil from India and meet with VisitCanberra colleagues as part of on-boarding process.</p> <p>As an outcome of the Tourism Australia's India Travel Mission in August last year, we have identified a number of Inbound Tour Operators (ITOs) in India who form an important link in the creation and distribution of Canberra ground packages in this market.</p> <p>Jacqueline and VisitCanberra are hosting a famil from Saturday 9 to Wednesday 13 March for approximately five of these key ITOs. The objective is to provide them with new awareness of Canberra and its product offering, enabling them to create ground packages to promote and sell through their wholesale/retail clients. Jacqueline will also be using this famil as the opportunity to build her product knowledge of Canberra and region. Jacqueline will be meeting with VisitCanberra colleagues on 7 – 8 of March and immersing herself in th e office.</p>							
Departure and Arrival Details (complete times and flight details after travel is approved)							
Depart location	Date	Time	Arrive location	Date	Time	Travel class Economy or Business Class	Airline, flight no.
SINGAPORE	6/3/2019	0935	CANBERRA	6/3/2019	2235	Economy	SQ 288
CANBERRA	13/3/2019	2355	SINGAPORE	14/3/2019	0500	Economy	SQ 288
If travelling by private vehicle please attach copies of your current driver's licence and comprehensive insurance.							
Make, model and engine capacity of vehicle:							
ACCOMMODATION AND TRAVEL STANDARDS (Note: All accommodation bookings must be made through Lido (02) 8585 0806 / 1800 000 469 – option #1 for Government.							

TRAVELLER'S DETAILS

	Domestic		International	
Director-General	4.5 star*	Economy Class under 4 hours,	4.5 star*	Business Class
Executives	4 star*	over 4 hours Business Class	4 star*	
Non Executives	3 star*	Economy Class	3.5 star*	Economy Class

If you intend to seek approval to vary from accommodation standards, please give reasons:
 Jacqueline will be staying at hotels in and around Canberra to experience Canberra product to assist her in building awareness of the destination with her key international markets.

Accommodation details (to be completed after approval to travel is given). Include any private accommodation details

Date in	Date out	Hotel/Motel/Apartment	*Accom rating	Address	Phone
06/03/2019	13/03/2019	TBC	4	TBC	


Details of any leave or non-official travel which you intend taking directly before or after your official travel

From: / / To: / / Contact details:

Payment of out of pocket expenses: Corporate credit card or reimbursement are the preferred methods of payment for meals and incidental expenses.

Actual reasonable costs will be reimbursed upon the provision of receipts. All advances must be acquitted.

Advance: \$	BSB No:	Account No:
--------------------	---------	-------------

Signature of traveller  Date 11 / 02 / 2019

Supported - funds are available and travel is recommended

Signature of supervisor Date / /

Approval of travel

Signature of delegate	Pos No.	Classification	Date / /
Signature of Director-General/Minister (for overseas travel only)			Date / /

BOOKING REFERENCE:**TRAVEL COSTS:**

Airfare: \$300
 Transport: \$100 (Taxis to and from airport)
 Accommodation: \$1200 (6 nights at \$150 per night)
 Total: \$2000

Advance and cabcharges acquitted (finance officer)

Advance and cabcharges reconciled

Accommodation details (to be completed after approval to travel is given). Include any private accommodation details

COST CODES: 14205/ 714409/54870

Signature of finance officer


DDG WEEKLY REPORT
SENSITIVE

ECONOMIC DEVELOPMENT
WED 13 TO TUES 19 FEB

VisitCanberra

Summary of activity for the week

Out of scope



- Jacqueline Lee (BDM – Singapore, Malaysia, India) represented VisitCanberra at Tourism Australia Product Forum for Singapore market on 18 February.

Out of scope



DDG WEEKLY REPORT
SENSITIVE

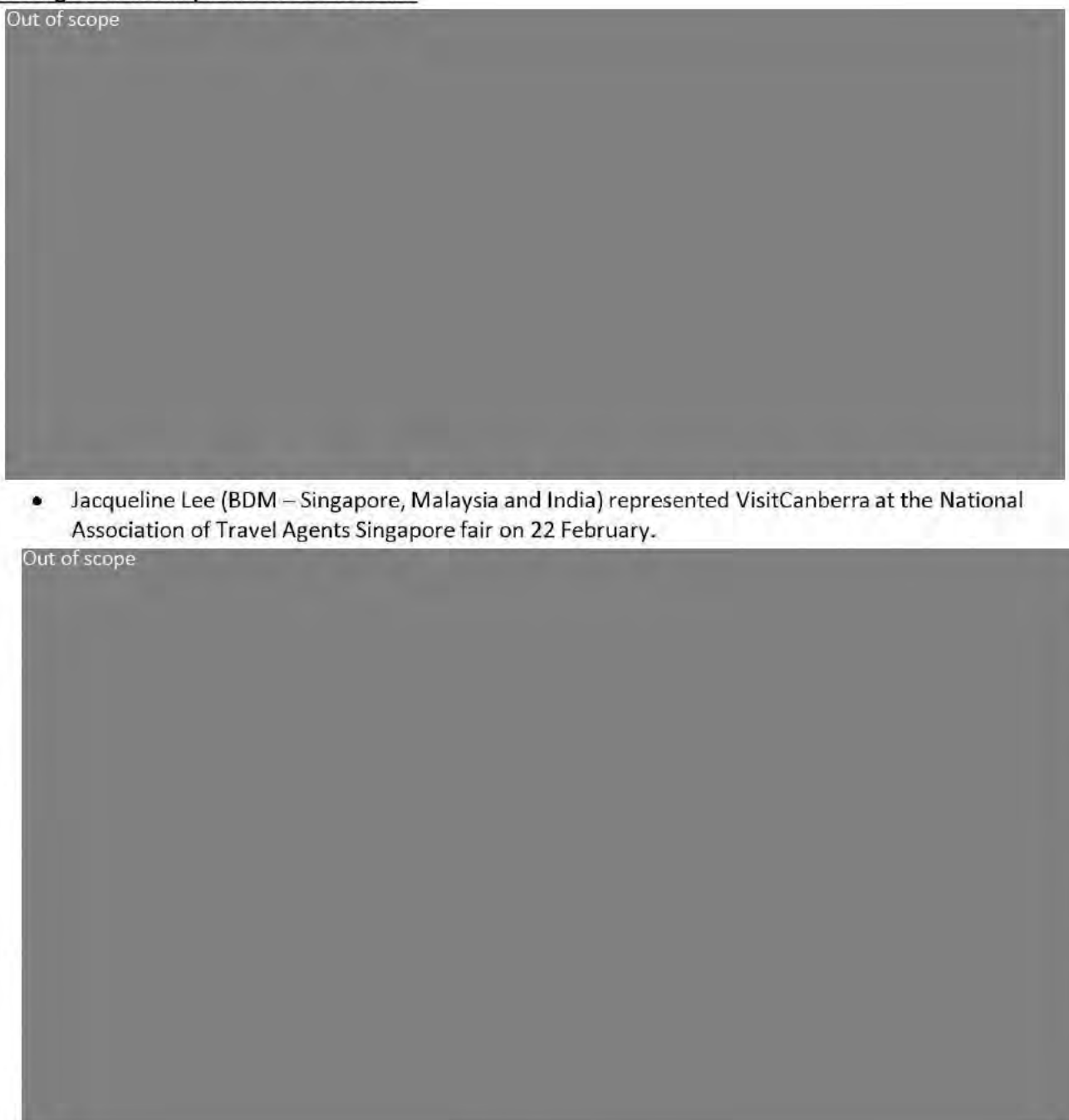
ECONOMIC DEVELOPMENT
WED 20 TO TUES 26 FEB

VisitCanberra

Summary of activity for the week

Strategic Partnerships and Visitor Services

Out of scope



- Jacqueline Lee (BDM – Singapore, Malaysia and India) represented VisitCanberra at the National Association of Travel Agents Singapore fair on 22 February.

Out of scope

DDG WEEKLY REPORT

SENSITIVE

ECONOMIC DEVELOPMENT

WED 27 FEB TO TUES 5 MAR

VisitCanberra

Summary of activity for the week

Out of scope



- Jacqueline Lee (BDM – Singapore, Malaysia & India) met with Tourism Australia Singapore team on 4 March to discuss future Aussie Specialist Program content updates.
- Jacqueline Lee (BDM – Singapore, Malaysia & India) met with tour operators (SA Tours and ETA Tours) on 4 March to discuss opportunities to include Canberra as destination in their itinerary programs for Australia.

Out of scope



DDG WEEKLY REPORT

SENSITIVE

Out of scope



Key areas of activity for next week

Strategic Partnerships and Visitor

- Jacqueline Lee (BDM – Singapore, Malaysia & India) is in Canberra from 6 March to 13 March as part of her onboarding program. During this time she will attend meetings with key stakeholders with VisitCanberra and support with upcoming family of Indian inbound tour operators.

Out of scope



**Strategic Partnerships
TEAM STRUCTURE**

Who are we	Strategic Partnerships team works with partners to local tourism industry, Tourism Australia, Australian Tourism Export Council, airlines and international distribution partners to develop and implement a range of innovative partner campaigns and trade education programs that drive destination awareness and visitation.
What we manage	<ul style="list-style-type: none"> • Wholesaler/retailer/OTA relationships • Inbound Tour Operator (ITO) relationships • Domestic and International Airline relationships • Aviation Development activities • VisitCanberra Sales Missions • Participation at Trade Events/Shows (ie ATE, Corroboree) • Trade Famil Program coordination & delivery • Aussie Specialist Program coordination & delivery • Export Ready development activities with Canberra industry operators • Trade collateral • Relationship with Tourism Australia • Relationship with the RTOs in surrounding region • Industry education • CBRJO and DNSW Southern Networks partnership • CCB • NCETP
Who are our partners	<ul style="list-style-type: none"> • Tourism Australia – Head Office and global markets • Wholesalers/retailers/OTAs in key markets • ITOs – servicing key markets • ATEC (Australian Tourism Export Council) • Airlines – Singapore Airlines, Virgin Australia, Qantas, Qatar Airways, Tigerair • Destination NSW & NSW Regional Tourism Organisations • Canberra and region tourism operators and associations (CCB, CDWIA, NCETP) • Allied industry partners – CBRJO, CIT, ANU, UC, Study CBR, Invest CBR, Innovate CBR)

VISITCANBERRA

Strategic Partnerships TEAM STRUCTURE



Snr Manager, International Partnerships	Partnerships and Distribution Manager	Partnerships and Distribution Officer	Partnership Events Officer	BDM - Singapore, Malaysia, India
Maisi Ahuja	Alison Beer	Donna Ciaccia	Nicole Turnbull	Jac Lee
<ul style="list-style-type: none"> • Strategic partnerships business planning and strategy development • Owns relationship with Tourism Australia • Commercial partnership strategy • Aviation commercial relationships • Manages aviation development activities • Owns ATEC relationship and sits on ATEC Committee • Owns CCB relationship • Owns accommodation relationships • DNSW Southern Networks relationship • Management of team (direct reports: Partnerships and Distribution Manager and BDM Singapore) 	<ul style="list-style-type: none"> • Trade engagement strategy development and implementation • Wholesaler relationships • Commercial agreements with KDPs • Oversight of trade collateral • Aviation commercial partnerships • SMT partnership • Delivery of Signature Experiences of Australia program • Strategy on a Page for industry • Assist with China strategy development and implementation • Stakeholder management internal and external • Direct reports: Partnerships and Distribution Officer and Partnership Events Officer 	<ul style="list-style-type: none"> • ITO relationships (Australia based) • Implementing trade engagement strategy • ASP coordination and implementation by market • Product development for international export including stakeholder engagement and Accelerator program • Trade Events – budget management concept development • Overseeing trade famil program implementation • Developing trade collateral • Reviewing and updating Trade Hub • Development and management of international IMHP / VJP program 	<ul style="list-style-type: none"> • Trade famil coordination • Trade famil processes & compliance • Sales Mission coordination • Event coordination & delivery • Newsletter content and coordination (Trade EDM, ad hoc EDMs) • Assist with updating trade collateral • Assist with ASP content • IPT stock control • Any other events and event related activities for Strategic Partnerships teams • Team administrative tasks 	<ul style="list-style-type: none"> • ITO relationships (offshore) • Wholesaler relationships (market relevant) • Trade engagement strategy implementation (market relevant) <ul style="list-style-type: none"> - Roadshows - Trade events - ASP - Itinerary development • TA Singapore office relationship management • Securing partnerships with TA and DNSW • Securing partnerships with KDPs • Feeding information back to VC head office • Maintaining excel database CRM with meeting notes • Supporting visits by Canberra product/ Ministers, VIPs etc • Support Sales Missions • PR and Marketing support as directed/required

VISITCANBERRA

Strategic Partnerships TEAM STRUCTURE



TEAM & INDIVIDUAL RESPONSIBILITIES

- Event/Activity reporting
- Briefings, Ministerials, QTBs
- Trade event representation
- Famil program hosting
- Records management
- Invoicing
- Travel briefs
- Hospitality forms
- DDG and Chief Minister Weekly reporting
- Data base management – contact lists
- Performance Plans
- Training requirements and needs
- Time sheets - flexi/leave management – fortnightly

From: "Lee, Jacqueline" <Jacqueline.Lee@act.gov.au>
Sent: 04/03/2019 8:49 PM
To: "Ahuja, Manasi" <Manasi.Ahuja@act.gov.au>; "Beer, Alison" <Alison.Beer@act.gov.au>
Cc: "Turnbull, Nicole" <Nicole.Turnbull@act.gov.au>
Subject: RE: Draft runsheet CBR & Region on Show [SEC=UNCLASSIFIED]

Hi Maisi

I am fine to do dinner if needed to be there, but I prefer to go for the Light! Canberra Action! @ Senate Rose Garden at the Museum of Australian Democracy.
Not sure if it is a free event or I have to get ticket? Thanks

JACQUELINE LEE

Business Development Manager
Singapore, Malaysia & India
VisitCanberra

T +65 6351 6342

M +65 9748 8300

From: Ahuja, Manasi
Sent: Thursday 28 February 2019 07:01
To: Beer, Alison; Lee, Jacqueline
Cc: Turnbull, Nicole
Subject: FW: Draft runsheet CBR & Region on Show [SEC=UNCLASSIFIED]

Hi Ali, Jac,

Here is the runsheet for ATEC..

Ali - On 7th March – you will be representing VisitCanberra and Mel has requested if you can say a few words on behalf of VC.

I have put my hand up to host the dinner on the 7th night at Capital Brewing and BrodBurger

Jac – are you able to do dinner with the ATEC famil on Friday evening – the program is TBC

Nicole – I don't think the dinner at night noodle is going ahead.

Lets chat through this when the details are all finalised.

Additionally - I am going to try and take the 8th of March as a leave day but will confirm that early next week.

Best,

Maisi Ahuja

Senior Manager, International Partnerships
VisitCanberra
+61 468 565 792

From: 2.2(a)(ii) @atec.net.au]
Sent: Wednesday, 27 February 2019 9:19 PM
To: 2.2(a)(ii) @mercurecanberra.com.au; Ahuja, Manasi <Manasi.Ahuja@act.gov.au>; bookings@dickson-central.com.au; 2.2(a)(ii) @canberrasecrets.com.au; 2.2(a)(ii) @capitalhotelgroup.com.au; 2.2(a)(ii) @canberraairport.com.au; 2.2(a)(ii) @mantra.com.au

Subject: Draft runsheet CBR & Region on Show
Importance: High

Hi everyone. A head of tomorrow mornings meeting at Mercure Canberra at 9am please see attached the draft runsheet for discussion tomorrow.

Thanks 2.2(a)(ii)



2.2(a)(ii)

National Manager – Events

Branch Manager – ACT & Region

Australian Tourism Export Council

904/6A, Glen St, Milsons Point, 2061

T [REDACTED] [@atec.net.au](mailto:[REDACTED]@atec.net.au) | W www.atec.net.au



Principal Partner



Foundation Partner



From: "Lee, Jacqueline" <Jacqueline.Lee@act.gov.au>

Sent: 04/03/2019 2:36 PM

To: "Ahuja, Manasi" <Manasi.Ahuja@act.gov.au>; "Beer, Alison" <Alison.Beer@act.gov.au>; "Turnbull, Nicole" <Nicole.Turnbull@act.gov.au>

Subject: RE: Plans for this week [SEC=UNCLASSIFIED]

Hi Maisi

Thanks for putting all these for me!

I just had a comparison with Cindy's and Terence's itinerary, looks like I am going to miss both of them.

Not sure what time the ITO Indian Mission starts on 10 Mar? Perhaps I can meet them to visit Tidbinbilla Nature Reserve and also Corin Forest on Sunday, which I had briefly discussed, was something that we both want to explore.

Something that I want to explore will be (while pending for the Indian itinerary): Jamala Lodge, Convention Centre, a few hotels which S/SEA markets are promoting, free bus shuttle during my stay. Also check out some coffee joints, winery and restaurants.

Not sure if it is too difficult for a quick visit to Snowy Mountains?

And let me know if there anything that you want to buy from Singapore? Happy to do some shopping tonight.

Thanks!

JACQUELINE LEE

Business Development Manager
Singapore, Malaysia & India
VisitCanberra

T +65 6351 6342

M +65 9748 8300

From: Ahuja, Manasi

Sent: Monday 4 March 2019 10:39

To: Lee, Jacqueline; Beer, Alison; Turnbull, Nicole

Subject: Plans for this week [SEC=UNCLASSIFIED]

Hi all,

Please see below an outline of Jac's time & my proposed plans:

Wednesday 6 March		
2255	Arrival into Canberra via SQ288 Stay at QT / Peppers	Jac please catch a cab to hotel and expense back
Thursday 7 March		
0845am	Head to the office	Maisi to pick up Jac from hotel
0930 – 1100	All staff meeting	With team
1100 – 1200	Meeting – Insights and Strategy	With Peta & Kelly

1200 – 1630	Attend ATEC Canberra on Show B2B	Alison and Jac to attend
1630- 1730	Free time	Jac to decide
1730 – 2030	Dinner with ATEC famil group	Maisi to pick up & drop off Jac
Friday 8 March		
0900 – 1000	Office time	Jac to walk over to the office
1000 – 1100	Meeting with International Marketing Team	Meeting Room South Stromlo
1100 – 1200	Meeting with Tulio from Technology	Meeting Room South Stromlo
1200 - 1300	Lunch with team	Ali & Nicole
1300 – 1400	Meeting about CRVC	Mike Salmon - Meeting Room South Stromlo
1400 – 1600	Meeting with Partnerships & Distribution team	Ali and Nicole - Meeting Room South Stromlo
1630	Evening at leisure	Recommend exploring around where you are staying
Saturday 9 March – day at leisure – let us know if there is anything specific you want to do and we can help organise that		
1100	Check out of QT / Peppers	
1400	Check in at Hyatt Canberra	
Sunday 10 March – join in with Indian ITO Famil (program to be shared)		

Thanks,

MAISI AHUJA

Senior Manager, International
Partnerships
VisitCanberra

T +61 2 6207 0215

M 0468 565 792



VISITCANBERRA.COM.AU | TOURISM.ACT.GOV.AU

From:"Ahuja, Manasi" <manasi.ahuja@act.gov.au>
Sent:12/03/2019 3:31 PM
To:"Ahuja, Manasi" <Manasi.Ahuja@act.gov.au>
Subject:Your scan (Scan to My Email)
Attachments:scan_manasi_ahuja_2019-03-12-15-30-38.pdf



ACT Public Service

Accounts Payable Invoice Cover Sheet

Printed copies of this text are not controlled. Always check the Shared Services customer portal <http://sharedservices/> to ensure this information is current.

Directorate: (please select from the drop down menu)	CHIEF MINISTER, TREASURY & ECONOMIC DEVELOPMENT Directorate
Payee:	Lee Hiang Khim Jacqueline
Special Requests/ Reference Number:	

Collect Cheque*:	<input type="radio"/> Yes <input type="radio"/> No	Staff Reimbursement: EFT only - bank account details must be provided below.	<input checked="" type="radio"/> Yes <input type="radio"/> No
RCTI: (Recipient Created Tax Invoice)	<input type="radio"/> Yes <input type="radio"/> No	GST Registered:	<input type="radio"/> Yes <input type="radio"/> No
Withholding Tax:	<input type="radio"/> Yes <input type="radio"/> No		

* Please note all collect cheques are to be collected from Shared Services, Eclipse House, Civic.

Payee Bank Account Details for EFT Payments:

Bank Account Name:	2.2(a)(ii)
BSB Number:	
Account Number:	
Payee Postal Address:	

Purchase Order Related Invoices:

Purchase Order Number:	
Receipt Number:	
Project/Task Number:	
Contact Name for Purchase Orders:	

Invoice Detail: (All fields are mandatory) Please attach ORIGINAL invoices - copies are not accepted.

Applicable GST Codes: 10% AP (10%); Free AP (F); Input Tax AP (IT); Exempt (Ex); Capital 10% (Cap10%); Free CAP (CapF); Input CAP (ITCap); Outside AP (OS); No ABN Withhold (NABN)

Entity	Cost Centre	Account Code	Int. Trad.	Project	Agency Use	GST Tax Type	Total \$ (excl. GST)	GST Amount \$	Total \$ (incl. GST)	Description
141	14205	711705	99	54214	99	Outside AP	\$24.43		\$24.43	Taxi Ofc-Printer-Sofitel (SG PDF)
141	14205	711705	99	54214	99	Outside AP	\$18.40		\$18.40	Taxi Ofc-Home (after 8pm)
141	14205	711705	99	54214	99	Outside AP	\$11.28		\$11.28	Taxi Ofc-Dynasty (Meeting)
141	14205	711705	99	54214	99	Outside AP	\$36.49		\$36.49	Refreshment-Meeting wz Lins Advertisin
141	14205	711705	99	54214	99	Outside AP	\$9.15		\$9.15	Taxi Chinatown-Office
									\$0.00	
									\$0.00	
									\$0.00	
									\$0.00	
									\$0.00	

Total \$ GST:	\$0.00
Total Amount \$ (incl. GST):	\$99.75
Remittance Advice Description:	SIN office February 2019 expenses (in AUD)

By signing this form the signatories warrant the Directorate has received the above mentioned goods and/or services (excluding prepayments and deposits).

Prepared by:

Name: LEE HIANG KHIM JACQUELINE Phone: 6597488300

Signature: [Signature] Date: 05/03/2019

Authorising Officer (financial delegate):

Name: MANASI AHUJA Position: Senior Manager International Partnerships

Signature: [Signature] Date: 6-03-2019

Office - Printer -

COMFORT TRANSPORTATION
SHA2767H Sofitel

TRIP NO 5024757971
START 18/02/2019 13:38
END 18/02/2019 14:16
DISTANCE RUN 18.70 KM

EZLINK 000009
9500310E
AGENT ID 33230
1000138004059325
789 07/03/2021
18 Feb, 2019 14:16:49

METER FARE \$ 19.30
ERP \$ 2.00
CURR BOOKING \$ 2.30
TOTAL FARE \$ 23.60

FEE(GST INCL) \$ 0.30

AMOUNT PAID \$ 23.90

AUD # 25.43

Office to home

COMFORT TRANSPORTATION
SHCB929H

After 6 pm
TRIP NO 76166006H
START 13/02/2019 20:12
END 13/02/2019 20:30
DISTANCE RUN 16.29 KM

EZLINK 000009
950066E0
AGENT ID 33230
1000138004059325
786 07/03/2021
13 Feb, 2019 20:30:46

METER FARE \$ 13.60
PEAK HOUR 25% \$ 3.40
TOTAL FARE \$ 17.00

FEE(GST INCL) \$ 0.30

AMOUNT PAID \$ 17.30

AUD # 18.40

Office to Dynasty

COMFORT TRANSPORTATION
SHCB551M

Alicia & Dorothy
TRIP NO 762751947
START 19/02/2019
END 19/02/2019 14:02
DISTANCE RUN 4.50 KM

EZLINK 000009
95003D73
AGENT ID 33230
1000138004059325
790 07/03/2021
19 Feb, 2019 14:02:53

METER FARE \$ 8.30
ERP \$ 2.00
TOTAL FARE \$ 10.30

FEE(GST INCL) \$ 0.30

AMOUNT PAID \$ 10.60

AUD # 11.28

Meeting with Wee Cheng

Hoshino Coffee - ChinaTown Point

REG No. : 200501519R
GST No. : 20-0501519-R

Chinatown Point, 133 New Bridge Road #02-17/4E
Singapore 059413
PHONE: +65 6244 2028

Lin's Advertising
Table 09

Order: #455506

RECEIPT: #459715

Date: 19/02/2019

Time: 11:51

Dish(es)	Qty	Amount
D16 MATCHA LATTE (HOT)	1	S\$3.00
S11 STRAWBERRY FRENCH TOAST	1	S\$12.80
Soy Latte(HOT)	1	S\$7.30
Sub-total		S\$22.10
Service Charge (10%)		S\$2.21
GST (7%)		S\$1.24
Grand total (SGD)		S\$25.55
Card (NETS)		S\$34.30

AUD # 36.49

CITYCAB PTE LTD

SHA9919R
Chinatown to Office

TRIP NO 762370119
START 19/02/2019 16:48
END 19/02/2019 17:01
DISTANCE RUN 5.70 KM

EZLINK 000009
95004897
AGENT ID 33230
1000138004059325
791 07/03/2021
19 Feb, 2019 17:02:04

METER FARE \$ 8.30
TOTAL FARE \$ 8.30

FEE(GST INCL) \$ 0.30

AMOUNT PAID \$ 8.60

AUD # 9.15

DDG WEEKLY REPORT

SENSITIVE

ECONOMIC DEVELOPMENT


WED 6 TO TUES 12 MAR

VisitCanberra

Summary of activity for the week


Strategic Partnerships and Visitor Services

Out of scope



- Jacqueline Lee (BDM – Singapore, Malaysia & India) attended meeting with various teams within VisitCanberra as part of her onboarding on 7 and 8 March.
- The Inbound Tour Operators (ITO's) from India arrived into Canberra on 9 March for a famil hosted by the International Partnerships team from 9- 13 March. This also includes Jacqueline Lee (BDM – Singapore, Malaysia & India)

Out of scope




DDG WEEKLY REPORT

SENSITIVE


Corporate, Strategy and Insights

- CSI met with Singapore in-market representative Jac Lee on 7 March to provide overview of key international research and VisitCanberra & Events ACT business plan.

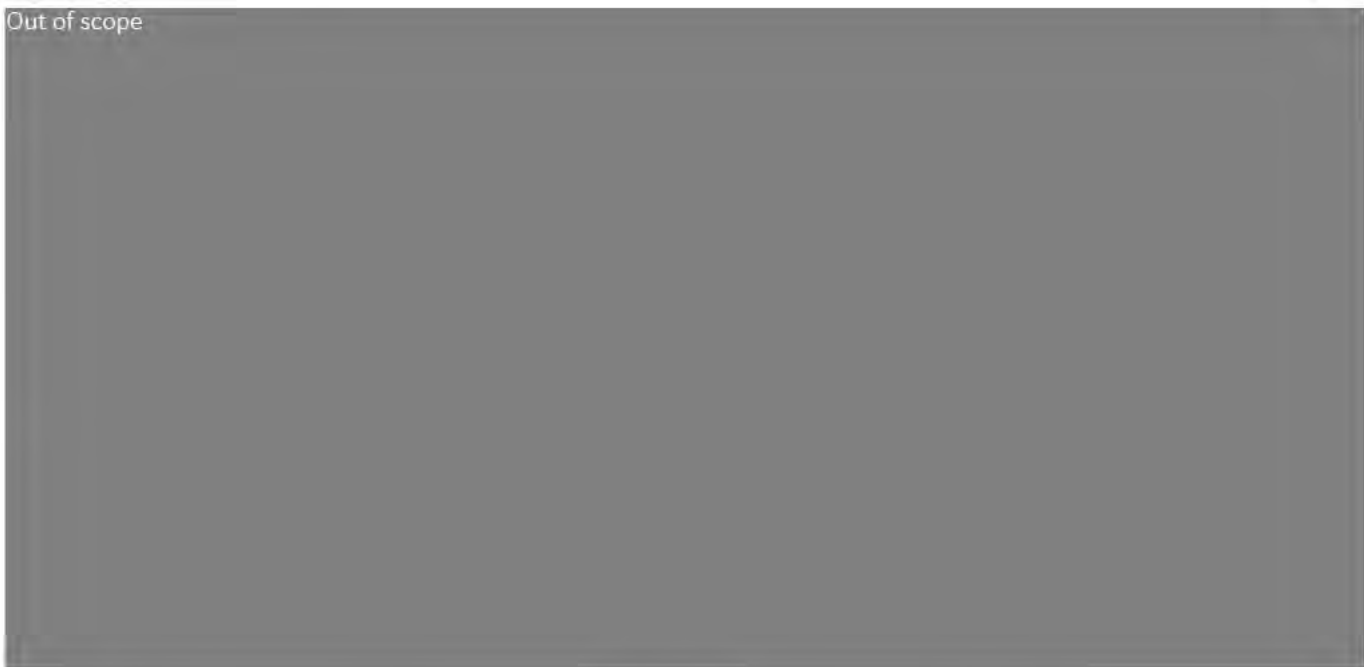
Out of scope



Out of scope



Out of scope



From:"Ahuja, Manasi" <manasi.ahuja@act.gov.au>
Sent:12/03/2019 3:32 PM
To:"Ahuja, Manasi" <Manasi.Ahuja@act.gov.au>
Subject:Your scan (Scan to My Email)
Attachments:scan_manasi_ahuja_2019-03-12-15-31-47.pdf



ACT
Government

ACT Public Service

Accounts Payable Invoice Cover Sheet

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Directorate: (please select from the drop down menu)	CHIEF MINISTER, TREASURY & ECONOMIC DEVELOPMENT Directorate
Payee:	Lee Hiang Khim Jacqueline
Special Requests/ Reference Number:	

Collect Cheque*:	<input type="radio"/> Yes <input type="radio"/> No	Staff Reimbursement: EFT only - bank account details must be provided below.	<input checked="" type="radio"/> Yes <input type="radio"/> No
RCTI: (Recipient Created Tax Invoice)	<input type="radio"/> Yes <input type="radio"/> No	GST Registered:	<input type="radio"/> Yes <input type="radio"/> No
Withholding Tax:	<input type="radio"/> Yes <input type="radio"/> No		

* Please note all collect cheques are to be collected from Shared Services, Eclipse House, Civic.

Payee Bank Account Details for EFT Payments:

Bank Account Name:	2.2(a)(ii)
BSB Number:	
Account Number:	
Payee Postal Address:	

Purchase Order Related Invoices:

Purchase Order Number:	
Receipt Number:	
Project/Task Number:	
Contact Name for Purchase Orders:	

Invoice Detail: (All fields are mandatory) Please attach ORIGINAL invoices - copies are not accepted.

Applicable GST Codes: 10% AP (10%), Free AP (F); Input Tax AP (IT); Exempt (Ex); Capital 10% (Cap10%); Free CAP (CapF); Input CAP (ITCap); Outside AP (OS); No ABN Withhold (NABN)

Entity	Cost Centre	Account Code	Int. Trad.	Project	Agency Use	GST Tax Type	Total \$ (excl. GST)	GST Amount \$	Total \$ (incl. GST)	Description
141	14205	711705	99	54214		Outside AP	\$23.51		\$23.51	SG ASP event-Home to Grand Hyatt
141	14205	711705	99	54214		Outside AP	\$19.83		\$19.83	HK TA event-Grand Hyatt to airport
141	14205	711705	99	54214		Outside AP	\$38.40		\$38.40	HK TA event-Stationery for training kits
141	14205	711705	99	54214		Outside AP	\$15.77		\$15.77	HK TA event-Dinner 17JAN (HK83)
141	14205	711705	99	54214		Outside AP	\$77.10		\$77.10	HK TA event-Airport to hotel (HK405.90)
141	14205	711705	99	54214		Input CAP	\$11.66		\$11.66	HK TA event-Hotel-Restaurant(HK61.40)
141	14205	711705	99	54214		Outside AP	\$13.28		\$13.28	HK TA event-Restaurant-Hotel(HK69.9)
141	14205	711705	99	54214		Outside AP	\$78.23		\$78.23	HK TA event-Hotel to airport (HK73.54)
141	14205	711705	99	54214		Outside AP	\$18.04		\$18.04	HK TA event-Breakfast (HK95)
141	14205	711705	99	54214		Outside AP	\$40.21		\$40.21	HK TA event-Airport to home

Total \$ GST:	\$0.00
Total Amount \$ (incl. GST):	\$336.03
Remittance Advice Description:	HK TA event 17-19JAN19 (In Australian Dollars)

By signing this form the signatories warrant the Directorate has received the above mentioned goods and/or services (excluding prepayments and deposits).

Prepared by:

Name: **LEE HIANG KHIM JACQUELINE** Phone: **6597488300**

Signature:  Date: **05/03/2019**

Authorising Officer (financial delegate):

Name: **Manasi Ahuja** Position: **Senior Manager, International Partnerships**

Signature:  Date: **06/03/2019**

HK TA EVENT 17-19 JAN 19

Home
to CITYCAB PTE LTD
to SH009908
Hotel - Grand Hyatt

TRIP NO 5020604783
START 17/01/2019 10:11
END 17/01/2019 10:37
DISTANCE RUN 17.50 KM

EZLINK 000009
95007347
AGENT ID 33230
1000138004059325
768 07/03/2021
17 Jan, 2019 10:37:38

METER FARE \$ 19.50
CURR BOOKING \$ 2.30
TOTAL FARE \$ 21.80

FEE(GST INCL) \$ 0.30

AMOUNT PAID \$ 22.10

AUD# 23.51

Grand Hyatt
to Airport


DIAL-A-CAB
TEL: 6550 8866

5020604783
START 17/01/2019 10:11
END 17/01/2019 10:37
DISTANCE RUN 17.50 KM

TOTAL S\$ 19.84

AUD# 19.83

Stationery

POPULAR LOT 1 SHOPPER'S MALL
POPULAR BOOK COMPANY PTE LTD
15 Serangoon North Avenue 5
Singapore 554360
GST REG MR-8500027-X

13/01/19 20:43 Slip: 0100318567
TEMP100044 Trans: 308779

Description	Amount
POP SHT PROT A4 11H-1	8.50
POP SHT PROT A4 11H-100 C	
3pc @ 9.20	27.60
Total S\$	36.10
NETS	-36.10
GST 7%	2.37
Item Count	4
Total Savings	0.00

Sign up as a member
to enjoy 10% off
at POPULAR and UrbanWrite.
T&C apply.

AUD# 38.40

Dinner 17Jan19

901 外賣901

何洪記(機場)
顧客單據

檯號: 901 人數: 1
單號: 01048972 員工: WING
日期: 2019-01-17 開單時間: 21:46:45

豉汁水餃撈麵 1 \$83.0
項目總計: \$83.0

總計: \$83.0

印單次數: 1 印單時間: 21:46:45
印單員工: WING

AUD# 15.77

<< 多謝惠顧 >>

Airport to hotel

車号 TAXI NO. U5738
上车 START 19/01/2019 04:50
下车 END 19/01/2019 05:27
总公里 TOTAL KM 43.27
收費公里 PAID KM 43.16
收費分钟 PAID MIN 0.77
附加費 SURCHARGE HK\$116.00
总車費 TOTAL FARE HK\$485.30

AUD# 77.010

Hotel to Restaurant 18 JAN

車號	TAXI NO.	TH5787
上車	START	18/01/19 18:21
下車	END	18/01/19 18:38
總公里	TOTAL KM	5.36
收費公里	PAID KM	4.63
收費分鐘	PAID MIN	5.15
附加費	SURCHARGE	HK\$0.00
總車費	TOTAL FARE	HK\$61.00

AUD\$11.66

Restaurant to Hotel

車號	TAXI NO.	TH5787
上車	START	18/01/2019 22:43
下車	END	18/01/2019 22:54
總公里	TOTAL KM	6.90
收費公里	PAID KM	6.82
收費分鐘	PAID MIN	2.07
附加費	SURCHARGE	HK\$0.00
總車費	TOTAL FARE	HK\$69.90

AUD\$13.28

Hotel to Airport 19 JAN

車號	TAXI NO.	338233
上車	START	17/01/19 21:53
下車	END	17/01/19 22:37
總公里	TOTAL KM	44.06
收費公里	PAID KM	43.38
收費分鐘	PAID MIN	1.65
附加費	SURCHARGE	HK\$16.00
總車費	TOTAL FARE	HK\$41.90

AUD\$78.23

B'fast 19 JAN 19



PUTIEN

Hong Kong / SHOP 7E181 EAST HALL 7/F
TERMINAL 1 AIRPORT HK
21118908

請留意叫號取餐
堂食自取 - 00041

收銀員: Gigi

落單時間: 2019/01/19 08:04AM

1(5)早餐 - 農家芥菜粥 \$78.00
+ 1 綠茶

1 依雲礦泉水 \$17.00

小計 \$95.00

合計 \$95.00

付款 - 八達通 \$95.00

讀卡器號碼 40F73B

八達通號碼 75997366

扣除金額 \$95.00

餘額 \$12.00

上一次於 2019/01/17 現金增

AUD\$18.04

COMFORT TRANSPORTATION

SHC8004B
Airport to Home

TRIP NO 761285660

START 19/01/2019 13:33

END 19/01/2019 14:01

DISTANCE RUN 36.90 KM

EZLINK 000009

960071B3

AGENT ID 33230

1000138004059.25

769 07/03/2021

19 Jan, 2019 14:02:10

METER FARE \$ 34.50

CHANGI AIRPORT \$ 3.00

TOTAL FARE \$ 37.50

FEE(GST INCL) \$ 0.30

AMOUNT PAID \$ 37.00

AUD\$40.21

From:"Ahuja, Manasi" <manasi.ahuja@act.gov.au>
Sent:12/03/2019 3:32 PM
To:"Ahuja, Manasi" <Manasi.Ahuja@act.gov.au>
Subject:Your scan (Scan to My Email)
Attachments:scan_manasi_ahuja_2019-03-12-15-32-03.pdf



ACT Public Service

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Payee:	Lee Hiang Khim Jacqueline
Special Requests/ Reference Number:	

Collect Cheque*:	<input type="radio"/> Yes <input type="radio"/> No	Staff Reimbursement: EFT only - bank account details must be provided below.	<input checked="" type="radio"/> Yes <input type="radio"/> No
RCTI: (Recipient Created Tax Invoice)	<input type="radio"/> Yes <input type="radio"/> No	GST Registered:	<input type="radio"/> Yes <input type="radio"/> No
Withholding Tax:	<input type="radio"/> Yes <input type="radio"/> No		

* Please note all collect cheques are to be collected from Shared Services, Eclipse House, Civic.

Payee Bank Account Details for EFT Payments:

Bank Account Name:	2.2(a)(ii)
BSB Number:	
Account Number:	
Payee Postal Address:	

Purchase Order Related Invoices:

Purchase Order Number:	
Receipt Number:	
Project/Task Number:	
Contact Name for Purchase Orders:	

Invoice Detail: (All fields are mandatory) Please attach ORIGINAL invoices - copies are not accepted.

Applicable GST Codes: 10% AP (10%); Free AP (F); Input Tax AP (IT); Exempt (Ex); Capital 10% (Cap10%); Free CAP (CapF); Input CAP (ITCap); Outside AP (OS); No ABN Withhold (NABN)


Entity	Cost Centre	Account Code	Int. Trad.	Project	Agency Use	GST Tax Type	Total \$ (excl. GST)	GST Amount \$	Total \$ (incl. GST)	Description
141	14205	711705	99	54214		Outside AP	\$49.04		\$49.04	MY TA event: Home-Airport
141	14205	711705	99	54214		Outside AP	\$44.68		\$44.68	MY TA event: Airport-Home
141	14205	711705	99	54214		Outside AP	\$9.03		\$9.03	MY TA event: Dinner 1(MYR24.9)
141	14205	711705	99	54214		Outside AP	\$6.15		\$6.15	MY TA event: Dinner 2(MYR16.95)
141	14205	711705	99	54214		Outside AP	\$13.97		\$13.97	MY TA event: Dinner (MYR38.5)
141	14205	711705	99	54214		Outside AP	\$24.71		\$24.71	Refreshment-meeting (MYR68 1)
141	14205	711705	99	54214		Outside AP	\$43.54		\$43.54	Mid Valley-Airport (MYR120)
141	14205	711705	99	54214		Outside AP	\$10.69		\$10.69	MY TA event: Dinner (MYR29.45)
141	14205	711705	99	54214		Outside AP	\$10.88		\$10.88	MY TA event: Hotel tax (MYR30)
									\$0.00	

Total \$ GST:	\$0.00
Total Amount \$ (incl. GST):	\$212.69
Remittance Advice Description:	MY TA Event 22-25JAN19 (IN AUSTRALIAN DOLLARS)

By signing this form the signatories warrant the Directorate has received the above mentioned goods and/or services (excluding prepayments and deposits).

Prepared by:

Name: Phone:

Signature:  Date:

Authorising Officer (financial delegate):

Name: Position:

Signature:  Date:

my TA EVENT 22-25 JAN 19

CITYCAB PTE LTD
SHC7327B
Home to Airport
 TRIP NO 5021454192
 START 22/01/2019 06:56
 END 22/01/2019 08:02
 DISTANCE RUN 38.60 KM
 EZLINK 000009
 95003B86
 AGENT ID 33230
 1000138004059325
 772 07/03/2021
 22 Jan, 2019 08:02:54

METER FARE \$ 34.00
 CURB BOOKING \$ 3.30
 PEAK HOUR 25% \$ 8.50
 TOTAL FARE \$ 45.80
 FEE(GST INCL) \$ 0.30
 AMOUNT PAID \$ 46.10

AUD\$ 49.04

COMFORT TRANSPORTATION
SHC1105P
Airport to Home
 TRIP NO 761708184
 START 25/01/2019 23:49
 END 26/01/2019 00:21
 DISTANCE RUN 36.00 KM
 EZLINK 000009
 950050CE
 AGENT ID 33230
 1000138004059325
 773 07/03/2021
 26 Jan, 2019 00:21:29

METER FARE \$ 26.30
 CHANGI AIRPORT \$ 5.00
 PEAK HOUR 25% \$ 2.80
 LATE NIGHT 50% \$ 7.60
 TOTAL FARE \$ 41.70
 FEE(GST INCL) \$ 0.30
 AMOUNT PAID \$ 42.00

AUD\$ 44.68

Dinner Receipt 1

YONG TAU FU

FOOD REPUBLIC
 Yusun Trading
 LOT 1.41.00, LEVEL 1,
 PAVILION KUALA LUMPUR,
 168 BUKIT BINTANG,
 55100 K.L.
 Co.Reg no. (002060296-M)
 6 YONG TAU FU 6 YONG TAU FU

INVOICE: 5431

22 Jan 19 19:08:22

1	RM1.80	3.80
1	RM1.50	1.30
2	RM3.50	7.80
1	RM4.80	4.80
1	RM2.50	2.30
1	RM3.50	3.50

Total item sold: 7
 SUBTOTAL: 23.50
 6% Service Tax 1.41
 Total: 24.91
 Rnd Adjust 0.01
 Rounding 24.90
 PAY: 50.00
 CASH 50.00
 CHANGE DUE 25.10

6 CLOSED 22 Jan 19 19:08:42
 Thank You P!s Come Again

AUD\$ 9.03

Dinner Receipt 2



BIERJAYA STARBUCKS COFFEE
COMPANY SDN BHD
 Lot 1044, Level 1, West Bridge Point Square,
 PK 1, Jalan Tunas, 50100, Kuala Lumpur, Malaysia
 website: www.starbucks.com.my

Pavilion 1
 1300-80-8989
 SERVICE TAX ID: W16-1808-31025875

Invoice No: SB092R2-0291074 FOR HERE
 Date: 22 Jan 19 19:37:45 AMIRA

Green Tea Latte - G	1	16.00
Sub-Total		RM 16.00
6% Service Tax (ST)		RM 0.96
Rounding		RM -0.01

Total Sales (Incl. ST) **RM 16.95**

SG05.78 CASH RM 51.00
 Change (CASH) RM 34.05

22 Jan 19 19:38:19

Your Next Drink Could Be Free
 With A Starbucks Card
 Turn Your Visits Into Rewards!

Free Wifi Code
 c38ug25e
 Powered By V5ZONE

AUD\$ 6.15

Dinner

Dai Cha Dim
(Owned by Permata Pegun Sdn Bhd)
Co.No:785679-A
Lot 6.01.03, Level 6,
Pavilion Kuala Lumpur
168 Jalan Bukit Bintang
55100, Kuala Lumpur
Tel:03-2148 8108 Fax:03-2148 8109

INVOICE

Table No: 13

Invoice No : DAICHADIMPVL01/08747
Order No : 05094 Cover: 1
Date : 24/01/2019 #2 7:55 PM
Cashier : Terrance Tan
PRN DN : 24/01/2019 8:20 PM

QTY	ITEM	RM
*** Dine In ***		
1	Lemon Tea-H 檸檬茶-热	6.00
1	Stir-Fried Romaine Lettuce wt Garl 拍蒜炒香麦	15.80
1	Yong Tau Foo-Set 酿料-套餐	13.20
1	White Tau Foo 酿白豆腐	
1	Bitter Gourd 酿苦瓜	
1	Brinjal 酿茄子	
1	Fried Tau Foo Bok 煎豆腐卜	
3	SubTotal	35.00
	Service Charge @10%:	3.50
	Net Total	38.50

Cash 50.00
CHANGE 11.50
*** 24/01/2019 8:20 PM ***

AND# 13.97

Meeting with Kathleen
- Holiday Services
little penang kafe
SST ID: W10-1808-32100247
(484944-A)
Grd Floor Mid Valley Megamall
Tel: 03-22820215
INVOICE

TABLE : 08

POS ID : POS01
INV NO: POS01/00353861
CASHIER: little penang
INV DT: 25/01/2019 06:17:51 PM RM

1	LIME JUICE	6.00 SR
2	BARLEY LIME @5.00	10.00 SR
1	RED RUBY	7.50 SR
1	PRAWN MEE	15.80 SR
1	ASSAM LAKSA	15.80 SR
1	PIE TEE	12.00 SR
1	HOT/ WARM/ICED WATER	1.00 SR
8	SUB TOTAL	68.10

NET TOTAL 68.10
Cash 100.10
CHANGE 32.00

Tax Summary Amount Tax
SR SST 6% 64.25 3.85

AND# 24.71



AIRPORT LIMOUSINE SERVICE
機場豪華的士服務
Kuala Lumpur International Airport
64000 KLIA, Sepang, Selangor Darul Ehsan.

Budget Premium MPV Van Executive

From: Mid Valley Date: 25/1/2019

To: KLIA 2 Time: _____

RM: 120

Issued by: _____

One way Two way Midnight Surcharge Hourly Booking

AND# 43.54



KUALA LUMPUR
CITY CENTRE

Kuala Lumpur Roadshow 22-25 JAN 19

Mr. Hiang Khim Lee
Singapore

Arrival : 22-01-19
Departure : 25-01-19
Room No : 1108 (TWB)
No. Person : 1 A 0 C
Inv. No : 196192
Conf No : 1180184
Page : 1
Cashier : H6324RASRO
Cashier No : 24

SST Reg No. :
Mr. Hiang Khim Lee

INVOICE

Date	Description	Reference	Debit	Credit
22-01-19	Tourism Tax		10.00	
23-01-19	Tourism Tax		10.00	
24-01-19	Tourism Tax		10.00	
25-01-19	Cash			30.00

Prices are in Ringgit Malaysia (MYR) and subject to 6% Service Tax or any other prevailing tax imposed by the government.

	BALANCE DUE	RM 0.00
	ST 6% Standard Rated	: 0.00
	ST 6%	: 0.00
	Non-Taxable Amount	: 0.00

I agree that I am personally liable for the payment of the above statement and if the person, company or association indicated by me as being responsible for payment of the same does not do so, that my liability for such payment shall be joint and several with such person, company or association.

SIGNATURE

AND \$10.88

City Centre Hotel Sdn Bhd
(420297K)
ST No: W10-1808-38003195
2 Jalan Kia Peng, 50450 Kuala Lumpur
Malaysia
Owned by The Nomad Group Bhd. (No. 426627-H)

Tel : +60 (3) 2147 0888
Fax : +60 (3) 2147 0820
H6324@accor.com

www.novotel.com
www.accorhotels.com



WEEKLY ISSUES BRIEF

DATE: 13/3/2019

**CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT
DIRECTORATE**

Trade, Industry and Investment and Tourism and Special Events Portfolio

VisitCanberra

Famil for Inbound Tour Operators from India

- As an outcome of attending Tourism Australia's India Travel Mission in August 2018, we identified a number of Inbound Tour Operators (ITOs) in India who form an important link in the creation and distribution of Canberra ground packages in this market.
- From Saturday 9 to Wednesday 13 March VisitCanberra is hosting a famil for four of these key ITO's with five representatives attending.
- The objective of the famil is to provide them with new awareness of Canberra and its product offering, enabling them to create ground packages to promote and sell through their wholesale/retail clients.
- Jacqueline Lee - the new Business Development Manager for Singapore, Malaysia and India (based in Singapore) is also attending to co-host this famil.
- India is a key market for VisitCanberra as there has been over 55 per cent growth from this market for the year ending September 2018, as per the International Visitor Survey (IVS) data.

The content has been cleared by

Name: Jonathan Kobus

Position: Director, VisitCanberra

DDG WEEKLY REPORT
SENSITIVE

ECONOMIC DEVELOPMENT
WED 13 TO TUES 19 MAR

VisitCanberra

Summary of activity for the week

Strategic Partnerships and Visitor Services

Out of scope

- Jacqueline Lee (BDM – Singapore, Malaysia & India) met with Lins Advertising, on 19 March, to continue discussions around feature in travel guide.

Out of scope


- Jaqueline Lee (BDM – Singapore, Malaysia & India) met with 2.2(a)(ii) of Holiday Tours Singapore, on 19 March, to gain feedback on her prize trip to Canberra and region during week of 11 March.

Out of scope

DDG WEEKLY REPORT

SENSITIVE

Out of scope




Other

Key areas of activity for next week


Strategic Partnerships and Visitor

Out of scope



- Jacqueline Lee (BDM – Singapore, Malaysia & India) meeting with prize winner from CTC Singapore on 21 March to gain feedback from his recent trip.
- Jacqueline Lee (BDM – Singapore, Malaysia & India) to follow up, on 21 March, with photographer from Holiday Tours Singapore on potential use of his imagery from trip to Canberra.

Out of scope



Out of scope



SENSITIVE

DDG WEEKLY REPORT
SENSITIVE

ECONOMIC DEVELOPMENT
WED 20 TO TUES 26 MAR

VisitCanberra

Summary of activity for the week

Strategic Partnerships and Visitor Services

Out of scope

- Jacqueline Lee (BDM – Singapore, Malaysia & India) met with prize winner from CTC Singapore on 21 March to gain feedback from his recent trip.
- Jacqueline Lee (BDM – Singapore, Malaysia & India) met with, on 21 March, with photographer from Holiday Tours Singapore on potential use of his imagery from trip to Canberra.

Out of scope

DDG WEEKLY REPORT

SENSITIVE

ECONOMIC DEVELOPMENT

WED 27 TO TUES 2 APR

VisitCanberra

Summary of activity for the week

Out of scope

- Jaqueline Lee (BDM – Singapore, Malaysia & India) attended Singapore Outbound Agents Association, on 29 March, travel fair to meet with and continue building relationships with Singapore based on agents.
- Jaqueline Lee (BDM – Singapore, Malaysia & India) to continue implementation of a 3-6 month trade engagement strategy across her markets.
- Follow up with the Indian Inbound Tour Operators by Jaqueline Lee (BDM – Singapore, Malaysia & India) on the famil they attended in Canberra. Follow up included a survey to gain insights on their visit.
- Jaqueline Lee (BDM – Singapore, Malaysia & India) supported with translation of key ATE presentation and collateral into simplified Chinese due to the large volume of buyers attending from China.

Out of scope

DDG WEEKLY REPORT

SENSITIVE


Out of scope



Key areas of activity for next week


Strategic Partnerships and Visitor

Out of scope



- Jacqueline Lee (BDM – Singapore, Malaysia & India) is meeting with key agents responsible for bringing conferences and events to Canberra on 3 April.
- Jacqueline Lee (BDM – Singapore, Malaysia & India) is planning discussions with Holiday Tours to explore partnerships opportunities for this FY.

Out of scope



From: "Lee, Jacqueline" <Jacqueline.Lee@act.gov.au>
Sent: 01/04/2019 3:48 AM
To: "Ahuja, Manasi" <Manasi.Ahuja@act.gov.au>
Subject: Trade Strategy APR-JUN19
Attachments: Campaign proposal plan.docx, Trade Strategy.xlsx

Hi Maisi

Here comes my 1st draft of the trade strategy that you have requested for your perusal.

Meanwhile, for collaboration, as most of the key agents are already have their funds / activities planned till June, currently planning with Holiday Tours. As Cindy and Jensen just returned from the lucky draw trip and willing to roll out their CBR and region experience too.

Apart from that, HTT team is pretty fast in getting a campaign out in the digital and social media space too.

I have enclosed a copy of the joint collaboration for your review and input, not know what will be the kind of support that HQ can support. So, no commitment with HTT or Campers Corner (CC) yet.

Campers Corner has been identified as the venue, being a 'new' location and bigger venue now, we would like to take this opportunity to be the first to conduct this joint talk. With their café, the intent is to 'shout' our award winning ONA's roasted coffee to be served at the talk to the attendees.

Let me know your thoughts and happy to chat on this as we want to activate a campaign soon. Thanks!

Jacqueline Lee

Business Development Manager
Singapore, Malaysia & India
VisitCanberra

T +65 6351 6342

M +65 9748 8300

VISITCANBERRA.COM.AU | TOURISM.ACT.GOV.AU

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Date	1 April 2019
Market	Singapore
Partners	Holiday Tours (HTT) and Campers' Corner (CC)
Campaign period	26 April to 30 June 2019
Campaign objectives	Create Canberra and regions awareness Conversion with SQ flight full package or land only
Key Performance Indicators	<p>Media</p> <ul style="list-style-type: none"> • HTT's Canberra dedicated microsite – increase 5% in unique session • Reach out to HTT's (Jetabout Holidays) eDMs to 28,000 database x 1 time • Reach out to HTT's Facebook posting – 1 month to 22,000 followers • Reach out to HTT's Instagram – 1 post to 1,400 followers • Reach out to Campers' Corner Facebook posting – 1 month to 15,000 followers <p>Conversion – Holiday Tours 50 paxs Increased in Canberra's awareness Increased in length of stay in Canberra and regions Encouraged product development</p>
Campaign key messages	<p>Winter fun in the Capital</p> <p>Promote winter activities –</p> <ul style="list-style-type: none"> • Ski activities at Corin Forest (beginners), Snowy Mountains (HVT) • Whale watching in South Coast • Truffles festival
Target Audience	HTT's database CC's database Selected media database (if budget permits)
Campaign Approach	Leverage on HTT's and CC's database Selected media database
Campaign activities	<p>Consumer talk to CC & HTT's database, target 60</p> <ul style="list-style-type: none"> • VC - conduct destination talk • Jensen – conduct his roadtrip to CBR & region • HTT – promote CBR's packages <p>Offer ONA roasted coffee and Tim Tams (new flavours)</p> <p>Call to action</p> <ul style="list-style-type: none"> ➤ Package Discount to book by xxx ➤ Free ONA coffee voucher ➤ Free ski lesson at Snowcity (Singapore Science Centre) <p>Media activities – TBA, proposed as follows</p>

	<ul style="list-style-type: none"> • HTT's Canberra dedicated microsite • HTT's (Jetabout Holidays) eDMs to 28, 000 database x 1 time • HTT's Facebook posting – 1 month to 22, 000 followers • HTT's Instagram – 1 post to 1, 400 followers • Display advertising in Google Display network (if budget permits) • Media buy on – such as Mediacorp digi banner, TripZilla.sg, Smartlocal, Tripadvisor.com.sg, Jensen Chua photography blog, Youtube video (if budget permits) • Campers' Corner Facebook posting – 1 month to 15,000 followers • Campers' Corner retail outlet display – to be discussed
Timeline	<p>4 April – Approval 8 April – E-invite out for consumer talk 10 April – Activation and execution of campaign activities and media buy 26 April – Consumer talk July – Campaign report and documentation</p>
Budget	<p>CBR contribution - AUD\$10, 000 (Or just the Consumer talk) – AUD\$2, 000</p> <p>HTT's contribution in kind – AUD\$8, 000 CC's contribution in kind – AUD\$2, 000</p>
Key personnel	<p>VC - Jacqueline Lee HTT – Cindy Loo CC - Sam</p>

Trade strategy
 Region: SG / MY / ID
 Period: Apr - Jun 2019

APR19					MAY19					JUN19				
1	8	15	22	29	6	13	20	27	3	10	17	24		

Trade activities / Action Steps

Outcomes

ATE 2019												
1) Develop relationships & commercial partnerships with ITOs, wholesalers & retail agents	Build on relationships and to develop partnerships with ITOs, wholesalers & retail agents											
2) Gain market insights	To improve on plans and develop trade strategies											
3) Identify gaps between CBR suppliers & consumers (via trade)	Reduced product gaps between CBR suppliers and trade / HVT consumer demand											

Product development

1) Undertake products scan currently being market by trade partners	Influence trade agencies to have 1) CBR product <those without CBR products> 2) Increase length of stay											
2) Identify Asia ready HVT commissionable and marketable products	To grow economic value											
3) Assist product planners in the development of CBR's package and itinerary	Increase in CBR's product on travel agents' shelf											
4) SG target - Chan Brothers / CTC / Dynasty / Famosa / Holiday Tours / Pacific Arena / Scenic / Travix / UOB	Collaboration with 2 partners by Jun19											
5) MY target - Apple / CIT / Golden Deluxe / Golden Tourworld / Holiday Tours / Malaysian Harmony / Sedunia / Forever PEN	Collaboration with 2 partners by Jun19											
6) ID target - Makemytrip / SOTC	Collaboration with 1 partner by Oct19											

Trade training

1) Conduct own, leverage on or partake in TA's training schedule for SG / MY	Target to train SG) 50 / MY) 50 <!(poh 6May>											
2) Leverage on TA to increase product range in the training presentation for ID	By 30Jun SG & MY - Food & beverage presentation											
3) Influence TA to encourage trade to consider CBR in their new product offerings or increase length of stay	Increased by next season - Oct19 onwards											

Online presence

1) Undertake online scan currently being upload / post <Social media> by travel agents	Influence travel agents to feature products online and social media post about CBR											
2) SG - Chan Brothers / CTC / Dynasty / Famosa / Holiday Tours / Pacific Arena / Scenic / Travix / UOB	At least 3 travel agents by Jun19											
3) MY - Apple / CIT / Golden Deluxe / Golden Tourworld / Holiday Tours / Malaysian Harmony / Sedunia / Forever PEN	At least 2 travel agents by Jun19											
4) ID - Makemytrip / SOTC	At least 1 by Oct19											
5) Undertake online scan and update CBR's content in TA's SG / MY / ID website	By Jun19											

ITO / Suppliers

1) Develop and maintain working relationships with in-market and CQ based ITOs & Suppliers												
2) CBR products are available and match consumers' demand & bookable direct or via travel agents	Products from the accelerator program and Asia ready											
3) Identify product gaps between CBR suppliers & ITOs	Reduce product gaps between CBR suppliers and ITOs											
4) Marketplace S/SEA 30Sep-2Oct - recruitment and provide assistance to keen ACT sellers	Meet the target number of suppliers attending Marketplace											

AIRLINE

1) Be guided and align with HQ's direction and maintain working relationships with SQ in-market team	Support and activate marketing / trade activities											
2) Joint in-market SQ trade activities	Grow awareness of CBR and increase flight uptake on SQ 208 flight to CBR											

Market visit

Sales call - MY (key distribution partners)	KUL - 6 agents											
Sales call - SG (key distribution partners)	SIN - 8 agents											
BE / Education providers	KUL - 2											
BE / Education providers	SIN - 5											

Communication

1) Update database - trade, ITOs and airlines	Ongoing updating											
2) Quarterly EDMs	Liaise and provide support											
3) TA newsletter SG / MY / ID / IN	Liaise and provide support											

Familialisation

ASP Ambassador Famil (18-26Jun) SG/MY/ID												
--	--	--	--	--	--	--	--	--	--	--	--	--

Non-trade partners

Explore and develop working relationship and possible tie-ups	Grow CBR awareness and visitors to CBR											
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DDG WEEKLY REPORT
SENSITIVE

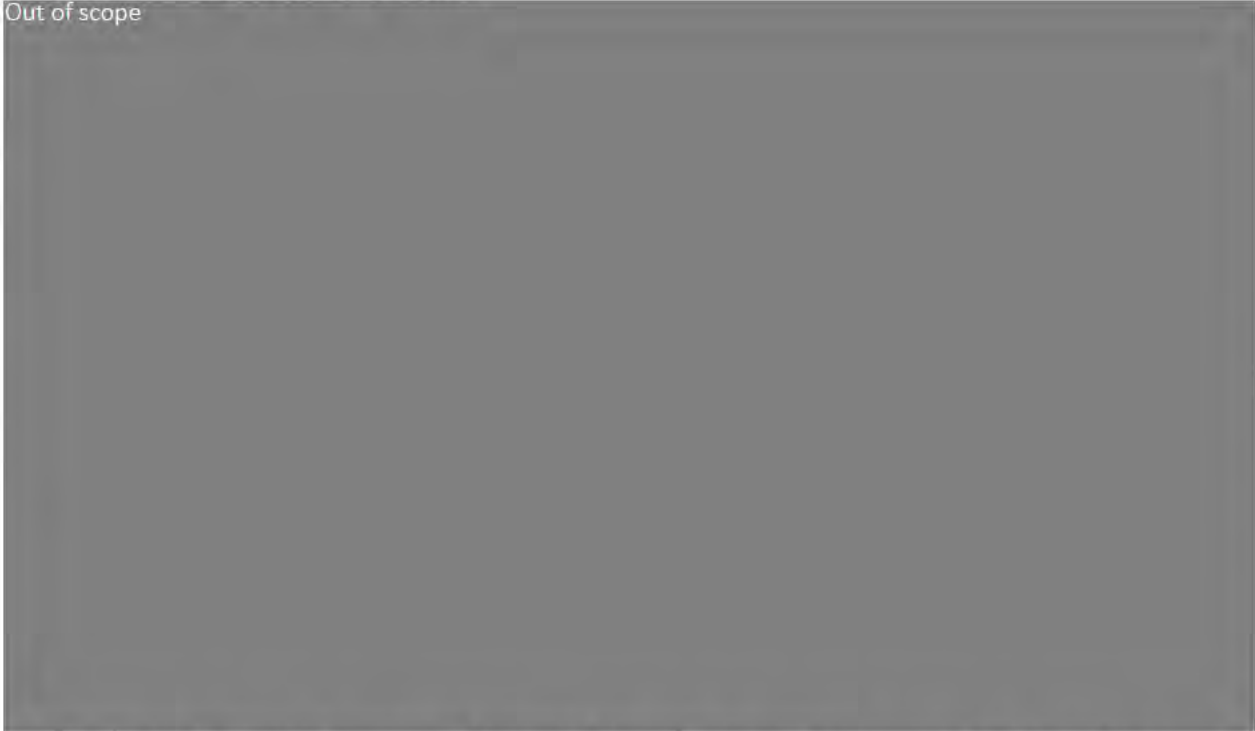
ECONOMIC DEVELOPMENT
WED 10 TO TUES 16 APR

VisitCanberra

Summary of activity for the week

Strategic Partnerships and Visitor Services

Out of scope



- Jacqueline Lee (BDM – Singapore, Malaysia & India) met with trade partners STA Travel Singapore and Holiday Tours Singapore on 15 April regarding potential collaborations.

Out of scope





ACT
Government

Chief Minister, Treasury and
Economic Development

Provision of Hospitality Approval Form

Note approval must be sought prior to the hospitality being provided. Where retrospective approval is being sought a covering brief needs to be provided explain why pre-approval had not been sought.

Part 1 Request to Provide Hospitality

Name of Function/Event	
Malaysia market visit: Meetings with key distribution partners	
Purpose/Nature of Event	
<p>Jacqueline Lee, VisitCanberra's in-market Business Development Manager – Singapore, Malaysia and India will meet with key distribution partners (KDPs) in Kuala Lumpur, Malaysia to explore opportunities to promote Canberra as a destination in this important market.</p> <p>The key objectives of these meetings are to maintain and establish new relationships with the KDPs, build destination awareness, develop VisitCanberra's distribution strategy, and to grow visitation and expenditure from Malaysia.</p> <p>Meetings with product managers and marketing teams are proposed from the following agencies: Airlink, Golden Deluxe, Holiday Tours, PNL Travel, Sedunia, Malaysian Harmony, CIT, Singapore Airlines and Tourism Australia. Three meetings with Malaysian Harmony, CIT & Tourism Australia may be held outside trade partners' offices and include ordering meals (no alcohol).</p>	
Date and time of Event	Location of Event
Tuesday 7 May: Malaysian Harmony, Product and Marketing team	Kuala Lumpur, Malaysia. Venues TBC
Wednesday 8 May: CIT, Management and Product team	
Thursday 9 May: Tourism Australia, Malaysia team	
Number of Attendees CMTEDD/other ACTPS/External / / 12 approximately (up to 4 attendees per meeting)	Reason for providing hospitality To build relationships and explore joint marketing activities at a location that is free from distractions away from their offices.

<p>Is the hospitality being provided within the scope of the ACT Public Sector Healthy Food and Drink Choices Policy</p> <p>Yes</p>	<p>If No, explain why it is out of the scope of the policy</p>
<p>If yes, does it abide ACT Public Sector Healthy Food and Drink Choices Policy</p> <p>Yes</p> <p>If Yes proceed to Part 1.2 (leave Part 1.1 blank). If No go to Part 1.1 then Part 1.2</p>	
<p>Part 1.1 Exemption from ACT Public Sector Healthy Food and Drink Choices Policy</p>	
<p>Provide details of why the event cannot comply with the Policy</p> <p>N/A</p>	
<p>What actions are being taken to make the event healthier</p> <p>N/A</p>	
<p>What action will be taken to ensure that the event will comply with the Policy in future</p> <p>N/A</p>	
<p>What exemption have previously been provided to your business unit under the ACT Public Sector Healthy Food and Drink Choices Policy</p> <p>N/A</p>	
<p>Part 1.2 Provision of Alcohol</p>	
<p>Is alcohol to be provided*</p> <p>No</p> <p>(If no proceed to Part 1.3)</p>	<p>If Yes, how much is being spent on providing alcohol for the event?</p> <p>For example, \$22 per head or \$2,200 for 100 people.</p>
<p>If alcohol is to be provided, what is the justification for providing it?</p>	
<p>If alcohol is to be provided, I confirm that the number of drinks being allocated per person will not exceed two drinks per person.</p> <p>It is noted that while only 2 drinks per person should be consumed, there is an expectation that responsible service of alcohol standards will be adhered to, and when persons attending the event are public sector employees that they are required to comply with the Public Sector Management Act, and adhere to the Code of Conduct.</p> <p>* If alcohol is to be provided then the Decision Maker must be the Director-General or the Deputy Director-General Enterprise Canberra.</p>	

Under the Public Sector Management Standards an officer must not without prior approval consume alcohol while on duty. Please provide the names of any CMTEDD staff that will be attending the event. (Approval of the provision of hospitality as outlined on this form by the Director General or Deputy Director-General Enterprise Canberra, as appropriate, will be taken to include approval for the nominated staff to consume alcohol while on duty in accordance with ACT Government Policies see section 2.2.8 of this policy)

Part 1.3

Cost centre/s event charge to 14205/54870/714409	Estimated cost of event \$300 (approximately \$100 per meeting)
Name of person organising hospitality Jacqueline Lee	Business Unit of person organising hospitality VisitCanberra
Signature of person filling in form 	Date 17/04/19

Part 2 Decision

(to be completed by Decision Maker)

Decision on provision of Hospitality	
Recipient informed of decision	Date recipient informed
Name of Decision Maker	Title
Signature of Decision Maker	Date
Where relevant, any further action	



ACT
Government

Chief Minister, Treasury and
Economic Development

Provision of Hospitality Approval Form

Note approval must be sought prior to the hospitality being provided. Where retrospective approval is being sought a covering brief needs to be provided explain why pre-approval had not been sought.

Part 1 Request to Provide Hospitality

Name of Function/Event Malaysia market visit: Meetings with key distribution partners	
Purpose/Nature of Event Jacqueline Lee, VisitCanberra's in-market Business Development Manager – Singapore, Malaysia and India will meet with key distribution partners (KDPs) in Kuala Lumpur, Malaysia to explore opportunities to promote Canberra as a destination in this important market. The key objectives of these meetings are to maintain and establish new relationships with the KDPs, build destination awareness, develop VisitCanberra's distribution strategy, and to grow visitation and expenditure from Malaysia. Meetings with product managers and marketing teams are proposed from the following agencies: Malaysian Harmony, CIT and Tourism Australia. These meetings may be held outside trade partners' offices, and include ordering meals (no alcohol).	
Date and time of Event Tuesday 7 May: Malaysian Harmony, Product and Marketing team Wednesday 8 May: CIT, Management and Product team Thursday 9 May: Tourism Australia, Malaysia team	Location of Event Kuala Lumpur, Malaysia. Venues TBC
Number of Attendees CMTEDD/other ACTPS/External / / 12 approximately (up to 4 attendees per meeting)	Reason for providing hospitality To build relationships and explore joint marketing activities at a location that is free from distractions away from their offices.

<p>Is the hospitality being provided within the scope of the ACT Public Sector Healthy Food and Drink Choices Policy</p> <p>Yes</p>	<p>If No, explain why it is out of the scope of the policy</p>
<p>If yes, does it abide ACT Public Sector Healthy Food and Drink Choices Policy</p> <p>Yes</p> <p>If Yes proceed to Part 1.2 (leave Part 1.1 blank). If No go to Part 1.1 then Part 1.2</p>	
<p>Part 1.1 Exemption from ACT Public Sector Healthy Food and Drink Choices Policy</p>	
<p>Provide details of why the event cannot comply with the Policy</p> <p>N/A</p>	
<p>What actions are being taken to make the event healthier</p> <p>N/A</p>	
<p>What action will be taken to ensure that the event will comply with the Policy in future</p> <p>N/A</p>	
<p>What exemption have previously been provided to your business unit under the ACT Public Sector Healthy Food and Drink Choices Policy</p> <p>N/A</p>	
<p>Part 1.2 Provision of Alcohol</p>	
<p>Is alcohol to be provided*</p> <p>No</p> <p>(If no proceed to Part 1.3)</p>	<p>If Yes, how much is being spent on providing alcohol for the event?</p> <p>For example, \$22 per head or \$2,200 for 100 people.</p>
<p>If alcohol is to be provided, what is the justification for providing it?</p>	
<p>If alcohol is to be provided, I confirm that the number of drinks being allocated per person will not exceed two drinks per person.</p> <p>It is noted that while only 2 drinks per person should be consumed, there is an expectation that responsible service of alcohol standards will be adhered to, and when persons attending the event are public sector employees that they are required to comply with the Public Sector Management Act, and adhere to the Code of Conduct.</p> <p>* If alcohol is to be provided then the Decision Maker must be the Director-General or the Deputy Director-General Enterprise Canberra.</p>	

Under the Public Sector Management Standards an officer must not without prior approval consume alcohol while on duty. Please provide the names of any CMTEDD staff that will be attending the event. (Approval of the provision of hospitality as outlined on this form by the Director General or Deputy Director-General Enterprise Canberra, as appropriate, will be taken to include approval for the nominated staff to consume alcohol while on duty in accordance with ACT Government Policies see section 2.2.8 of this policy)

Part 1.3

Cost centre/s event charge to 14205/54870/714409	Estimated cost of event \$300 (approximately \$100 per meeting)
Name of person organising hospitality Jacqueline Lee	Business Unit of person organising hospitality VisitCanberra
Signature of person filling in form 	Date 17/04/19

Part 2 Decision

(to be completed by Decision Maker)

Decision on provision of Hospitality	
Recipient informed of decision	Date recipient informed
Name of Decision Maker	Title
Signature of Decision Maker	Date
Where relevant, any further action	



ACT Government
ACT Insurance Agency
Travel Insurance
Confirmation

Travel Insurance Information

Requested: **Jacqueline Lee**

Directorate: **CMTEDD - CM - Enterprise Canberra - Visit Canberra**

Traveller: **Hiang Khim Jacqueline Lee**

Agency: **Business Development**

Destination/s:	Malaysia
from:	06-May-19
To:	09-May-19
Duration:	4 Days

Thank you for your fax / email regarding your overseas travel during the above advised dates on behalf of the ACT Government. ACTIA confirms that you are covered under the ACT Government's travel insurance, underwritten by AHI Assist Insurance. If you suffer from an illness or medical conditions before you travel, you should ensure that you are "fit to travel" and if there is any doubt it is suggested that you consult your Doctor and keep a record of this consultation. Failure to do this could result in refusal of a claim relating to the condition by the Insurer.

TRAVEL WARNINGS

The Loss of Deposit, Cancellation and Political Evacuation / Natural Disaster Evacuation sections of the policy may not respond if you choose to travel to destinations for which the Department of Foreign Affairs and Trade has "Reconsider Your Need to Travel" or "Do Not Travel" warnings in place.

These warnings are posted on the internet at www.smarttraveller.gov.au and you must make sure that you check the level of warning that is in place for any area that you intend to visit. If a "Reconsider Your Need to Travel" or "Do Not Travel" warning applies, you will need to confirm with your management that their approval of your arrangements still stands as many Government agencies have policies that prohibit travel in such circumstances.

In the event of an emergency during your travel, the emergency contact details are set out below. The phone number provides a direct link to AHI Assist insurance, and is accessible by reverse charge anywhere in the world. You will need to identify the policy number as: 0035761.

Accident and Health International (AHI) Assist 24/7 Medical Emergency Operations Centre
Please contact Customer Care as soon as possible if you need, or are receiving, medical treatment.

You or your physician should contact Customer Care prior to any evacuation or repatriation.

Reverse charges any where in the world
Telephone: +61 2 9978 6666

When calling please try to have the following information on hand:

- The number and precise location you are calling from;
- Your personal details;
- The nature of assistance that you require
- Your Policy Number: 0035761

SMARTTRAVELLER.GOV.AU

The Australian Government recommends that, prior to departure travellers should always register their trip with www.smarttraveller.gov.au before they go. This enables contact in an emergency, be it a natural disaster, terrorist attack or family crisis. Travellers can also register at the nearest Australian Embassy, High Commission or consulate at their destination.

The Australian Government also recommends that travellers should avoid any large public gatherings or demonstrations whilst overseas.

AFTER YOUR TRIP

If you need to make a claim upon your return, please provide details to actianotifications@act.gov.au and an ACTIA claims officer will contact you..

Should you have any further queries in relation to this matter, I can be contacted on the number listed below.

Kevin Wenman

Insurance & Risk Team
ACT Insurance Authority
Date of Issue: 29-Apr-19
Travel ID: 4094

Australian Capital Territory Insurance Authority,
Level 3, Nara Centre, 1 Constitution Ave,
Canberra ACT 2600
GPO Box 158, Canberra ACT 2601
ABN 94 544 599 869

Telephone: (02) 62054701

Facsimile: (02) 6207 0301

Email: ACTIAInsuranceAndRiskManagement@act.gov.au
Part 2



ACT
Government

Chief Minister, Treasury and
Economic Development

Provision of Hospitality Approval Form

Note approval must be sought prior to the hospitality being provided. Where retrospective approval is being sought a covering brief needs to be provided explain why pre-approval had not been sought.

Part 1 Request to Provide Hospitality

<p>Name of Function/Event</p> <p>Malaysia market visit: Meetings with key distribution partners</p>	
<p>Purpose/Nature of Event</p> <p>Jacqueline Lee, VisitCanberra's in-market Business Development Manager – Singapore, Malaysia and India will meet with key distribution partners (KDPs) in Kuala Lumpur, Malaysia to explore opportunities to promote Canberra as a destination in this important market.</p> <p>The key objectives of these meetings are to maintain and establish new relationships with the KDPs, build destination awareness, develop VisitCanberra's distribution strategy, and to grow visitation and expenditure from Malaysia.</p> <p>Meetings with product managers and marketing teams are proposed from the following agencies: Airlink, Golden Deluxe, Holiday Tours, PNL Travel, Sedunia, Malaysian Harmony, CIT, Singapore Airlines and Tourism Australia. Three meetings with Malaysian Harmony, CIT & Tourism Australia may be held outside trade partners' offices and include ordering meals (no alcohol).</p>	
<p>Date and time of Event</p> <p>Tuesday 7 May: Malaysian Harmony, Product and Marketing team</p> <p>Wednesday 8 May: CIT, Management and Product team</p> <p>Thursday 9 May: Tourism Australia, Malaysia team</p>	<p>Location of Event</p> <p>Kuala Lumpur, Malaysia. Venues TBC</p>
<p>Number of Attendees</p> <p>CMTEDD/other ACTPS/External</p> <p>/ / 12 approximately (up to 4 attendees per meeting)</p>	<p>Reason for providing hospitality</p> <p>To build relationships and explore joint marketing activities at a location that is free from distractions away from their offices.</p>

<p>Is the hospitality being provided within the scope of the <u>ACT Public Sector Healthy Food and Drink Choices Policy</u></p> <p>Yes</p>	<p>If No, explain why it is out of the scope of the policy</p>
<p>If yes, does it abide <u>ACT Public Sector Healthy Food and Drink Choices Policy</u></p> <p>Yes</p> <p>If Yes proceed to Part 1.2 (leave Part 1.1 blank), If No go to Part 1.1 then Part 1.2</p>	
<p>Part 1.1 Exemption from <u>ACT Public Sector Healthy Food and Drink Choices Policy</u></p>	
<p>Provide details of why the event cannot comply with the Policy</p> <p>N/A</p>	
<p>What actions are being taken to make the event healthier</p> <p>N/A</p>	
<p>What action will be taken to ensure that the event will comply with the Policy in future</p> <p>N/A</p>	
<p>What exemption have previously been provided to your business unit under the <u>ACT Public Sector Healthy Food and Drink Choices Policy</u></p> <p>N/A</p>	
<p>Part 1.2 Provision of Alcohol</p>	
<p>Is alcohol to be provided*</p> <p>No</p> <p>(If no proceed to Part 1.3)</p>	<p>If Yes, how much is being spent on providing alcohol for the event?</p> <p>For example, \$22 per head or \$2,200 for 100 people.</p>
<p>If alcohol is to be provided, what is the justification for providing it?</p>	
<p>If alcohol is to be provided, I confirm that the number of drinks being allocated per person will not exceed two drinks per person.</p> <p>It is noted that while only 2 drinks per person should be consumed, there is an expectation that responsible service of alcohol standards will be adhered to, and when persons attending the event are public sector employees that they are required to comply with the Public Sector Management Act, and adhere to the Code of Conduct.</p> <p>* If alcohol is to be provided then the Decision Maker must be the Director-General or the Deputy Director-General Enterprise Canberra.</p>	

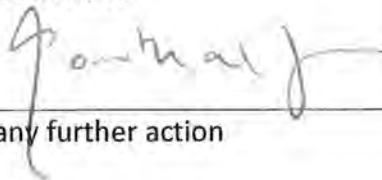
Under the Public Sector Management Standards an officer must not without prior approval consume alcohol while on duty. Please provide the names of any CMTEDD staff that will be attending the event. (Approval of the provision of hospitality as outlined on this form by the Director General or Deputy Director-General Enterprise Canberra, as appropriate, will be taken to include approval for the nominated staff to consume alcohol while on duty in accordance with ACT Government Policies see section 2.2.8 of this policy)

Part 1.3

Cost centre/s event charge to 14205/54870/714409	Estimated cost of event \$300 (approximately \$100 per meeting)
Name of person organising hospitality Jacqueline Lee	Business Unit of person organising hospitality VisitCanberra
Signature of person filling in form 	Date 29/04/19

Part 2 Decision

(to be completed by Decision Maker)

Decision on provision of Hospitality	
Recipient informed of decision	Date recipient informed
Name of Decision Maker Jonathan Roberts	Title Director, VisitCanberra
Signature of Decision Maker 	Date 01/05/19
Where relevant, any further action	

DDG WEEKLY REPORT
SENSITIVE

ECONOMIC DEVELOPMENT
WED 17 TO TUES 30 APR

VisitCanberra

Summary of activity for this week and last week (Wed 17 – Tue 30 Apr incl.)

Strategic Partnerships and Visitor Services

Out of scope


- Jacqueline Lee (BDM – Singapore, Malaysia & India) met with MediaCorp and Cheaptickets to discuss future opportunities for partnership on 24 April 2019.

Out of scope

Out of scope

DDG WEEKLY REPORT
SENSITIVE

Out of scope




Out of scope



Key areas of activity for next week (1 May – 7 May)

Strategic Partnerships and Visitor Services

Out of scope



- Jacqueline Lee (BDM – Singapore, Malaysia & India) to attend Tourism Australia trade event in Ipoh, Malaysia from 6-8 May followed by appointments with potential key partners from 8-9 May in Kuala Lumpur including Singapore Airlines.

e-ticket itinerary/receipt

QBT Business travel
made simple

LEE/HIANGKHIMJACQUELINEMS

Frequent Flyer Membership:
SQ 8002805697

Airline Booking Reference:
SCOOT TIGERAIR PTE LTD: PBUNHN

Endorsements/Airline Conditions:
NONREF REBOOK SUBJECT TO PENALTY 20KG CHECKED BAG

Ticket no. 668-3461468258
Date of Issue: 30 April 2019
Issuing Agency: Air Tickets IATA: 02362323
Issued on behalf of: SCOOT TIGERAIR PTE LTD
For: QBT WOAG
Reservation Number: VVVB6D

DEPART	FLIGHT DETAILS	ARRIVE	
Singapore / SIN Terminal 2 Changi Intl Arpt, Singapore Mon, 06 May 2019 07:45	SCOOT TIGERAIR PTE LTD TR484 ECONOMY (O) Confirmed (HK)	 Ipoh / IPH Malaysia Mon, 06 May 2019 09:00	Baggage Allowance: 20K Duration: 01 hours, 15 minutes Airbus A320v

THIS E-TICKET ITINERARY/RECEIPT MAY BE REQUIRED AT CHECK-IN AND MUST BE PRESENTED TO CUSTOMS AND IMMIGRATION IF REQUESTED.
ALL TIMES SHOWN ARE LOCAL TIMES AT THE DEPARTURE AND ARRIVAL POINT. CHANGES DO OCCUR FROM TIME TO TIME AND IT IS ADVISABLE TO CHECK ALL FLIGHT
DETAILS IN ADVANCE OF TRAVELLING. BAGGAGE ALLOWANCE AND CHARGES FOR CHECKED IN AND/OR CARRIED ON BAGGAGE VARY BY AIRLINE. PLEASE REFER TO
THE SPECIFIC AIRLINE WEBSITE FOR FULL DETAILS.

Itinerary as at 30 Apr 2019

PAYMENT			
Air Fare		AUD	51.00
Taxes	20.00 YR 11.30 L7 6.40 OP 34.40 SG	AUD	72.10
Service Fees		AUD	0.00
TOTAL		AUD	123.10

Carriage and other Services provided by the carrier are subject to conditions of carriage which are hereby incorporated by reference. These conditions may be obtained from the issuing carrier.

NOTICE: If the passenger's journey involves an ultimate destination or stop in a country other than the country of departure the Warsaw Convention may be applicable and the convention governs and in most cases limits the liability of carriers for death or personal injury and in respect of loss of or damage to baggage.



Hotel Booking Confirmation

To	Lee, Jacqueline
Company	ACT Govt
Subject	The Lido Group: Booking 2177390 - Lee / Jacqueline - Mon 06 May 19

From	The Lido Group
Phone	+612 8585 0806
Email	govt@lido.com.au
Date/Time	Tuesday 30/04/2019 09:24 AM

**** PLEASE CAREFULLY CHECK ALL DETAILS BELOW- THIS IS A CHARGE BACK BOOKING****
**** ONLY AUTHORISED COSTS (SEE BELOW) ARE TO BE CHARGED BACK TO LIDO****

All other charges are to be paid by the Traveller. The Property may ask for credit card details or a cash deposit upon check in as a SECURITY GUARANTEE for any additional charges incurred.

UPON ARRIVAL AT YOUR ACCOMMODATION If there are any questions regarding this booking please contact The Lido Group on +61 2 8585 0806.

BOOKING DETAILS			
Traveller Name	Lee, Jacqueline	Booker Name	Turnbull, Nicole
Accompanying Guest(s)		Booking Source	The Lido Group
Lido Booking ID	2177390	Booking Date/Time	Tuesday 30/04/2019 09:24 AM
Hotel Confirmation #	6324TE5522	Hotel Confirmed by	W3VW3L

STAY DETAILS			
Arrival Date	Mon 06 May 19	Average Rate	MYR 286.20
Departure Date	Thu 09 May 19	Room Type	Superior Room
# Nights	3	TOTAL	MYR 858.60
# Rooms	1	<i>Rates are inclusive of GST where applicable</i>	

HOTEL DETAILS	
Hotel	Novotel Kuala Lumpur City Centre
Address	2, Jalan Kia Peng Wilayah Persekutuan Kuala Lumpur 50450
Country	Malaysia
Phone	+60 3-2147 0888
Star Rating	4
Cancellation Policy	48 hours prior to check-in
Chargeback to Lido	Room Only
Other Details	

TERMS AND CONDITIONS

- 1 Cancellations and amendments are to be directed to The Lido Group: govt@lido.com.au or call +612 8585 0806. Booking cancellations made direct with the property are not considered valid.
- 2 The property may ask for credit card details or a cash deposit upon check in as a SECURITY GUARANTEE for incidental charges or any property damage.
- 3 Please see OTHER DETAILS above. The Lido Group has advised the Property of these special requirements, however, the implementation of these requirements is the responsibility of the Property and The Lido Group cannot guarantee or be held responsible for failure to implement.
- 4 This confirmation contains information relevant to your stay. Please take a copy to the Property at the time of check-in as proof of booking.
- 5 Only items identified in CHARGEBACK TO LIDO (above) and any requests made within the OTHER DETAILS or KNOWN INCIDENTALS sections (above) are charged back to The Lido Group. All other charges are to be paid by the Guest upon check-out.
- 6 The Property's cancellation policy is 48 hours prior to check-in unless otherwise specified in 'HOTEL DETAILS' above. Cancellations within the cancellation policy may incur a fee.
- 7 All amounts are shown in the hotel's local currency.
- 8 The Lido Group sells accommodation from inventory supplied by the property and does not oversell that inventory. The Lido Group does not accept any liability for rooms being unavailable caused by over-selling a property's inventory.
- 9 For more information about this booking or to clarify payment arrangements, please email Lido at govt@lido.com.au or call +612 8585 0806.

Printed: 30-Apr-2019

Customer Details

Name: ACT CMTEDD AUST CAP TOURISM
(ABN: 66676633401)
Address: GPO BOX 158
CANBERRA CITY ACT 2601

Passenger: Lee Hiang Khim Jacqueline Ms

Invoice Details

Invoice Number: 1115219
Invoice Date: 30-Apr-2019
QBT Booking Reference: 6216625 / VVVB6D
Customer Number: 00010398
Customer Reference/s: Trip Reason: EXTERNAL MEETING
Travel Booker: TURNBULL NICOLE
Cost Code: 14205
Approved By: MANASI AHUJA

Product Details

		Ex GST	GST	Total
	Description: International Air Tickets - Scoot Airline Full Routing: SIN/IPH First Departure Date: 06 May 2019 Ticket No: 3461468258/1 Booking Class: O Flight No: TR0484 Taxes: \$72.10	123.10	0.00	123.10

Fee Details

		Ex GST	GST	Total
	International Air WoAG Admin Int	8.50 3.00	0.00 0.30	8.50 3.30

Total:

		Ex GST	GST	Total
	Total Tax Invoice	134.60	0.30	134.90

Payment Details

American Express:	376059XXXXX1005	123.10
American Express:	376059XXXXX1005	8.50
American Express:	376059XXXXX1005	3.30
Total Payment		134.90

Printed: 30-Apr-2019

Attention

ACT GOVERNMENT

ACT CMTEDD AUST CAP TOURISM

PO Box 818, Dickson, ACT 2602

Booking Details

Last Updated Date: 30 Apr 2019

Created Date: 30 Apr 2019

QBT Booking Reference: VVVB6D

Customer Number: 00010398

We are pleased to advise the following travel arrangements

Name of Passenger

Ms Hiang Khim Jacqueline Lee

Product	Flight Details	Departure	Arrival	Status	Other Info
	Tiger Airways TR484 Airline Reference: PBUNHN	07:45 06/05/2019 Mon Terminal 2 Singapore: Changi International Airport	09:00 06/05/2019 Mon Ipoh: Ipoh Airport	Confirmed	Aircraft type: AIRBUS INDUSTRIE A320-100/200 Flight Duration: 1:15 Number of stops: 0 Check-in terminal: Terminal 2 Baggage allowance: 20K

Pricing Description	Curr	Price	Tax	GST	Total
Service fees are excluded					
Air Fare (SIN/IPH) for Ms Hiang Khim Jacqueline Lee	AUD	51.00	72.10	0.00	123.10

(Note: All prices are subject to change prior to final payment being received. Non-AIR products are reported in total price only and do not have tax and GST breakdown.)

Customer References

COST : 14205
 TRAVELBKR : TURNBULL NICOLE
 TRIPREA : EXTERNAL MEETING
 APPROVEDBY : MANASI AHUJA

FREQUENT FLYER MEMBERSHIPS

SQ - 8002805697

Fare Conditions

Fare Information: O2TR24
 Singapore-Ipoh

TICKETING AND ADVANCE PURCHASE

All tickets will be issued at latest 1 business day prior to: Wednesday May 01, 2019 12:04 PM
 All tickets will be issued at latest 1 business day prior to: Wednesday May 01, 2019 12:04 PM

CHANGE CONDITIONS

Prior to departure of first flight

- Reissue: Allowed with restrictions
- Penalty fee between: 112.00 AUD / 122.00 AUD
- Maximum Reissue penalty fee for entire ticket: 122.00 AUD
- Revalidation: Not applicable (See reissue conditions)

No-show for first flight

- Reissue: Allowed with restrictions
- Penalty fee between: 112.00 AUD / 122.00 AUD
- Revalidation: Not applicable (See reissue conditions)
- Maximum Reissue penalty fee for entire ticket: 122.00 AUD

After departure of first flight

- Reissue: Not allowed
- Revalidation: Not applicable (See reissue conditions)

No-show for subsequent flight(s)

- Reissue: Not allowed
- Revalidation: Not applicable (See reissue conditions)

Please contact QBT to find out more information on specific fare rules

REFUND CONDITIONS

- Prior to departure of first flight
 - Refund: Not allowed
 - No-show for first flight
 - Refund: Not allowed
 - After departure of first flight
 - Refund: Not allowed
 - No-show for subsequent flight(s)
 - Refund: Not allowed
- Penalty may apply. Please check the complete fare rules.

Additional Information (Please read your itinerary carefully)

Air Travel

Air travel is subject to the conditions and limitations of liability set out in the airline's conditions of carriage, available on the applicable airline's website or from its offices.

Baggage and Quarantine

Please refer to respective airlines and destination airports for further information on baggage allowances and restrictions, security measures and quarantine items, or contact your travel consultant prior to travel.

Booking Arrangements

The person making the booking will be deemed to have accepted these Booking Conditions on behalf of everyone named in the booking.

Booking Changes

Please call your dedicated 1300 number for changes to your booking at any time and please advise this office if you do not use your ticket so that we may rebook or process a refund if applicable.

Check In (International)

For international flights departing from Australia, and domestic sectors of flights departing from international terminals make sure you have checked in by the checkin deadline specified in your airline documentation, or if no deadline is specified, then at least 120 minutes prior to scheduled departure for Economy Class or at least 90 minutes prior to scheduled departure for First or Business Class. Failure to do so may result in cancellation of your reservation.

Contact Details

Please provide local phone contact numbers for stopover cities.

Electronic Tickets

Photo Identification is required when travelling on an electronic ticket. Failure to ensure the full booking name matches the photo identification may result in cancellation fees and/or loss of reservation.

No Show / Cancellation Fees

See the fare conditions above for the relevant rules relating to your airfare.

No show and cancellation fees may apply to hotels and car rental bookings on your itinerary. Generally hotels and car rentals need to be cancelled at least 24 hours prior to checkin, so please notify the relevant service provider if you will not be able to use the booking in order to minimise any fees that may be payable.

Passenger Security

What items can I pack in my carry-on baggage?

Some countries have made changes to security measures at airports. If you are travelling in any of these countries, these measures will affect what you can carry on board an aircraft on international flights.

To get the most update to date information and for further information on Liquids, Aerosols and Gels please refer to the Australian government website:

<https://www.australia.gov.au/information-and-services/passports-and-travel/customs-and-quarantine>

Passport

A valid passport is required for international travel. Immigration authorities may refuse entry if you have less than 6 months validity on your passport.

Ensure the name on this itinerary matches the passport name because if it does not, you may be refused travel. Please advise your travel consultant if you are not travelling on an Australian passport as you may require a reentry visa for Australia.

QBT Privacy Notice

QBT collects information about you (including health information where necessary) to provide products and services to you, process your travel arrangements, facilitate your participation in the loyalty programs of airlines, conduct marketing activities and market research.

If the information is not provided, QBT may not be able to provide the service requested. QBT may disclose your personal information to its related companies, carriers, travel service providers, organisations which provide services to QBT, such as collecting commissions, your employer if you are travelling on a ticket provided through your employer's corporate travel arrangements. QBT and carriers may also disclose your personal information to various law enforcement agencies and governments around the world for security, customs and immigration purposes. See QBT's Privacy Statement at www.qbt.travel You can gain access to the information QBT holds about you by contacting your dedicated Account Manager.

Reconfirmation

We suggest that onward reservations and flight times are reconfirmed 72 hours prior to departure as policies differ between airlines and failure to do so may result in the cancellation of your reservation.

Seating and Meals

Any seating and meal requests shown on your itinerary are subject to confirmation upon check in.

Ticketing Policy

Our QBT business standard is to issue airline tickets 1 business day prior to the airline time limit advised on your itinerary and inside your online booking tool. This is to help ensure there are safeguards to protect for challenges such as when credit cards decline.

When there are instances of multiple tickets and multiple airline ticketing dates, QBT will issue all tickets in accordance with the earliest date shown.

Please note there may be instances where QBT will need to issue your ticket earlier than the recommended date. For example, when airlines request that ticketing occur earlier than the recommended ticketing time limit.

Travelling to the US

ESTA Authorities for individual travel to the USA under the Visa Waiver Program.

US Customs have introduced new enhanced security requirements for travellers entering the USA under the visa waiver program. It is mandatory for all individuals who plan to travel to the USA under the Visa Waiver Program to receive an authorisation through the ESTA website before travel to the USA. Applications can be made at any time at the ESTA website. Applicants will be asked to answer basic biographical and eligibility questions typically requested on the current paper form completed on board the flight (I94W form). The system will advise the applicant whether their travel to the USA is Authorised, Not Authorised or Authorisation pending.

Travellers must now apply for their ESTA at least **72 hours in advance of travel**.

For all guests who have approved ESTA's there will be no change to their check-in. Travellers arriving at the airport for travel to the United States without a previously approved ESTA will likely result in being denied boarding.

For more information visit the US Department of State website. WWW.esta.cbp.dhs.gov/esta/

Other points of note:

An application fee applies when applying for an ESTA. Please refer to the US Department of State website.

Even if a traveller has an ESTA they will still be required to complete a paper form I94W and present it to US Customs on arrival into the USA.

Accompanied and unaccompanied children, regardless of age, will be required to obtain an independent ESTA approval.

VWP nationals who have valid visas, and other nationals that require visas, will not be required to apply for an ESTA.

An ESTA is valid for two years (unless the passport data limits validity) and will be considered acceptable for multiple use.

US Customs recommends that ESTA applications be submitted no less than 72 hours before travel.

Travelling to Canada

ELECTRONIC TRAVEL AUTHORIZATION for flights to Canada

The government of Canada has introduced a new entry requirement, known as an Electronic Travel Authorization (eTA), that applies to visa-exempt foreign nationals travelling to or transiting Canada by air. Visa-exempt foreign nationals must obtain an eTA before they can board a flight to Canada. To complete their application for an eTA, your customers will need a valid passport, a credit card and an email address. An eTA costs \$7 CAD and is valid for up to five years or until the passport expires (whichever comes first).

Visas / Travel Warnings

Please ensure you have any applicable Visas for the countries you are visiting or transiting. It is your responsibility to obtain correct Visas documentation.

Visa information can be obtained from www.cibtvisas.com.au or by contacting your travel consultant for information. It is also recommended that you check www.smarttraveller.gov.au for health and consular travel warnings for all destinations.

***** Itinerary End *****

DDG WEEKLY REPORT
SENSITIVE

ECONOMIC DEVELOPMENT
WED 01 TO TUES 07 MAY


VisitCanberra

Summary of activity for this week (1 – 7 May 2019)

Strategic Partnerships and Visitor Services

- Jacqueline Lee (BDM – Singapore, Malaysia & India) is currently attending Tourism Australia's trade event in Ipoh, Malaysia from 6-8 May, followed by appointments with potential key partners from 8-9 May in Kuala Lumpur including Singapore Airlines.

Out of scope



From:""Singapore Airlines"" <receipts@singaporeair.com.sg>
Sent:03/05/2019 2:10 AM
To:"Noelle Chua" <Noelle_Chua@singaporeair.com.sg>
Subject:SIA E-Ticket - 09 May KULSIN for Lee, Hiang Khim Jacqueline Ms
Attachments:SIA E-Ticket - 618 2428173296.pdf, Airport taxes.pdf

CAUTION | This email originates from outside the organization.

Dear Sir/Madam,

Attached in this email is the Electronic Ticket Receipt for your booking.
Please verify that your booking is correct.

For enquiries and changes in travel plans, please contact the nearest SIA office. Details are available at singaporeair.com.

To ensure that your flight departs on-time, please check-in early:
With Baggage: 2.5 hours before departure
No Baggage: 1.5 hours before departure

Note that all SIA flights departing from Singapore will stop acceptance of passengers for check-in at 40 minutes to departure time. To access check-in closure times for other countries, please click [here](#).

Check-in online is available from 48 hours to 1.5 hours before departure. To access check-in online feature, please click [here](#).

Print your boarding pass now in the comfort of your own home or office. To learn more, please click [here](#).

Enjoy special privileges and discounts with your boarding pass within 30 days of your travel date. To know more, please click on this URL:
<http://www.singaporeair.com/boardingpass>

Thank you for choosing to fly with Singapore Airlines.

Yours sincerely,
Singapore Airlines

This is an automatically generated message. Please do not reply to this address. You may not use, reproduce, or transfer this message or its contents into any medium without the written permission of (c) Singapore Airlines Limited.

If you do not have acrobat reader installed, please download from [here](#).



Electronic Ticket Receipt: 618 2428173296

LEE/HIANG KHIM JACQUELINE MS

Booking Reference: VVQYR4

Date of Issue: 03 May 2019

Place of Issue: Singapore Airlines Ltd
Ticketing Service
Singapore

Flight Details

Ticket Number: 618 2428173296

SQ 5341	Operated by SilkAir				Economy Class (W)
From: Kuala Lumpur (KUL-Kuala Lumpur Intl)	Terminal: M	Depart: Thu, 09 May 2019 , 21:45	Status: Confirmed		
To: Singapore (SIN-Changi)	Terminal: 2	Arrive: Thu, 09 May 2019 , 22:40	Stopovers: 0		
Not Valid Before: 08 May 19	Not Valid After: 08 Jun 19			Baggage Allowance: 30 Kg	

Payment Details

Fare:	0.00	SGD	Form of Payment 1:	RF*32372418*SGD84 0.00 SGD
Tax: MY	11.60	SGD	Form of Payment 2:	CCVI 12.00 SGD
H8	0.40	SGD	Form of Payment 3:	FT*FRA041915 0.00 SGD
Total:	12.00	SGD	Restrictions:	FRA041915 X VLD SQ ONLY/NONEND/RRTE/RFND/FFP//Y-FIRM/FLT DTE CHANGE PERMITTED

IMPORTANT NOTICES

Documentation

- Please bring along the Ticket receipt during your travel and have all valid travel documents (e.g. visa and passport) with you. You may be required to produce appropriate identification before you are allowed to board our flight or that of any other carrier. You are solely responsible for complying with all government travel requirements and shall present all exit, entry and other necessary documents as required. If payment is made via credit and/or debit card(s), you may be required to present the credit and/or debit card(s) used for verification prior to your departure.
- Please note that the PNR and Ticket reference number should be kept confidential by you. You agree to be liable for all transactions made pursuant to the use of the PNR and Ticket reference number with or without your knowledge or consent. SIA will not be held liable for any loss, damage or expense incurred by you however caused, through any unauthorised disclosure or unauthorised use of your PNR and Ticket reference number.

Flight timings

Flight departure and arrival timings, including information regarding the airport terminal is available via the Flight Status page on our website. SIA flights departing from Singapore will depart from either Terminal 2 or Terminal 3, as indicated on your Ticket receipt. For SIA flights arriving into Singapore, the arrival terminal will be confirmed approximately 2 hours before the actual time of arrival. The arrival terminal information is available at www.singaporeair.com or www.changiairport.com/en/flight.html.

Changes to travel plans

For changes to your travel plans, please contact the Singapore Airlines office nearest to you. Service fees for bookings, ticketing and ticket changes may apply. Contact details and service fees details are available on our website www.singaporeair.com. For tickets sold in USA and only for flights departing from and arriving in USA, fees for cancellations made within 24 hours of initial ticket issuance may be waived.

Refusal of and limitation on carriage

(a) Right to refuse carriage:

We may refuse to carry you and/or your baggage, or may remove you and/or your baggage from a flight, if this is determined to be necessary or appropriate for safety or security reasons, or for the comfort and convenience of passengers.

(b) Denied Boarding due to late check-in, late boarding or overbooking:



IMPORTANT NOTICES

You may be denied boarding if you do not check in or board your flight by the stipulated deadlines, or if the flight is overbooked. For the avoidance of doubt, the above is subject to the applicable laws and regulations, which will take precedence accordingly.

Governing terms and conditions

(a) Your carriage on, and other services performed by, SIA are subject to:

- provisions contained in the Ticket;
- the applicable laws and international conventions;
- our General Conditions of Carriage; and
- rules as may be published by us on www.singaporeair.com and/or issued to you, and in effect on the date of commencement of carriage or issuance of itinerary and receipt depending on the applicability, governing carriage of passengers and/or baggage and shall include but not be limited to any applicable fare conditions and applicable tariffs in force ("Carrier's Regulations").

For Singapore Airlines General Conditions of Carriage, please click on the link below:

http://www.singaporeair.com/en_UK/global_footer/conditions-carriage/

For Singapore Airlines Privacy Policy, please click on the link below:

http://www.singaporeair.com/en_UK/privacy-policy/

For Singapore Airlines PPS Club and KrisFlyer Terms & Conditions, please click on the link below:

http://www.singaporeair.com/en_UK/ppclub_krisflyer/termsconditions-kf/

For list of tax codes and their description, please click on the link below:

<http://www.singaporeair.com/saar5/pdf/taxes/airport-taxes.pdf>

- (b) None of our agents, employees or representatives has the authority to alter, modify or waive any provision contained in the Ticket, our General Conditions of Carriage or our Carrier's Regulations.
- (c) To the extent your carriage is performed by another carrier under our airline designator code, our General Conditions of Carriage apply. If you travel on any other carrier in the course of the transportation provided for in the Ticket that is not provided under our designator code, the other carrier's contract of carriage will apply to that portion of your journey.

Tickets

- (a) We will not recognise for purposes of carriage any ticket purchased from or resold by any source other than SIA or its authorized agents.
- (b) The price of your Ticket may include taxes (imposed by government authorities) and fees and surcharges (imposed by airport authorities or airlines). Such taxes, fees and surcharges are either included in the fare or shown separately on the Ticket receipt. Please refer to the List of Tax Codes Description for more information regarding taxes, fees and surcharges.
- (c) Fare Types:

Each of the flight segments in your travel has its own fare type and comes with its own fare conditions. When you mix fare types, whether within the same cabin class or across different cabin classes, fare conditions for cancellation, booking change and no show will follow the more restrictive fare type. More information about fare types can be found at the following link: <http://www.singaporeair.com/faretypes>.

Baggage Policy

(a) Checked Baggage:

- i. For flights to and from USA, the free checked baggage allowance per passenger is 2 pieces*#^.
- ii. For all other flights, the free checked baggage allowance is as follows:
 - a. Economy:
30kg/30kg/35kg (Lite/Standard/Flexi Fare Types);
30kg/35kg (Saver/Advantage Redemption Fare Types)
 - b. Premium Economy: 35kg
 - c. Business: 40kg
 - d. First/Suites: 50kg
- iii. PPS Club members travelling on SQ/MI flights are allowed additional baggage allowance as follows:
 - a. Economy: 30kg



IMPORTANT NOTICES

- b. Premium Economy: 35kg
 - c. Business: 40kg
 - d. First/Suites: 50kg
- iv. PPS Club members travelling on other Star Alliance carriers are allowed additional checked baggage allowance of:
- a. 20kg; or
 - b. For flights to and from USA - 1 piece*[^].
- v. KrisFlyer Elite Gold and Star Gold members are allowed an additional checked baggage allowance of:
- a. 20kg; or
 - b. For flights to and from USA - 1 piece*[^].
- vi. Infants are allowed free checked baggage allowance of:
- a. 10kg; or
 - b. For flights to and from USA - 1 piece*[^].
- In addition, a fully collapsible stroller or pushchair and carrycot or car seat may be checked-in without charge.
- vii. For interline and codeshare flights, the free checked baggage allowance and excess baggage charges of the other airlines operating those flights may differ from SIA's baggage policy.
- viii. * Whenever the "piece" concept is applied, regardless of class of travel, the outside linear dimensions of each piece must not exceed 158cm (62 inches). #Each piece must weigh no more than 23kg for Economy and Premium Economy Class and no more than 32 kg for Business or First class/Suites.
- ix. In line with local Occupational Health and Safety rules, each of your checked bags cannot exceed 32kg. You will be required to repack your bag if it exceeds 32kg. If you wish to transport a bag that is more than 32kg in weight, please contact your local Singapore Airlines office.
- x. [^]More information can be found at the following links:
- a. Checked and cabin baggage – http://www.singaporeair.com/en_UK/travel-info/baggage/baggage-allowance/
 - b. Prepaid excess baggage charges – [http://www.singaporeair.com/en_UK/travel-info/baggage/additional-baggage-charges/#Pre-purchase additional baggage](http://www.singaporeair.com/en_UK/travel-info/baggage/additional-baggage-charges/#Pre-purchase%20additional%20baggage)
 - c. Pre-purchase excess baggage allowance can be bought when you retrieve your booking online – http://www.singaporeair.com/en_UK/plan-and-book/your-booking/managebooking/
- xi. Dangerous items which are prohibited by the Dangerous Goods Regulations of International Air Transport Association (IATA), the International Civil Aviation Association (ICAO) Technical Instructions, the applicable laws, regulations or orders of any jurisdiction to be flown from, to or over, our General Conditions of Carriage and/or Carrier's Regulations shall not be carried as, within, or, as part of your checked baggage.
- xii. For further information on checked baggage restrictions, please refer to http://www.singaporeair.com/en_UK/sg/travel-info/baggage/baggage-restrictions/.
- (b) **Cabin Baggage:**
- i. Economy and Premium Economy class cabin baggage is limited to 1 piece per passenger. First/Suites and Business class passengers are allowed 2 pieces per passenger. For safety reasons, cabin baggage must not exceed 115 cm (45 inches) in total linear dimensions and weigh not more than 7 kg (15 lb) each.
 - ii. Your cabin baggage may be weighed and measured and, if necessary, charged for in accordance with valid tariffs.
 - iii. We, and any other carrier on which you may travel, retain the sole discretion to determine, for purposes of crew and Passenger safety or comfort, whether any item of your baggage will be permitted in the cabin, should be carried as check-in baggage, or should not be carried at all.
 - iv. Various jurisdictions have implemented restrictions on the carriage of liquids, aerosols and gels in compliance with guidelines set by the International Civil Aviation Organization (ICAO).
 - v. Restricted items and dangerous items which are prohibited by the Dangerous Goods Regulations of International Air Transport Association (IATA), the International Civil Aviation Association (ICAO) Technical Instructions, the applicable laws, regulations or orders of any jurisdiction to be flown from, to or over, our General Conditions of Carriage and/or Carrier's Regulations shall not be carried as, within, or, as part of your cabin baggage.



IMPORTANT NOTICES

- vi. For further information on cabin baggage restrictions, please refer to http://www.singaporeair.com/en_UK/sg/travel-info/baggage/baggage-restrictions/.

Seating

Passengers may be allocated any seat on the flight in the class of service for which the ticket has been issued. Passengers who have pre-selected their seats or purchased specific seats are advised that such pre-selected or purchased seats are not guaranteed and may not be available in some cases, and SIA reserves the right to allocate another seat to the passenger, within the same cabin, in lieu of the seat pre-selected or purchased by the passenger earlier.

Travel Itinerary Sequence / No Show

- (a) All the flight sectors in the Ticket must be used in sequence from the initial place of departure as shown on the Ticket. You must provide prior notification to us if you intend not to use any one or more of the flight sectors, or not to use the flight sectors in sequence. Upon receipt of such notification, we are entitled to recompute the fare in accordance with our General Conditions of Carriage and/or Carrier's Regulations, and you are liable to pay any fare difference. If you do not provide such prior notification or if you do not agree to pay such recomputed fare, we are entitled to cancel any unused flight sector(s) in the Ticket and void the portion of the Ticket corresponding to such unused flight sector(s), and provide you with a refund in accordance with Article 11 of our General Conditions of Carriage.
- (b) If you made this purchase in Italy, please refer to our General Conditions of Carriage that is applicable to the Italian market at http://www.singaporeair.com/en_UK/global_footer/conditions-carriage-italian/.
- (c) For change to travel itinerary sequence and / or notification on no show, please call our reservations and ticketing office or our 24-hour Reservations Call Centre (see http://www.singaporeair.com/en_UK/contact-us/ for contact details).

Air Passage Regulation

Transportation and other services to be performed by the carrier are subject to the carrier's General Conditions of Carriage, and other important notices which are delivered with the Ticket itinerary and receipt and form part of the Contract of Carriage. Please ensure that you have received these notices, and if not, contact the nearest office of the issuing airline or your travel agent to obtain a copy prior to the commencement of your trip.

If your journey involves an ultimate destination or stop in a country other than the country of departure, international treaties, known as the Warsaw Convention and the Montreal Convention, may be applicable. These conventions govern and, in some cases, limit the liability of carriers for death of or personal injury to passengers, and in respect to loss of or damage to baggage.

Any exclusion or limitation of liability in our favour, or in favour of any other carrier on which you may travel, shall apply to and be for the benefit of our agents, employees and representatives.

Passenger Data

The Passenger recognizes that personal data has been given to the carrier for various purposes including for making a reservation for carriage, obtaining ancillary services, facilitating immigration and entry requirements and other administrative, operational and regulatory aspects of the Passenger's carriage and travel, as well as making available such data to government agencies who may share such personal data with other government agencies or any other third parties which is beyond the control of the carrier. For these purposes the Passenger authorizes the carrier to retain such data and to transmit and disclose it to its own offices and to other companies including other carriers and/or the providers of such services or the relevant government agencies, in whatever country they may be located. The collection, use and disclosure of such data will be in accordance with the carrier's Privacy Policy, a copy of which may be obtained from any of the carrier's offices or from www.singaporeair.com. However, please note that government regulations in various countries worldwide may require that we provide information on or permit access to Passenger/customer data, which we will do in accordance with the terms of the carrier's Privacy Policy and applicable law.

Regulatory Notices

- (a) NOTICE REQUIRED BY EC REGULATION NO. 889/2002 AIR CARRIER LIABILITY FOR PASSENGERS AND THEIR BAGGAGE

This information notice summarises the liability rules applied by SIA as required by Community legislation:

1. The Montreal Convention or the Warsaw Convention may be applicable to your journey and these Conventions govern and may limit the liability of SIA for death or bodily injury for, loss of or damage to baggage, and for delay.
2. Where the Montreal Convention applies, the limits of liability are as follows:
 - 2.1 There are no financial limits for death or bodily injury and SIA may make an advance payment to meet immediate economic needs of the person entitled to claim compensation;



IMPORTANT NOTICES

- 2.2 In the case of destruction, loss of, or damage or delay to baggage, 1,131 SDR (approximately EUR 1,391) and, if the value of your baggage is greater than this limit, you should inform SIA at check-in or ensure that it is fully insured prior to travel; and
 - 2.3 In the case of delay to your journey, 4,694 SDR (approximately EUR 5,768).
3. Where the Warsaw Convention applies, the limits of liability are as follows:
- 3.1 In cases of bodily injury or death of passengers, Carrier will not rely upon any defence, other than the defence of contributory negligence, if proven damages do not exceed 100,000 SDR (approximately EUR 120,000). If and to the extent that proven damages exceed 100,000 SDR, Carrier may also defend the claim if it can prove that it took all necessary measures to avoid the damage or that it was impossible for it to take such measures;
 - 3.2 17 SDR (approximately EUR 20) per kg for loss of or damage or delay to checked baggage, and 332 SDR (approximately EUR 400) for unchecked cabin baggage and, if the value of your baggage is greater than this limit, you should inform SIA at check-in or ensure that it is fully insured prior to travel; and
 - 3.3 SIA may also be liable for damage occasioned by delay, of up to 16,600 SDR (approximately EUR 20,000) if the Hague Protocol to the Convention applies, or 8,300 SDR (approximately EUR 10,000) if only the Warsaw Convention applies.

Further information may be obtained from SIA's offices as to which Convention and/or liability limits apply to your journey, and if your journey involves carriage by different carriers, you should contact each of them for information on the limits of liability applicable to them.

Regardless of which Convention applies to your journey, you may benefit from a higher limit of liability for loss of, damage or delay to baggage by making at check-in a special declaration of the value of your baggage and paying a supplementary fee, or by purchasing additional insurance.

If the air carrier actually performing the flight is not the same as the contracting air carrier, you have the right to address a complaint or to make a claim for damages against either. If the name or code of an air carrier is indicated on the Ticket, that air carrier is the contracting air carrier.

Time limit for action: Any action in court to claim damages must be brought within two years from the date of arrival of the aircraft, or from the date on which the aircraft ought to have arrived.

Disclaimer: This is a notice required by European Community Regulation (EC) No. 889/2002. This notice cannot be used as a basis for a claim for compensation, nor to interpret the provisions of the Regulation or the Montreal Convention, and it does not form part of the contract between SIA and you. No representation is made by SIA as to the accuracy of the contents of this notice.

(b) NOTICE REQUIRED BY US DOT 14 CFR 250.11(a):

Airline flights may be overbooked, and there is a slight chance that a seat will not be available on a flight for which a person has a confirmed reservation. If the flight is overbooked, no one will be denied a seat until airline personnel first ask for volunteers willing to give up their reservation in exchange for compensation of the airline's choosing. If there are not enough volunteers, the airline will deny boarding to other persons in accordance with its particular boarding priority. With few exceptions, including failure to comply with the carrier's check-in deadline which are available upon request from the air carrier, persons denied boarding involuntarily are entitled to compensation. The complete rules for the payment of compensation and each airline's boarding priorities are available at all airport ticket counters and boarding locations. **Some airlines do not apply these consumer protections to travel from some foreign countries, although other consumer protections may be available. Check with your airline or your travel agent.**

(c) NOTICE OF BAGGAGE LIABILITY LIMITATIONS

We shall not be liable for any baggage, which is improperly or inadequately packed.

Except for checked and unchecked baggage transported under the Conventions, we are not liable for loss, damage to or delay in the delivery of fragile or perishable items, money, jewellery, precious metals, silverware, negotiable papers, securities and other valuables, business documents, passports and other identification documents, samples, medicines or drugs which are included in your checked and carry-on baggage, whether with or without our knowledge.



IMPORTANT NOTICES

Scratches, nicks or dirt may appear despite care and handling by us. Except as the applicable Convention or other law may otherwise require, we do not assume any liability for normal wear and tear to baggage, which includes damage to or loss of protruding parts of the baggage, including, by way of example, straps, pockets, pull handles, hangar hooks, wheels or other items attached to the baggage.

If your baggage is damaged, delayed or lost, you must make a complaint in writing to us or the carrier on which the damage, delay or loss occurred as soon as possible, and in any event within the applicable time limits (which can be found in our General Conditions of Carriage).

Frequently Asked Questions

For more information, you may refer to the FAQs at http://www.singaporeair.com/en_UK/faq/.

Feedback and Queries

You may provide feedback or send queries to Singapore Airlines Customer Affairs at Airline House, 25 Airline Road, Singapore 819829 or via the online feedback form available at https://www.singaporeair.com/en_UK/feedback-enquiry/.

This document may contain confidential and privileged information. If you are not the addressee (or authorized to receive for the addressee), please notify Singapore Airlines Limited (SIA) by telephone immediately and destroy the document. Furthermore, you may not use, copy or disclose to anyone the document or any information contained in it. SIA does not guarantee and is not liable for the security of any information electronically transmitted or via facsimile, for the proper and complete transmission of the information contained in this communication or for any delay in its receipt. The use of this document for any illegal purpose or for any purpose other than as permitted by SIA is strictly prohibited and such use may result in legal proceedings.



DDG WEEKLY REPORT
SENSITIVE

ECONOMIC DEVELOPMENT
WED 08 TO TUES 14 MAY


VisitCanberra

Summary of activity for this week (8-14 May)

Strategic Partnerships and Visitor Services


- Jacqueline Lee (BDM – Singapore, Malaysia & India) attending Tourism Australia event in Ipoh, Malaysia and continuing with market visits with key travel agents; Singapore Airlines and Tourism Australia from 6-9 May.

Out of scope



- Jacqueline Lee (BDM – Singapore, Malaysia & India) attended meeting, on 14 May, with Holiday Travel Tours in Singapore to finalise campaign for end of May.

Out of scope




DDG WEEKLY REPORT

SENSITIVE

Out of scope



Out of scope




Key areas of activity for next week (15-21 May)

Strategic Partnerships and Visitor Services

- Jacqueline Lee (BDM – Singapore, Malaysia & India) to continue focusing on the Singapore in-market campaign at the end of May.

Out of scope



From: 2.2(a)(ii)@tourism.australia.com>
Sent: 10/05/2019 11:05 AM
To: "Ahuja, Manasi" <Manasi.Ahuja@act.gov.au>
Cc: 2.2(a)(ii)@tourism.australia.com>
Subject: RE: Invoicing for Jac Lee [SEC=UNCLASSIFIED]

Manasi

As advised, I target to raise VC invoice for period Jan-June 19 to VC next week.

For the question you asked about if Jul-Dec 19 invoice could be raised this year :
We will not want to complicate matters as much as we could invoice in advance, for our SG lease is comping up for lease renewal from early Sept 19 that will impact on the co-location cost element from Sept. We have sent communication to seek an express of interest (EOI) to continue co-locate from VC via Jac Lee and believe that she will contact VC HQ in due course (if not already). We need to have written response no later than May 17.

Rgds

2.2(a)(ii)
Corporate Services Manager, S/SE Asia & Gulf Singapore |
International S/SE Asia & Gulf Singapore | Tourism Australia

T: 2.2(a)(ii) | F: +65 6253 8431
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307591

Consumer: australia.com | twitter.com/Australia |
facebook.com/SeeAustralia
Corporate: tourism.australia.com | twitter.com/TourismAus

THERE'S NOTHING
LIKE AUSTRALIA



From: Ahuja, Manasi <Manasi.Ahuja@act.gov.au>
Sent: Friday, 3 May 2019 10:03 AM
To: 2.2(a)(ii)@tourism.australia.com>
Subject: RE: Invoicing for Jac Lee [SEC=UNCLASSIFIED]

Hello 2.2(a)(ii),

Happy Friday!

Just a question – is it possible to be invoiced for staff hosting cost for July – December 2019 in this financial year?

Thanks,
Maisi Ahuja
Director, International Partnerships
VisitCanberra
+61 468 565 792

From: 2.2(a)(ii)@tourism.australia.com]
Sent: Tuesday, 30 April 2019 12:58 PM
To: Ahuja, Manasi <Manasi.Ahuja@act.gov.au>
Subject: RE: Invoicing for Jac Lee [SEC=UNCLASSIFIED]

Mansi

I just returned from a short break since Apr 17 (as you have been notified by my Out-Of-Office notice). We get away for an offsite meeting again from May 1-3.

I actually planned to invoice VC in Apr but I needed to focus on too many priority works and pushed forward all my works in April that I can only raise invoice to STOs (including VC) in May.

I could advise in the meantime that :

The **estimate** billing to come your way is looking like as follows :

- Staff hosting Rem and on-cost : AUD 45,000 (Jan/Feb – part-time, Mar-June Full time)
- Reimbursement (consist of VC signage) AUD800

We will bill as per contract in SGD, for budgetary purpose, the AUD and SGD is almost on par.

Rgds

2.2(a)(ii)

Corporate Services Manager, S/SE Asia & Gulf Singapore |
International S/SE Asia & Gulf Singapore | Tourism Australia

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facebook.com/SeeAustralia

Corporate: tourism.australia.com | twitter.com/TourismAus

THERE'S NOTHING
LIKE AUSTRALIA



From: Ahuja, Manasi <Manasi.Ahuja@act.gov.au>
Sent: Tuesday, 30 April 2019 9:59 AM
To: 2.2(a)(ii)@tourism.australia.com>
Subject: Invoicing for Jac Lee [SEC=UNCLASSIFIED]

Hi 2.2(a)(ii) ,

How are you? Long time no speak..

I am finalising my budget for 18/19 with all commitments and I would like to get an understanding of the costs & charges for Jac Lee and when to expect the invoice.

Are you able to connect me with your finance team so that I can get a sense of the amounts that will be invoiced so that I can plan for them?

Also, are you able to advise the costs for the acrylic signage (if that is not part of the overall amount listed above).

Thank you,
Maisi

MAISI AHUJA

Senior Manager, International
Partnerships
VisitCanberra

T +61 2 6207 0215

M 0468 565 792



VISITCANBERRA.COM.AU | TOURISM.ACT.GOV.AU

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

Tax Invoice

To Lee, Jacqueline
Company ACT Govt
Booking ID 2177390

Invoice Date 14 May 2019
Invoice No. 20217739001

BOOKING DETAILS			
Traveller Name	Lee, Jacqueline	Booker Name	Turnbull, Nicole
Accompanying Guest(s)		Booking Source	The Lido Group
Division Code / Name	2883623	Custom Data Field	
Cost Centre Code / Name	14205	Payment Instruction	CBL - chargeback to Lido

STAY DETAILS			
Arrival Date	Monday 06/05/2019	Average Rate	AUD 100.42
Departure Date	Thursday 09/05/2019	Total Room Cost	AUD 301.26
# Nights	3	Total Incidental Cost	AUD 0.00
# Rooms	1	Merchant Fee	AUD 9.28
Room Type	Superior Room	GST included in this invoice	AUD 0.84
Other Note		TOTAL	AUD 310.54

HOTEL DETAILS	
Hotel	Novotel Kuala Lumpur City Centre
Address	2, Jalan Kia Peng Wilayah Persekutuan Kuala Lumpur 50450
Country	Malaysia

PLEASE NOTE - This invoice has been paid in full, no further payment required.

DDG WEEKLY REPORT
SENSITIVE

ECONOMIC DEVELOPMENT
WED 15 TO TUES 21 MAY

VisitCanberra

Summary of activity for this week (15-21 May)

Strategic Partnerships and Visitor Services

Out of scope

- Jacqueline Lee (BDM – Singapore, Malaysia & India) continues to deliver the Singapore partnership campaign with Holiday Tours and Travel, launching end of May, to promote holiday packages to Canberra.
- Jacqueline Lee (BDM – Singapore, Malaysia & India) joined Tourism Australia, Tourism Victoria and Tourism Western Australia for the Singapore and Malaysia Aussie Specialist Ambassador selection process.

Out of scope

DDG WEEKLY REPORT

SENSITIVE

Out of scope



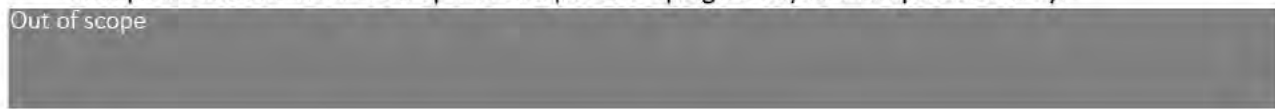
Campaigns: International

Out of scope



- Campaigns in Malaysia, Singapore (including a trade component) and India are all in the final stages of implementation with PAX reports and post-campaign analysis anticipated shortly.

Out of scope



Key areas of activity for next week (22-28 May)

Strategic Partnerships and Visitor Services

- Jacqueline Lee (BDM – Singapore, Malaysia & India) in collaboration with one of Singapore's key distribution partners, Holliday Tours, will jointly conduct a consumer seminar on 25 May to promote Canberra at Campers' Corner in Singapore.

Out of scope



Out of scope



DDG WEEKLY REPORT

SENSITIVE

ECONOMIC DEVELOPMENT


WED 22 TO TUES 28 MAY

VisitCanberra

Summary of activity for this week (22-28 May)

Strategic Partnerships and Visitor Services

Out of scope



- Jacqueline Lee (BDM – Singapore, Malaysia & India) in collaboration with one of Singapore’s key distribution partners, Holliday Tours, conducted a consumer seminar on 25 May to promote Canberra at Campers’ Corner in Singapore. This also includes installation of a window display at Camper’s Corner showcasing Canberra’s seasons.


Out of scope



DDG WEEKLY REPORT


SENSITIVE

Out of scope



Campaigns: International

Out of scope



- Campaigns in Malaysia, Singapore (including a trade component) and India are all in the final stages of implementation with PAX reports and post-campaign analysis anticipated shortly.

Out of scope



SENSITIVE

From: 2.2(a)(ii)@tourism.australia.com>
Sent: 28/05/2019 4:52 AM
To: "Ahuja, Manasi" <Manasi.Ahuja@act.gov.au>
Cc: 2.2(a)(ii)@tourism.australia.com>
Subject: ** P&C Staff Hosting Invoice (Jan-June 2019)
Attachments: Q3Q4 (Jan-June 19) Invoice to VC CFI010461.pdf, Supporting summary to VC Q3+Q4 (Jan-June 19).xlsx
Importance: High

Manasi

Enclosed please find invoice for period Jan-June 2019 along with supporting summary re staff hosting that contain P&C information on staff salary.

We appreciate prompt payment from VC in due course.

Rgds

2.2(a)(ii)
Corporate Services Manager, S/SE Asia & Gulf Singapore |
International S/SE Asia & Gulf Singapore | Tourism Australia

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facebook.com/SeeAustralia
Corporate: tourism.australia.com | twitter.com/TourismAus



Tourism Australia
GPO Box 2721
SYDNEY NSW 1006

Telephone
Tax registration number



Australian Government



Tax Invoice

VisitCanberra
GPO Box 158
Canberra City
Canberra ACT 2601

Contact
Your tax exempt number

Number	CFI010461
Date	27/05/2019
Billing classification	One Voice
Page	1 of 1
Our reference	Jacqueline Heng
Your reference	
Payment terms	30 Days
Tax invoice account	100519
Delivery date	
Currency	SGD
Original invoice	

Line description	Quantity	Unit price	Tax %	Amount (ex Tax)
ONEVOICE One Voice Salary - STO Recovery	1.00	58,927.31	0.00000	58,927.31

Sales subtotal amount (ex gst)	Total discount	Total charges	Tax (gst/vat)	Round-off	Currency	Total (incl Tax)
58,927.31	0.00	0.00	0.00	0.00	SGD	58,927.31

Payment due 26/06/2019

PAYMENTS BY EFT - Account Name: Tourism Australia
Bank: HK and Shanghai Banking Corp Ltd
Branch: HSBC Building, Level 14-21, Collyer Quay
Singapore 049320
Acc No: 143 202497 001
Swift Code: HSBCSGSG

Please email your remittance advice to the finance department at
onlinepayments@tourism.australia.com

Supporting Summary						
Secondment Staff Agreement between TA/VC						
Billing Quarter : Jan - June 2019 (Q3 + Q4)						
FY 1819						
Staff Name :	Jacqueline Lee	Jacqueline Lee	Jacqueline Lee	Jacqueline Lee	Jacqueline Lee	Jacqueline Lee
Staff ID :	VC00001	VC00001	VC00001	VC00001	VC00001	VC00001
Month :	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
	(Date of commencement 09/01/19) Part-Time SGD	Part-Time	Full-Time (WEF 4/3/19)			
Item 1	Gross Pay	3,046.12	2,492.28	5,714.29	6,000.00	6,000.00
	13th Month Payment	-				
	Sub-total Item 1	3,046.12	2,492.28	5,714.29	6,000.00	6,000.00
Item 2	Employment on-cost :					
a	Central Provident Fund (Employer)	518.00	424.00	972.00	1,020.00	1,020.00
b	Skill Development Fund (Employer)	7.62	6.23	11.25	11.25	11.25
c	Workmen compensation Insurance premium (16/10/17 to 30 June 18 actual)	-	-	-	-	-
d	Aviva (H&S Program - period 4/3/19 to 31/7/19)	-	-	-	430.44	-
	Sub-Total Item 2	525.62	430.23	983.25	1,031.25	1,031.25
Item 2A	Expense incurred by VC :					
1	E-Leave Initial set up	15.00				
2	Reimbursement of VC signage (Sennex invoice 1996)			802.50		
3	Business Card printing (Invoice# 0587, MYR260 & Invoice# 0603, MYR175)	89.66		60.34		
4	Overseas Call Tariff (2/4/19) using Landline via VC Extension				0.30	
5	Photo-copying charges Mar-Apr 19				87.50	
6	E-Leave Service Access	10.00	10.00	10.00	10.00	10.00
	Sub-total Item 2A	99.66	10.00	872.84	97.80	10.00
Item 3	Accommodation Fee per contract	17,754.00	-			-
	Sub-total Items: 1, 2, 2A & 3	21,425.40	2,932.51	7,570.38	7,129.05	7,041.25
	Total Fee (Jan-June 19)	53,570.28				
	10% management Fee	5,357.03				
	Total payable (Jan-June 19)	58,927.31				

Singapore Dollars :

Fifty-Eight Thousand Nine Hundred Twenty-Seven and Cents Thirty-One Only

Payable to :

Tourism Australia

Account No. 143-202497-001

Bank Name : The Hongkong & Shanghai Banking Corporation Ltd, Singapore

Bank Code : 7232

Bank Address : 6 Claymore Hill, #01-01, Claymore Plaza, Singapore 229571

Bank Branch : Claymore

Branch Code : 143

Swift Code : HSBCSGSG

DDG WEEKLY REPORT
SENSITIVE


ECONOMIC DEVELOPMENT
WED 29 MAY TO TUES 4 JUNE

VisitCanberra

Summary of activity for this week (29 May – 4 Jun)


Strategic Partnerships and Visitor Services

Out of scope



- Jacqueline Lee (BDM – Singapore, Malaysia & India) is currently in discussion with Forever Travel Malaysia to build a group itinerary using the SQ288 flight.

Out of scope



DDG WEEKLY REPORT

SENSITIVE

Out of scope

- Campaigns in Malaysia, Singapore (including a trade component) and India are all in the final stages of implementation with PAX reports and post-campaign analysis anticipated shortly.

Out of scope

Chief Minister, Treasury and Economic
Development Directorate

UNCLASSIFIED

To: Chief Minister

Tracking No.: CMTEDD2019/2671

Date: 30 May 2019

From: Executive Branch Manager, VisitCanberra

Subject: International travel approval for VisitCanberra's Singapore based in-market resource, Ms Jacqueline Lee

Critical Date: 11 June 2019

Critical Reason: To seek your approval for Singapore in-market resource, Ms Jacqueline Lee, to travel to Penang, Malaysia, to attend the Malaysia International Travel Mart (MITM) consumer travel fair with Tourism Australia.

- DDG .../.../...

Recommendations

That you:

1. Note the information contained in this brief; and

Noted / Please Discuss

2. Sign the travel form at Attachment A.

Signed / Not Signed / Please Discuss

Andrew Barr MLA



4/6/19

Minister's Office Feedback

UNCLASSIFIED

Background

1. The Malaysia International Travel Mart (MITM) is taking place in Penang from 5-7 July 2019.
2. Malaysia has two main travel agents' associations: the Malaysian Association of Tours and Travel agents (MATTA) and the Malaysian Chinese Tourism Association (MCTA). Both associations organise major consumer fairs held annually in main international gateway cities of Kuala Lumpur, Ipoh, Penang, Johore, Kuching and Sarawak.
3. The travel fairs provide a platform for the travel agents, National Tourism Organisations (NTOs), accommodation providers, airlines and other tourism-related businesses to promote their products and services in a concerted manner under one roof.
4. The aim of the travel fairs is to introduce new travel packages and/or destinations to the consumers, and Tourism Australia's presence at this event ensures that Australia is considered as a key destination of choice, supported by the State Tourism Organisation (STO) partners in market.
5. Canberra is a new destination for travellers from Penang, and with its geographical proximity to Singapore, it provides better connectivity than Kuala Lumpur. This provides a great opportunity for Canberra to grow the Penang market on the SQ288 daily service.
6. VisitCanberra's presence at this event supports the ACT Government's focus of brand and destination awareness and to launch a consumer campaign in partnership with a key trade partner, such as Forever Travel.
7. Forever Travel is a key distribution partner of Tourism Australia and is considered to be one of the top promoters to travellers from Malaysia into Australia.
8. Ms Lee will also be connecting with key trade and retail agents within the Penang travel industry.

Issues

9. Nil.

Financial Implications

10. All expenses will be met from within the existing VisitCanberra 2019-20 budget resources.
11. Estimated travel costs to Penang for this trip will be approximately \$1,000.

12 ^{2.2(a)(xi)}

13

Consultation

Internal

14. Nil

Cross Directorate

15. Nil

External

16. Nil

Work Health and Safety

17. Nil

Benefits/Sensitivities

18. Nil

Communications, media and engagement implications

19. Nil

Signatory Name: Jonathan Kobus Phone: 51385
Action Officer: Manasi Ahuja Phone: 70215

Attachments

Attachment	Title
Attachment A	Travel Approval Form – Jacqueline Lee – SIN-PEN-SIN 5 –7 July 2019

Travel Form

Please note:

All domestic and trans-Tasman flights must be booked using the QBT Online Booking Tool.

For international bookings, please complete the ACT Government Booking form on the <http://sharedservices/ACTGovt/Procurement/Buying/Existing-Contracts/Flight-Bookings.htm>

For all other travel related information please see Buying Goods and Services intranet site.

Travel Requisition No:

QBT → ☎ 1300 797 357

Form to be completed by the traveller and approved by the delegate before any travel or accommodation is booked.

TRAVELLER'S DETAILS							
Name: LEE HIANG KHIM JACQUELINE				Classification:			
Group: CMTEDD				Unit: VisitCanberra			
Work phone: +65 6351 6342		Fax:		Mobile: +65 9748 8300		Home Phone: +2.2(a)(ii)	
Home address: 2.2(a)(ii) Singapore 2.2(a)(ii)				Corporate Frequent Flyer Number: Note: Frequent Flyer points are no longer accumulated. However, a flight will count towards your airline club status progression			
TRAVEL DETAILS							
Reason: To attend Malaysia International Travel Mart (MITM) consumer travel fair under Tourism Australia's Pavilion. Along with maintaining and establishing new relationships with the key travel partners in north Malaysia, the focus is to develop VisitCanberra's distribution strategy to grow leisure visitation and expenditure to Canberra from Penang, Malaysia.							
Departure and Arrival Details (complete times and flight details after travel is approved)							
Depart location	Date	Time	Arrive location	Date	Time	Travel class Economy or Business Class	Airline, flight no.
SINGAPORE	5/7/2019	1000	PENANG	5/7/2019	1125	Economy	SQ 5310
PENANG	7/7/2019	2215	SINGAPORE	7/7/2019	2240	Economy	SQ 5355
If travelling by private vehicle please attach copies of your current driver's licence and comprehensive insurance.							
Make, model and engine capacity of vehicle:							
ACCOMMODATION AND TRAVEL STANDARDS (Note: All accommodation bookings must be made through Lido (02) 8585 0806 / 1800 000 469 – option #1 for Government.							
	Domestic			International			
Director-General	4.5 star*	Economy Class under 4 hours,		4.5 star*	Business Class		
Executives	4 star*	over 4 hours Business Class		4 star*			


TRAVELLER'S DETAILS				
Non Executives	3 star*	Economy Class	3.5 star*	Economy Class
If you intend to seek approval to vary from accommodation standards, please give reasons: NIL				

Accommodation details (to be completed after approval to travel is given). Include any private accommodation details					
Date in	Date out	Hotel/Motel/Apartment	*Accom rating	Address	Phone
5/7/19	7/7/19	Olive Hotel Penang	4		
//	//				
//	//				

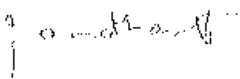
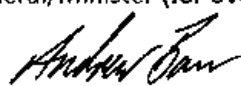
Details of any leave or non-official travel which you intend taking directly before or after your official travel		
From: //	To: //	Contact details:

Payment of out of pocket expenses: Corporate credit card or reimbursement are the preferred methods of payment for meals and incidental expenses.
Actual reasonable costs will be reimbursed upon the provision of receipts. All advances must be acquitted.

Advance: \$	BSB No:	Account No:

Signature of traveller 	Date 23 / 5 / 2019
--	--------------------

Supported - funds are available and travel is recommended	
Signature of supervisor	Date / /

Approval of travel			
Signature of delegate 	J.Kobus	Pos No. E674	Classification SES1.4
			Date 30/5/19
Signature of Director-General/Minister (for overseas travel only) 			Date 4/6/19

BOOKING REFERENCE:
TRAVEL COSTS:
Airfare: \$300 (taxes)
Transport: \$200
Accommodation: \$250
Meals allowance: \$250
Total: \$1,000

Advance and cabcharges acquitted (finance officer)

Accommodation details (to be completed after approval to travel is given). Include any private accommodation details

COST CODES:

Signature of finance officer

DDG WEEKLY REPORT
SENSITIVE

ECONOMIC DEVELOPMENT
WED 05 TO TUES 11 JUNE

VisitCanberra

Summary of activity for this week (5-11 Jun)

Strategic Partnerships and Visitor Services

Out of scope

- Jacqueline Lee (BDM – Singapore, Malaysia & India) together with Tourism Australia and Visit Victoria in Singapore has successfully pitched Canberra for inclusion in MediaCorp Singapore’s upcoming TV info-variety program, “Our Daily Food”. Talent and producers will film in Canberra at the end of July for telecast from mid-September through to November 2019. The program will convey inspirational Canberra content to viewers in Singapore, Malaysia and HK.
- Jacqueline Lee (BDM – Singapore, Malaysia & India) attended a meeting with Star Cruise to explore partnership opportunities for on-shore excursions for the Dream Explorer cruise during port of call in Sydney.

Out of scope

Key areas of activity for next week (12-18 Jun)

Strategic Partnerships and Visitor Services

Out of scope

- Jacqueline Lee (BDM – Singapore, Malaysia & India) is working on securing key travel buyers in Singapore for a famil visit from 10-14 July 2019 to showcase Canberra’s winter offerings.
- Jacqueline Lee (BDM – Singapore, Malaysia & India) will attend a meeting with Tourism Australia India to hear plans for 2019/20 for this market.

Out of scope

Hotel Booking Confirmation

To	Lee, Jacqueline
Company	ACT Govt
Subject	The Lido Group: Booking 2229171 - Lee / Jacqueline - Fri 05 Jul 19

From	The Lido Group
Phone	+612 8585 0806
Email	govt@lido.com.au
Date/Time	Wednesday 12/06/2019 12:25 PM

**** PLEASE CAREFULLY CHECK ALL DETAILS BELOW- THIS IS A CHARGE BACK BOOKING****
**** ONLY AUTHORISED COSTS (SEE BELOW) ARE TO BE CHARGED BACK TO LIDO****

All other charges are to be paid by the Traveller. The Property may ask for credit card details or a cash deposit upon check in as a SECURITY GUARANTEE for any additional charges incurred.

UPON ARRIVAL AT YOUR ACCOMMODATION If there are any questions regarding this booking please contact The Lido Group on +61 2 8585 0806.

BOOKING DETAILS			
Traveller Name	Lee, Jacqueline	Booker Name	Turnbull, Nicole
Accompanying Guest(s)		Booking Source	The Lido Group
Lido Booking ID	2229171	Booking Date/Time	Wednesday 12/06/2019 12:25 PM
Hotel Confirmation #	451886	Hotel Confirmed by	Jingky

STAY DETAILS			
Arrival Date	Fri 05 Jul 19	Average Rate	MYR 385.00
Departure Date	Sun 07 Jul 19	Room Type	Executive Deluxe
# Nights	2	TOTAL	MYR 770.00
# Rooms	1	<i>Rates are inclusive of GST where applicable</i>	

HOTEL DETAILS	
Hotel	Olive Tree Hotel
Address	76, Jalan Mahsuri, Bandar Sunway Tunas Bayan Lepas, Pulau Pinang 11950
Country	Malaysia
Phone	+6 04 637 7777
Star Rating	0
Cancellation Policy	other prior to check-in
Chargeback to Lido	Room Only
Other Details	Room and Tax back to Lido

TERMS AND CONDITIONS

- 1 Cancellations and amendments are to be directed to The Lido Group: govt@lido.com.au or call +612 8585 0806. Booking cancellations made direct with the property are not considered valid.
- 2 The property may ask for credit card details or a cash deposit upon check in as a SECURITY GUARANTEE for incidental charges or any property damage.
- 3 Please see OTHER DETAILS above. The Lido Group has advised the Property of these special requirements, however, the implementation of these requirements is the responsibility of the Property and The Lido Group cannot guarantee or be held responsible for failure to implement.
- 4 This confirmation contains information relevant to your stay. Please take a copy to the Property at the time of check-in as proof of booking.
- 5 Only items identified in CHARGEBACK TO LIDO (above) and any requests made within the OTHER DETAILS or KNOWN INCIDENTALS sections (above) are charged back to The Lido Group. All other charges are to be paid by the Guest upon check-out.
- 6 The Property's cancellation policy is other prior to check-in prior to check-in unless otherwise specified in 'HOTEL DETAILS' above. Cancellations within the cancellation policy may incur a fee.
- 7 All amounts are shown in the hotel's local currency.
- 8 The Lido Group sells accommodation from inventory supplied by the property and does not oversell that inventory. The Lido Group does not accept any liability for rooms being unavailable caused by over-selling a property's inventory.
- 9 For more information about this booking or to clarify payment arrangements, please email Lido at govt@lido.com.au or call +612 8585 0806.

**Chief Minister, Treasury and Economic
Development Directorate**

UNCLASSIFIED

To: Chief Minister

Tracking No.: CMTEDD2019/3346

Date: 17 June 2019

From: Executive Branch Manager, VisitCanberra

Subject: International travel approval for VisitCanberra's Singapore based in-market resource, Ms Jacqueline Lee

Critical Date: 28 June 2019

Critical Reason: To seek your approval for the Singapore in-market resource, Jacqueline Lee, to travel to Canberra to host key Singapore travel trade familiarisation and attend meetings with VisitCanberra colleagues.

- DDG .../.../...

Recommendations

That you:

1. Note the information contained in this brief; and

Agreed / Not Agreed / Please Discuss

2. Sign the travel form at Attachment A.

Signed / Not Signed / Please Discuss

Andrew Barr MLA/...../.....

Minister's Office Feedback

UNCLASSIFIED

Background

1. VisitCanberra's in-market resource based in Singapore, Jacqueline Lee, is planned to host a delegation of Singapore travel agents on a familiarisation of Canberra from 10-14 July 2019.
2. Ms Lee will also extend her stay in Canberra till 18 July to have meetings with VisitCanberra fellow colleagues for FY19/20 annual operation planning.
3. The primary objective of the in-market representative is to develop and implement VisitCanberra's distribution and partnership strategy and grow leisure visitation and expenditure to Canberra from the following key markets Singapore, Malaysia and India.
4. Ms Lee is responsible for trade partners out of Singapore and will be integral to the Singapore travel agents familiarisation to be hosted in Canberra in July.

Issues

5. Nil.

Financial Implications

6. All expenses will be met from within the existing VisitCanberra 2019-20 budget resources.
7. Estimated travel costs Ms Lee for hosting the familiarisation and additional meetings will be approximately \$1300.

8. 2.2(a)(xi)

9.

Consultation

Internal

10. Nil

Cross Directorate

11. Nil

External

12. Nil

Work Health and Safety

13. Nil

Benefits/Sensitivities

14. Nil

Communications, media and engagement implications

15. Nil

Signatory Name: Jonathan Kobus

Phone: 51385

Action Officer: Manasi Ahuja

Phone: 70215

Attachments

Attachment	Title
Attachment A	Travel Approval Form – Jacqueline Lee – SIN-CBR-SIN 10 - 18 July 2019



Electronic Ticket Receipt: 618 2428895529

LEE/HIANG KHIM JACQUELINE MS

Booking Reference: R58ANT

Date of Issue: 19 Jun 2019

Place of Issue: Singapore Airlines Ltd
Ticketing Service
Singapore

Flight Details

Ticket Number: 618 2428895529

SQ 288	Operated by Singapore Airlines			Economy Class (W)
From: Singapore (SIN-Changi)	Terminal: 3	Depart: Wed, 10 Jul 2019 , 10:30	Status: Confirmed	
To: Canberra (CBR-Canberra)		Arrive: Wed, 10 Jul 2019 , 22:20	Stopovers: 1	
Not Valid Before: 09 Jul 19	Not Valid After: 17 Aug 19	Baggage Allowance: 30 Kg		

SQ 288	Operated by Singapore Airlines			Economy Class (W)
From: Canberra (CBR-Canberra)	Terminal: -	Depart: Thu, 18 Jul 2019 , 23:15	Status: Confirmed	
To: Singapore (SIN-Changi)		Arrive: Fri, 19 Jul 2019 , 05:15	Stopovers: 0	
Not Valid Before: 09 Jul 19	Not Valid After: 17 Aug 19	Baggage Allowance: 30 Kg		

Payment Details

Fare:	FREE	Form of Payment 1:	RF*32372418*SGD600 0.00 SGD
Tax:	L7	Form of Payment 2:	RI*CCAMKP008*26866 221.70 SGD
	10.80 SGD	Form of Payment 3:	FT*FRA042762 0.00 SGD
	OP	Restrictions:	FRA042762 X VLD SQ ONLY/NONEND/RRTE/RFND/FFP//Y-FIRM//FLT DTE CHANGE PERMITTED
	6.10 SGD		
	SG		
	32.90 SGD		
	WY		
	108.00 SGD		
	AU		
	56.50 SGD		
	WG		
	3.70 SGD		
	WG		
	3.70 SGD		
Total:	221.70 SGD		

IMPORTANT NOTICES

Documentation

- (b) Please bring along the Ticket receipt during your travel and have all valid travel documents (e.g. visa and passport) with you. You may be required to produce appropriate identification before you are allowed to board our flight or that of any other carrier. You are solely responsible for complying with all government travel requirements and shall present all exit, entry and other necessary documents as required. If payment is made via credit and/or debit card(s), you may be required to present the credit and/or debit card(s) used for verification prior to your departure.
- (c) Please note that the PNR and Ticket reference number should be kept confidential by you. You agree to be liable for all transactions made pursuant to the use of the PNR and Ticket reference number with or without your knowledge or consent. SIA will not be held liable for any loss, damage or expense incurred by you however caused, through any unauthorised disclosure or unauthorised use of your PNR and Ticket reference number.

Flight timings

Flight departure and arrival timings, including information regarding the airport terminal is available via the Flight Status page on our website. SIA flights departing from Singapore will depart from either Terminal 2 or Terminal 3, as indicated on your Ticket receipt. For SIA flights arriving into Singapore, the arrival terminal will be confirmed approximately 2 hours before the actual time of arrival. The arrival terminal information is available at www.singaporeair.com or www.changiairport.com/en/flight.html.



IMPORTANT NOTICES

Changes to travel plans

For changes to your travel plans, please contact the Singapore Airlines office nearest to you. Service fees for bookings, ticketing and ticket changes may apply. Contact details and service fees details are available on our website www.singaporeair.com. For tickets sold in USA and only for flights departing from and arriving in USA, fees for cancellations made within 24 hours of initial ticket issuance may be waived.

Refusal of and limitation on carriage

(b) Right to refuse carriage:

We may refuse to carry you and/or your baggage, or may remove you and/or your baggage from a flight, if this is determined to be necessary or appropriate for safety or security reasons, or for the comfort and convenience of passengers.

(c) Denied Boarding due to late check-in, late boarding or overbooking:

You may be denied boarding if you do not check in or board your flight by the stipulated deadlines, or if the flight is overbooked. For the avoidance of doubt, the above is subject to the applicable laws and regulations, which will take precedence accordingly.

Governing terms and conditions

(b) Your carriage on, and other services performed by, SIA are subject to:

- provisions contained in the Ticket;
- the applicable laws and international conventions;
- our General Conditions of Carriage; and
- rules as may be published by us on www.singaporeair.com and/or issued to you, and in effect on the date of commencement of carriage or issuance of itinerary and receipt depending on the applicability, governing carriage of passengers and/or baggage and shall include but not be limited to any applicable fare conditions and applicable tariffs in force ("Carrier's Regulations").

For Singapore Airlines General Conditions of Carriage, please click on the link below:
http://www.singaporeair.com/en_UK/global_footer/conditions-carriage/

For Singapore Airlines Privacy Policy, please click on the link below:
http://www.singaporeair.com/en_UK/privacy-policy/

For Singapore Airlines PPS Club and KrisFlyer Terms & Conditions, please click on the link below:
http://www.singaporeair.com/en_UK/ppsclub_krisflyer/termsconditions-kf/

For list of tax codes and their description, please click on the link below:
<http://www.singaporeair.com/saar5/pdf/taxes/airport-taxes.pdf>

- #### (c) None of our agents, employees or representatives has the authority to alter, modify or waive any provision contained in the Ticket, our General Conditions of Carriage or our Carrier's Regulations.
- #### (d) To the extent your carriage is performed by another carrier under our airline designator code, our General Conditions of Carriage apply. If you travel on any other carrier in the course of the transportation provided for in the Ticket that is not provided under our designator code, the other carrier's contract of carriage will apply to that portion of your journey.

Tickets

- #### (b) We will not recognise for purposes of carriage any ticket purchased from or resold by any source other than SIA or its authorized agents.
- #### (c) The price of your Ticket may include taxes (imposed by government authorities) and fees and surcharges (imposed by airport authorities or airlines). Such taxes, fees and surcharges are either included in the fare or shown separately on the Ticket receipt. Please refer to the List of Tax Codes Description for more information regarding taxes, fees and surcharges.
- #### (d) Fare Types:

Each of the flight segments in your travel has its own fare type and comes with its own fare conditions. When you mix fare types, whether within the same cabin class or across different cabin classes, fare conditions for cancellation, booking change and no show will follow the more restrictive fare type. More information about fare types can be found at the following link: <http://www.singaporeair.com/faretypes>.

Baggage Policy



IMPORTANT NOTICES

(b) Checked Baggage:

- i. For flights to and from USA, the free checked baggage allowance per passenger is 2 pieces*#^.
- ii. For all other flights, the free checked baggage allowance is as follows:
 - a. Economy:
 - 30kg/30kg/35kg (Lite/Standard/Flexi Fare Types);
 - 30kg/35kg (Saver/Advantage Redemption Fare Types)
 - b. Premium Economy: 35kg
 - c. Business: 40kg
 - d. First/Suites: 50kg
- iii. PPS Club members travelling on SQ/MI flights are allowed additional baggage allowance as follows:
 - a. Economy: 30kg
 - b. Premium Economy: 35kg
 - c. Business: 40kg
 - d. First/Suites: 50kg
- iv. PPS Club members travelling on other Star Alliance carriers are allowed additional checked baggage allowance of:
 - a. 20kg; or
 - b. For flights to and from USA - 1 piece*#^.
- v. KrisFlyer Elite Gold and Star Gold members are allowed an additional checked baggage allowance of:
 - a. 20kg; or
 - b. For flights to and from USA - 1 piece*#^.
- vi. Infants are allowed free checked baggage allowance of:
 - a. 10kg; or
 - b. For flights to and from USA - 1 piece*#^.
 In addition, a fully collapsible stroller or pushchair and carrycot or car seat may be checked-in without charge.
- vii. For interline and codeshare flights, the free checked baggage allowance and excess baggage charges of the other airlines operating those flights may differ from SIA's baggage policy.
- viii. * Whenever the "piece" concept is applied, regardless of class of travel, the outside linear dimensions of each piece must not exceed 158cm (62 inches). #Each piece must weigh no more than 23kg for Economy and Premium Economy Class and no more than 32 kg for Business or First class/Suites.
- ix. In line with local Occupational Health and Safety rules, each of your checked bags cannot exceed 32kg. You will be required to repack your bag if it exceeds 32kg. If you wish to transport a bag that is more than 32kg in weight, please contact your local Singapore Airlines office.
- x. ^More information can be found at the following links:
 - a. Checked and cabin baggage – http://www.singaporeair.com/en_UK/travel-info/baggage/baggage-allowance/
 - b. Prepaid excess baggage charges – [http://www.singaporeair.com/en_UK/travel-info/baggage/additional-baggage-charges/#Pre-purchase additional baggage](http://www.singaporeair.com/en_UK/travel-info/baggage/additional-baggage-charges/#Pre-purchase%20additional%20baggage)
 - c. Pre-purchase excess baggage allowance can be bought when you retrieve your booking online – http://www.singaporeair.com/en_UK/plan-and-book/your-booking/managebooking/
- xi. Dangerous items which are prohibited by the Dangerous Goods Regulations of International Air Transport Association (IATA), the International Civil Aviation Association (ICAO) Technical Instructions, the applicable laws, regulations or orders of any jurisdiction to be flown from, to or over, our General Conditions of Carriage and/or Carrier's Regulations shall not be carried as, within, or, as part of your checked baggage.
- xii. For further information on checked baggage restrictions, please refer to http://www.singaporeair.com/en_UK/sg/travel-info/baggage/baggage-restrictions/.

(c) Cabin Baggage:

- i. Economy and Premium Economy class cabin baggage is limited to 1 piece per passenger. First/Suites and Business class passengers are allowed 2 pieces per passenger. For safety reasons, cabin baggage must not exceed 115 cm (45 inches) in total linear dimensions and weigh not more than 7 kg (15 lb) each.



IMPORTANT NOTICES

- ii. Your cabin baggage may be weighed and measured and, if necessary, charged for in accordance with valid tariffs.
- iii. We, and any other carrier on which you may travel, retain the sole discretion to determine, for purposes of crew and Passenger safety or comfort, whether any item of your baggage will be permitted in the cabin, should be carried as check-in baggage, or should not be carried at all.
- iv. Various jurisdictions have implemented restrictions on the carriage of liquids, aerosols and gels in compliance with guidelines set by the International Civil Aviation Organization (ICAO).
- v. Restricted items and dangerous items which are prohibited by the Dangerous Goods Regulations of International Air Transport Association (IATA), the International Civil Aviation Association (ICAO) Technical Instructions, the applicable laws, regulations or orders of any jurisdiction to be flown from, to or over, our General Conditions of Carriage and/or Carrier's Regulations shall not be carried as, within, or, as part of your cabin baggage.
- vi. For further information on cabin baggage restrictions, please refer to http://www.singaporeair.com/en_UK/sg/travel-info/baggage/baggage-restrictions/.

Seating

Passengers may be allocated any seat on the flight in the class of service for which the ticket has been issued. Passengers who have pre-selected their seats or purchased specific seats are advised that such pre-selected or purchased seats are not guaranteed and may not be available in some cases, and SIA reserves the right to allocate another seat to the passenger, within the same cabin, in lieu of the seat pre-selected or purchased by the passenger earlier.

Travel Itinerary Sequence / No Show

- (b) All the flight sectors in the Ticket must be used in sequence from the initial place of departure as shown on the Ticket. You must provide prior notification to us if you intend not to use any one or more of the flight sectors, or not to use the flight sectors in sequence. Upon receipt of such notification, we are entitled to recompute the fare in accordance with our General Conditions of Carriage and/or Carrier's Regulations, and you are liable to pay any fare difference. If you do not provide such prior notification or if you do not agree to pay such recomputed fare, we are entitled to cancel any unused flight sector(s) in the Ticket and void the portion of the Ticket corresponding to such unused flight sector(s), and provide you with a refund in accordance with Article 11 of our General Conditions of Carriage.
- (c) If you made this purchase in Italy, please refer to our General Conditions of Carriage that is applicable to the Italian market at http://www.singaporeair.com/en_UK/global_footer/conditions-carriage-italian/.
- (d) For change to travel itinerary sequence and / or notification on no show, please call our reservations and ticketing office or our 24-hour Reservations Call Centre (see http://www.singaporeair.com/en_UK/contact-us/ for contact details).

Air Passage Regulation

Transportation and other services to be performed by the carrier are subject to the carrier's General Conditions of Carriage, and other important notices which are delivered with the Ticket itinerary and receipt and form part of the Contract of Carriage. Please ensure that you have received these notices, and if not, contact the nearest office of the issuing airline or your travel agent to obtain a copy prior to the commencement of your trip.

If your journey involves an ultimate destination or stop in a country other than the country of departure, international treaties, known as the Warsaw Convention and the Montreal Convention, may be applicable. These conventions govern and, in some cases, limit the liability of carriers for death of or personal injury to passengers, and in respect to loss of or damage to baggage.

Any exclusion or limitation of liability in our favour, or in favour of any other carrier on which you may travel, shall apply to and be for the benefit of our agents, employees and representatives.

Passenger Data

The Passenger recognizes that personal data has been given to the carrier for various purposes including for making a reservation for carriage, obtaining ancillary services, facilitating immigration and entry requirements and other administrative, operational and regulatory aspects of the Passenger's carriage and travel, as well as making available such data to government agencies who may share such personal data with other government agencies or any other third parties which is beyond the control of the carrier. For these purposes the Passenger authorizes the carrier to retain such data and to transmit and disclose it to its own offices and to other companies including other carriers and/or the providers of such services or the relevant government agencies, in whatever country they may be located. The collection, use and disclosure of such data will be in accordance with the carrier's Privacy Policy, a copy of which may be obtained from any of the carrier's offices or from www.singaporeair.com. However, please note that government regulations in various countries worldwide may require that we provide information on or permit access to Passenger/customer data, which we will do in accordance with the terms of the carrier's Privacy Policy and applicable law.



IMPORTANT NOTICES

Regulatory Notices

(a) NOTICE REQUIRED BY US DOT 14 CFR 221.105(a) ADVICE TO INTERNATIONAL PASSENGERS ON LIMITATIONS OF LIABILITY

Passengers embarking upon a journey involving an ultimate destination or a stop in a country other than the country of departure are advised that the provisions of an international treaty (the Warsaw Convention, the 1999 Montreal Convention, or other treaty), as well as a carrier's own contract of carriage or tariff provisions, may be applicable to their entire journey, including any portion entirely within the countries of departure and destination. The applicable treaty governs and may limit the liability of carriers to passengers for death or personal injury, destruction or loss of, or damage to, baggage, and for delay of passengers and baggage.

Additional protection can usually be obtained by purchasing insurance from a private company. Such insurance is not affected by any limitation of the carrier's liability under an international treaty. For further information please consult your airline or insurance company representative.

(b) NOTICE REQUIRED BY EC REGULATION NO. 889/2002 AIR CARRIER LIABILITY FOR PASSENGERS AND THEIR BAGGAGE

This information notice summarises the liability rules applied by SIA as required by Community legislation.

1. The Montreal Convention or the Warsaw Convention may be applicable to your journey and these Conventions govern and may limit the liability of SIA for death or bodily injury for, loss of or damage to baggage, and for delay.
2. Where the Montreal Convention applies, the limits of liability are as follows:
 - 2.1 There are no financial limits for death or bodily injury and SIA may make an advance payment to meet immediate economic needs of the person entitled to claim compensation;
 - 2.2 In the case of destruction, loss of, or damage or delay to baggage, 1,131 SDR (approximately EUR 1,391) and, if the value of your baggage is greater than this limit, you should inform SIA at check-in or ensure that it is fully insured prior to travel; and
 - 2.3 In the case of delay to your journey, 4,694 SDR (approximately EUR 5,768).
3. Where the Warsaw Convention applies, the limits of liability are as follows:
 - 3.1 In cases of bodily injury or death of passengers, Carrier will not rely upon any defence, other than the defence of contributory negligence, if proven damages do not exceed 100,000 SDR (approximately EUR 120,000). If and to the extent that proven damages exceed 100,000 SDR, Carrier may also defend the claim if it can prove that it took all necessary measures to avoid the damage or that it was impossible for it to take such measures;
 - 3.2 17 SDR (approximately EUR 20) per kg for loss of or damage or delay to checked baggage, and 332 SDR (approximately EUR 400) for unchecked cabin baggage and, if the value of your baggage is greater than this limit, you should inform SIA at check-in or ensure that it is fully insured prior to travel; and
 - 3.3 SIA may also be liable for damage occasioned by delay, of up to 16,600 SDR (approximately EUR 20,000) if the Hague Protocol to the Convention applies, or 8,300 SDR (approximately EUR 10,000) if only the Warsaw Convention applies.

Further information may be obtained from SIA's offices as to which Convention and/or liability limits apply to your journey, and if your journey involves carriage by different carriers, you should contact each of them for information on the limits of liability applicable to them.

Regardless of which Convention applies to your journey, you may benefit from a higher limit of liability for loss of, damage



IMPORTANT NOTICES

or delay to baggage by making at check-in a special declaration of the value of your baggage and paying a supplementary fee, or by purchasing additional insurance.

If the air carrier actually performing the flight is not the same as the contracting air carrier, you have the right to address a complaint or to make a claim for damages against either. If the name or code of an air carrier is indicated on the Ticket, that air carrier is the contracting air carrier.

Time limit for action: Any action in court to claim damages must be brought within two years from the date of arrival of the aircraft, or from the date on which the aircraft ought to have arrived.

Disclaimer: This is a notice required by European Community Regulation (EC) No. 889/2002. This notice cannot be used as a basis for a claim for compensation, nor to interpret the provisions of the Regulation or the Montreal Convention, and it does not form part of the contract between SIA and you. No representation is made by SIA as to the accuracy of the contents of this notice.

(c) NOTICE REQUIRED BY US DOT 14 CFR 250.11(a):

Airline flights may be overbooked, and there is a slight chance that a seat will not be available on a flight for which a person has a confirmed reservation. If the flight is overbooked, no one will be denied a seat until airline personnel first ask for volunteers willing to give up their reservation in exchange for compensation of the airline's choosing. If there are not enough volunteers, the airline will deny boarding to other persons in accordance with its particular boarding priority. With few exceptions, including failure to comply with the carrier's check-in deadline which are available upon request from the air carrier, persons denied boarding involuntarily are entitled to compensation. The complete rules for the payment of compensation and each airline's boarding priorities are available at all airport ticket counters and boarding locations. **Some airlines do not apply these consumer protections to travel from some foreign countries, although other consumer protections may be available. Check with your airline or your travel agent.**

(d) NOTICE OF BAGGAGE LIABILITY LIMITATIONS

We shall not be liable for any baggage, which is improperly or inadequately packed.

Except for checked and unchecked baggage transported under the Conventions, we are not liable for loss, damage to or delay in the delivery of fragile or perishable items, money, jewellery, precious metals, silverware, negotiable papers, securities and other valuables, business documents, passports and other identification documents, samples, medicines or drugs which are included in your checked and carry-on baggage, whether with or without our knowledge.

Scratches, nicks or dirt may appear despite care and handling by us. Except as the applicable Convention or other law may otherwise require, we do not assume any liability for normal wear and tear to baggage, which includes damage to or loss of protruding parts of the baggage, including, by way of example, straps, pockets, pull handles, hangar hooks, wheels or other items attached to the baggage.

If your baggage is damaged, delayed or lost, you must make a complaint in writing to us or the carrier on which the damage, delay or loss occurred as soon as possible, and in any event within the applicable time limits (which can be found in our General Conditions of Carriage).

Frequently Asked Questions

For more information, you may refer to the FAQs at http://www.singaporeair.com/en_UK/faq/.

Feedback and Queries



IMPORTANT NOTICES

You may provide feedback or send queries to Singapore Airlines Customer Affairs at Airline House, 25 Airline Road, Singapore 819829 or via the online feedback form available at https://www.singaporeair.com/en_UK/feedback-enquiry/.

This document may contain confidential and privileged information. If you are not the addressee (or authorized to receive for the addressee), please notify Singapore Airlines Limited (SIA) by telephone immediately and destroy the document. Furthermore, you may not use, copy or disclose to anyone the document or any information contained in it. SIA does not guarantee and is not liable for the security of any information electronically transmitted or via facsimile, for the proper and complete transmission of the information contained in this communication or for any delay in its receipt. The use of this document for any illegal purpose or for any purpose other than as permitted by SIA is strictly prohibited and such use may result in legal proceedings.



Electronic Ticket Receipt: 618 2428895755

LEE/HIANG KHIM JACQUELINE MS

Booking Reference: R5RS92

Date of Issue: 19 Jun 2019

Place of Issue: Singapore Airlines Ltd
Ticketing Service
Singapore

Flight Details

Ticket Number: 618 2428895755

SQ 5310	Operated by SilkAir				Economy Class (W)
From: Singapore (SIN-Changi)	Terminal: 2	Depart: Fri, 05 Jul 2019	10:00	Status: Confirmed	
To: Penang (PEN-Penang International)		Arrive: Fri, 05 Jul 2019	11:25	Stopovers: 0	
Not Valid Before: 04 Jul 19		Not Valid After: 06 Aug 19		Baggage Allowance: 30 Kg	

SQ 5355	Operated by SilkAir				Economy Class (W)
From: Penang (PEN-Penang International)		Depart: Sun, 07 Jul 2019	22:25	Status: Confirmed	
To: Singapore (SIN-Changi)	Terminal: 2	Arrive: Sun, 07 Jul 2019	23:50	Stopovers: 0	
Not Valid Before: 04 Jul 19		Not Valid After: 06 Aug 19		Baggage Allowance: 30 Kg	

Payment Details

Fare:	0.00	SGD	Form of Payment 1:	RF*32372418*SGD216 0.00 SGD	
Tax:	L7	10.80	SGD	Form of Payment 2:	RI*CCAMKP008*26866 61.70 SGD
	OP	6.10	SGD	Form of Payment 3:	FT*FRA042763 0.00 SGD
	SG	32.90	SGD	Restrictions:	FRA042763 X VLD SQ
	MY	11.50	SGD		ONLY/NONEND/RRTE/RFND/FFP//Y-FIRM//FLT DTE
	H8	0.40	SGD		CHANGE PERMITTED
Total:	61.70	SGD			

IMPORTANT NOTICES

Documentation

- (b) Please bring along the Ticket receipt during your travel and have all valid travel documents (e.g. visa and passport) with you. You may be required to produce appropriate identification before you are allowed to board our flight or that of any other carrier. You are solely responsible for complying with all government travel requirements and shall present all exit, entry and other necessary documents as required. If payment is made via credit and/or debit card(s), you may be required to present the credit and/or debit card(s) used for verification prior to your departure.
- (c) Please note that the PNR and Ticket reference number should be kept confidential by you. You agree to be liable for all transactions made pursuant to the use of the PNR and Ticket reference number with or without your knowledge or consent. SIA will not be held liable for any loss, damage or expense incurred by you however caused, through any unauthorised disclosure or unauthorised use of your PNR and Ticket reference number.

Flight timings

Flight departure and arrival timings, including information regarding the airport terminal is available via the Flight Status page on our website. SIA flights departing from Singapore will depart from either Terminal 2 or Terminal 3, as indicated on your Ticket receipt. For SIA flights arriving into Singapore, the arrival terminal will be confirmed approximately 2 hours before the actual time of arrival. The arrival terminal information is available at www.singaporeair.com or www.changiairport.com/en/flight.html.

Changes to travel plans



IMPORTANT NOTICES

For changes to your travel plans, please contact the Singapore Airlines office nearest to you. Service fees for bookings, ticketing and ticket changes may apply. Contact details and service fees details are available on our website www.singaporeair.com. For tickets sold in USA and only for flights departing from and arriving in USA, fees for cancellations made within 24 hours of initial ticket issuance may be waived.

Refusal of and limitation on carriage

(b) Right to refuse carriage:

We may refuse to carry you and/or your baggage, or may remove you and/or your baggage from a flight, if this is determined to be necessary or appropriate for safety or security reasons, or for the comfort and convenience of passengers.

(c) Denied Boarding due to late check-in, late boarding or overbooking:

You may be denied boarding if you do not check in or board your flight by the stipulated deadlines, or if the flight is overbooked. For the avoidance of doubt, the above is subject to the applicable laws and regulations, which will take precedence accordingly.

Governing terms and conditions

(b) Your carriage on, and other services performed by, SIA are subject to:

- provisions contained in the Ticket;
- the applicable laws and international conventions;
- our General Conditions of Carriage; and
- rules as may be published by us on www.singaporeair.com and/or issued to you, and in effect on the date of commencement of carriage or issuance of itinerary and receipt depending on the applicability, governing carriage of passengers and/or baggage and shall include but not be limited to any applicable fare conditions and applicable tariffs in force ("Carrier's Regulations").

For Singapore Airlines General Conditions of Carriage, please click on the link below:

http://www.singaporeair.com/en_UK/global_footer/conditions-carriage/

For Singapore Airlines Privacy Policy, please click on the link below:

http://www.singaporeair.com/en_UK/privacy-policy/

For Singapore Airlines PPS Club and KrisFlyer Terms & Conditions, please click on the link below:

http://www.singaporeair.com/en_UK/ppclub_krisflyer/termsconditions-kf/

For list of tax codes and their description, please click on the link below:

<http://www.singaporeair.com/saar5/pdf/taxes/airport-taxes.pdf>

(c) None of our agents, employees or representatives has the authority to alter, modify or waive any provision contained in the Ticket, our General Conditions of Carriage or our Carrier's Regulations.

(d) To the extent your carriage is performed by another carrier under our airline designator code, our General Conditions of Carriage apply. If you travel on any other carrier in the course of the transportation provided for in the Ticket that is not provided under our designator code, the other carrier's contract of carriage will apply to that portion of your journey.

Tickets

(b) We will not recognise for purposes of carriage any ticket purchased from or resold by any source other than SIA or its authorized agents.

(c) The price of your Ticket may include taxes (imposed by government authorities) and fees and surcharges (imposed by airport authorities or airlines). Such taxes, fees and surcharges are either included in the fare or shown separately on the Ticket receipt. Please refer to the List of Tax Codes Description for more information regarding taxes, fees and surcharges.

(d) Fare Types:

Each of the flight segments in your travel has its own fare type and comes with its own fare conditions. When you mix fare types, whether within the same cabin class or across different cabin classes, fare conditions for cancellation, booking change and no show will follow the more restrictive fare type. More information about fare types can be found at the following link: <http://www.singaporeair.com/faretypes>.

Baggage Policy

(b) Checked Baggage:



IMPORTANT NOTICES

- i. For flights to and from USA, the free checked baggage allowance per passenger is 2 pieces*#^.
 - ii. For all other flights, the free checked baggage allowance is as follows:
 - a. Economy:
 - 30kg/30kg/35kg (Lite/Standard/Flexi Fare Types);
 - 30kg/35kg (Saver/Advantage Redemption Fare Types)
 - b. Premium Economy: 35kg
 - c. Business: 40kg
 - d. First/Suites: 50kg
 - iii. PPS Club members travelling on SQ/MI flights are allowed additional baggage allowance as follows:
 - a. Economy: 30kg
 - b. Premium Economy: 35kg
 - c. Business: 40kg
 - d. First/Suites: 50kg
 - iv. PPS Club members travelling on other Star Alliance carriers are allowed additional checked baggage allowance of:
 - a. 20kg; or
 - b. For flights to and from USA - 1 piece*#^.
 - v. KrisFlyer Elite Gold and Star Gold members are allowed an additional checked baggage allowance of:
 - a. 20kg; or
 - b. For flights to and from USA - 1 piece*#^.
 - vi. Infants are allowed free checked baggage allowance of:
 - a. 10kg; or
 - b. For flights to and from USA - 1 piece*#^.
 In addition, a fully collapsible stroller or pushchair and carrycot or car seat may be checked-in without charge.
 - vii. For interline and codeshare flights, the free checked baggage allowance and excess baggage charges of the other airlines operating those flights may differ from SIA's baggage policy.
 - viii. * Whenever the "piece" concept is applied, regardless of class of travel, the outside linear dimensions of each piece must not exceed 158cm (62 inches). #Each piece must weigh no more than 23kg for Economy and Premium Economy Class and no more than 32 kg for Business or First class/Suites.
 - ix. In line with local Occupational Health and Safety rules, each of your checked bags cannot exceed 32kg. You will be required to repack your bag if it exceeds 32kg. If you wish to transport a bag that is more than 32kg in weight, please contact your local Singapore Airlines office.
 - x. ^More information can be found at the following links:
 - a. Checked and cabin baggage – http://www.singaporeair.com/en_UK/travel-info/baggage/baggage-allowance/
 - b. Prepaid excess baggage charges – [http://www.singaporeair.com/en_UK/travel-info/baggage/additional-baggage-charges/#Pre-purchase additional baggage](http://www.singaporeair.com/en_UK/travel-info/baggage/additional-baggage-charges/#Pre-purchase%20additional%20baggage)
 - c. Pre-purchase excess baggage allowance can be bought when you retrieve your booking online – http://www.singaporeair.com/en_UK/plan-and-book/your-booking/managebooking/
 - xi. Dangerous Items which are prohibited by the Dangerous Goods Regulations of International Air Transport Association (IATA), the International Civil Aviation Association (ICAO) Technical Instructions, the applicable laws, regulations or orders of any jurisdiction to be flown from, to or over, our General Conditions of Carriage and/or Carrier's Regulations shall not be carried as, within, or, as part of your checked baggage.
 - xii. For further information on checked baggage restrictions, please refer to http://www.singaporeair.com/en_UK/sg/travel-info/baggage/baggage-restrictions/.
- (c) Cabin Baggage:
- i. Economy and Premium Economy class cabin baggage is limited to 1 piece per passenger. First/Suites and Business class passengers are allowed 2 pieces per passenger. For safety reasons, cabin baggage must not exceed 115 cm (45 inches) in total linear dimensions and weigh not more than 7 kg (15 lb) each.
 - ii. Your cabin baggage may be weighed and measured and, if necessary, charged for in accordance with valid tariffs.



IMPORTANT NOTICES

- iii. We, and any other carrier on which you may travel, retain the sole discretion to determine, for purposes of crew and Passenger safety or comfort, whether any item of your baggage will be permitted in the cabin, should be carried as check-in baggage, or should not be carried at all.
- iv. Various jurisdictions have implemented restrictions on the carriage of liquids, aerosols and gels in compliance with guidelines set by the International Civil Aviation Organization (ICAO).
- v. Restricted items and dangerous items which are prohibited by the Dangerous Goods Regulations of International Air Transport Association (IATA), the International Civil Aviation Association (ICAO) Technical Instructions, the applicable laws, regulations or orders of any jurisdiction to be flown from, to or over, our General Conditions of Carriage and/or Carrier's Regulations shall not be carried as, within, or, as part of your cabin baggage.
- vi. For further information on cabin baggage restrictions, please refer to http://www.singaporeair.com/en_UK/sg/travel-info/baggage/baggage-restrictions/.

Seating

Passengers may be allocated any seat on the flight in the class of service for which the ticket has been issued. Passengers who have pre-selected their seats or purchased specific seats are advised that such pre-selected or purchased seats are not guaranteed and may not be available in some cases, and SIA reserves the right to allocate another seat to the passenger, within the same cabin, in lieu of the seat pre-selected or purchased by the passenger earlier.

Travel Itinerary Sequence / No Show

- (b) All the flight sectors in the Ticket must be used in sequence from the initial place of departure as shown on the Ticket. You must provide prior notification to us if you intend not to use any one or more of the flight sectors, or not to use the flight sectors in sequence. Upon receipt of such notification, we are entitled to recompute the fare in accordance with our General Conditions of Carriage and/or Carrier's Regulations, and you are liable to pay any fare difference. If you do not provide such prior notification or if you do not agree to pay such recomputed fare, we are entitled to cancel any unused flight sector(s) in the Ticket and void the portion of the Ticket corresponding to such unused flight sector(s), and provide you with a refund in accordance with Article 11 of our General Conditions of Carriage.
- (c) If you made this purchase in Italy, please refer to our General Conditions of Carriage that is applicable to the Italian market at http://www.singaporeair.com/en_UK/global_footer/conditions-carriage-italian/.
- (d) For change to travel itinerary sequence and / or notification on no show, please call our reservations and ticketing office or our 24-hour Reservations Call Centre (see http://www.singaporeair.com/en_UK/contact-us/ for contact details).

Air Passage Regulation

Transportation and other services to be performed by the carrier are subject to the carrier's General Conditions of Carriage, and other important notices which are delivered with the Ticket itinerary and receipt and form part of the Contract of Carriage. Please ensure that you have received these notices, and if not, contact the nearest office of the issuing airline or your travel agent to obtain a copy prior to the commencement of your trip.

If your journey involves an ultimate destination or stop in a country other than the country of departure, international treaties, known as the Warsaw Convention and the Montreal Convention, may be applicable. These conventions govern and, in some cases, limit the liability of carriers for death of or personal injury to passengers, and in respect to loss of or damage to baggage.

Any exclusion or limitation of liability in our favour, or in favour of any other carrier on which you may travel, shall apply to and be for the benefit of our agents, employees and representatives.

Passenger Data

The Passenger recognizes that personal data has been given to the carrier for various purposes including for making a reservation for carriage, obtaining ancillary services, facilitating immigration and entry requirements and other administrative, operational and regulatory aspects of the Passenger's carriage and travel, as well as making available such data to government agencies who may share such personal data with other government agencies or any other third parties which is beyond the control of the carrier. For these purposes the Passenger authorizes the carrier to retain such data and to transmit and disclose it to its own offices and to other companies including other carriers and/or the providers of such services or the relevant government agencies, in whatever country they may be located. The collection, use and disclosure of such data will be in accordance with the carrier's Privacy Policy, a copy of which may be obtained from any of the carrier's offices or from www.singaporeair.com. However, please note that government regulations in various countries worldwide may require that we provide information on or permit access to Passenger/customer data, which we will do in accordance with the terms of the carrier's Privacy Policy and applicable law.

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 - 3.2 17 SDR (approximately EUR 20) per kg for loss of or damage or delay to checked baggage, and 332 SDR (approximately EUR 400) for unchecked cabin baggage and, if the value of your baggage is greater than this limit, you should inform SIA at check-in or ensure that it is fully insured prior to travel; and
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IMPORTANT NOTICES

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Scratches, nicks or dirt may appear despite care and handling by us. Except as the applicable Convention or other law may otherwise require, we do not assume any liability for normal wear and tear to baggage, which includes damage to or loss of protruding parts of the baggage, including, by way of example, straps, pockets, pull handles, hangar hooks, wheels or other items attached to the baggage.

If your baggage is damaged, delayed or lost, you must make a complaint in writing to us or the carrier on which the damage, delay or loss occurred as soon as possible, and in any event within the applicable time limits (which can be found in our General Conditions of Carriage).

Frequently Asked Questions

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Feedback and Queries

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IMPORTANT NOTICES

This document may contain confidential and privileged information. If you are not the addressee (or authorized to receive for the addressee), please notify Singapore Airlines Limited (SIA) by telephone immediately and destroy the document. Furthermore, you may not use, copy or disclose to anyone the document or any information contained in it. SIA does not guarantee and is not liable for the security of any information electronically transmitted or via facsimile, for the proper and complete transmission of the information contained in this communication or for any delay in its receipt. The use of this document for any illegal purpose or for any purpose other than as permitted by SIA is strictly prohibited and such use may result in legal proceedings.

Singapore Company Registration Number 197200078R

Registered Office
Airline House
25 Airline Road
Singapore 819829

A STAR ALLIANCE MEMBER 

Travel Form

Please note:

All domestic and trans-Tasman flights must be booked using the **QBT Online Booking Tool**.

For international bookings, please complete the ACT Government Booking form on the <http://sharedservices/ACTGovt/Procurement/Buying/Existing-Contracts/Flight-Bookings.htm>

For all other travel related information please see [Buying Goods and Services intranet site](#).

Travel Requisition No:

QBT → ☎ 1300 797 357

Form to be completed by the traveller and approved by the delegate before any travel or accommodation is booked.

TRAVELLER'S DETAILS							
Name: LEE HIANG KHIM JACQUELINE					Classification:		
Group: CMTEDD					Unit: VisitCanberra		
Work phone: +65 6351 6342		Fax:		Mobile: +65 9748 8300		Home Phone: 2.2(a)(ii)	
Home address: 2.2(a)(ii) SINGAPORE 2.2(a)(ii)					Corporate Frequent Flyer Number: Note: Frequent Flyer points are no longer accumulated. However, a flight will count towards your airline club status progression		
TRAVEL DETAILS							
<p>Reason: To host key Singapore travel agents on familiarisation in Canberra from 10-14 July 2019. Ms Lee will also extend her stay in Canberra till 18 July to have meetings with the Canberra based team and for FY19/20 annual operation planning.</p>							
Departure and Arrival Details (complete times and flight details after travel is approved)							
Depart location	Date	Time	Arrive location	Date	Time	Travel class Economy or Business Class	Airline, flight no.
SINGAPORE	10/7/2019	1030	CANBERRA	10/7/2019	2220	Economy	SQ 288
CANBERRA	18/7/2019	2315	SINGAPORE	19/7/2019	0515+1	Economy	SQ 288
	//			//			
	//			//			
If travelling by private vehicle please attach copies of your current driver's licence and comprehensive insurance.							
Make, model and engine capacity of vehicle:							
ACCOMMODATION AND TRAVEL STANDARDS (Note: All accommodation bookings must be made through Lido (02) 8585 0806 / 1800 000 469 – option #1 for Government.							
	Domestic			International			
Director-General	4.5 star*	Economy Class under 4 hours,		4.5 star*	Business Class		
Executives	4 star*	over 4 hours Business Class		4 star*			

TRAVELLER'S DETAILS

Non Executives	3 star*	Economy Class	3.5 star*	Economy Class
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If you intend to seek approval to vary from accommodation standards, please give reasons:
Accommodation will be as per Singapore travel agents' familiarisation

Accommodation details (to be completed after approval to travel is given). Include any private accommodation details

Date in	Date out	Hotel/Motel/Apartment	*Accom rating	Address	Phone
10/7/19	18/7/19	To be advised			
//	//				
//	//				

Details of any leave or non-official travel which you intend taking directly before or after your official travel

From: // To: // Contact details:

Payment of out of pocket expenses: Corporate credit card or reimbursement are the preferred methods of payment for meals and incidental expenses.

Actual reasonable costs will be reimbursed upon the provision of receipts. All advances must be acquitted.

Advance: \$	BSB No:	Account No:

Signature of traveller <i>[Signature]</i>	Date 17/6/2019
---	----------------

Supported - funds are available and travel is recommended

Signature of supervisor <i>[Signature]</i>	Date 20/06/2019
--	-----------------

Approval of travel

Signature of delegate <i>[Signature]</i>	Pos No.	Classification 1-4	Date 16/19
--	---------	--------------------	------------

Signature of Director-General/Minister (for overseas travel only)	Date / /
---	----------

BOOKING REFERENCE:**TRAVEL COSTS:**

Airfare: \$300
Transport: \$100 (Taxis to and from airport)
Accommodation: \$800 (4 nights at \$150 per night)
Meals: \$100
Total: \$1,3000

COST CODES: 14205/714409/54870

Advance and cabcharges acquitted (finance officer)

N/A

Signature of finance officer

From: "Lee, Jacqueline" <Jacqueline.Lee@act.gov.au>
Sent: 18/06/2019 3:10 AM
To: "Ahuja, Manasi" <Manasi.Ahuja@act.gov.au>
Subject: Re: events you have attended [SEC=UNCLASSIFIED]
Attachments: Activity record UPD18JUN19.xlsx

Hi Maisi
Here is the attach as per your request.

Pls go to the activity spread sheet which I had just added, while the other 2 spreadsheets was what I had been updating for my own record.

Let me know if this is what you are after? So far, this is what I had attended except MY ASP Weekend getaway, which I didn't attend. Thanks!

JACQUELINE LEE

Business Development Manager
Singapore, Malaysia & India
VisitCanberra

T +65 6351 6342

M +65 9748 8300

From: Ahuja, Manasi

Sent: Tuesday, 18 June 2019 8:26:57 AM

To: Lee, Jacqueline

Subject: events you have attended [SEC=UNCLASSIFIED]

Hi Jac,

Can you please send me a list of events you have attending in Singapore as part of the TA office and being a VC resource?

These are not the appointments and the scheduled roadshow etc but more the SQ events; trade events – dinners etc etc.

I need these urgently for a brief that I am writing for Jonathan that is due at midday today.

Thanks,
M

MAISI AHUJA

Director, International Partnerships
VisitCanberra

T +61 2 6207 0215

M 0468 565 792



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No of agents / attendees				Remarks
SG	MY	IN	Others	
100				
			20	
			35	
			100	
	180			
	190			
	90			
			20	Canberra sellers
		5		
				Appointments / meetings
	32			
	11			Joint with Visit Victoria
	43			Campaign with Holiday Tours
100	546	5	175	
826				

	Jan-19	Feb-19
1	SG TA ASP training	SG TA/STO CNY Lunch
2	HK TA OneVoice event	SG TA Product Development Forum
3	MY TA ASP training	MY TA Product Development Forum
4	MY TA KDP dinner	
5	MY TA CNY Sales Blitz	

Mar-19	Apr-19
	SG SQ agents appreciation dinner
	MY TA ASP weekend gateway

May-19	Jun-19
SG ASP Ambassador selection	SG TA ASP Update
MY TA Ipoh ASP agents training	SG TA ASP agents in-house training
MY ASP Ambassador selection	



ACT Public Service

Accounts Payable Invoice Cover Sheet

Printed copies of this text are not controlled. Always check the Shared Services customer portal <http://sharedservices/> to ensure this information is current.

Directorate: (please select from the drop down menu)	CHIEF MINISTER, TREASURY & ECONOMIC DEVELOPMENT Directorate
Payee:	LEE HIANG KHIM JACQUELINE
Special Requests/ Reference Number:	

Collect Cheque*:	<input type="radio"/> Yes <input type="radio"/> No	Staff Reimbursement: EFT only - bank account details must be provided below.	<input checked="" type="radio"/> Yes <input type="radio"/> No
RCTI: (Recipient Created Tax Invoice)	<input type="radio"/> Yes <input type="radio"/> No	GST Registered:	<input type="radio"/> Yes <input type="radio"/> No
Withholding Tax:	<input type="radio"/> Yes <input type="radio"/> No		

* Please note all collect cheques are to be collected from Shared Services, Eclipse House, Civic.

Payee Bank Account Details for EFT Payments:

Bank Account Name:	2.2(a)(ii)
BSB Number:	
Account Number:	
Payee Postal Address:	

Purchase Order Related Invoices:

Purchase Order Number:	
Receipt Number:	
Project/Task Number:	
Contact Name for Purchase Orders:	

Invoice Detail: (All fields are mandatory) Please attach ORIGINAL invoices - copies are not accepted.

Applicable GST Codes: 10% AP (10%); Free AP (F); Input Tax AP (IT); Exempt (Ex); Capital 10% (Cap10%); Free CAP (CapF); Input CAP (ITCap); Outside AP (OS); No ABN Withhold (NABN)

Entity	Cost Centre	Account Code	Int. Trad.	Project	Agency Use	GST Tax Type	Total \$ (excl. GST)	GST Amount \$	Total \$ (incl. GST)	Description
141	14205	714409	99	54870	9999	Exempt	\$39.93		\$39.93	Taxi: Home-Airport
141	14205	714409	99	54870	9999	Exempt	\$60.00		\$60.00	Excess baggage charge for brochures
141	14205	714409	99	54870	9999	Exempt	\$128.33		\$128.33	Transport: Ipoh-Well Hotel-Kuala Lumpur
141	14205	714409	99	54870	9999	Exempt	\$100.00		\$100.00	Transport: PNL/Sunway/Hol Trs meeting
141	14205	714409	99	54870	9999	Exempt	\$29.58		\$29.58	Meals: Lunch with Sunway Travel
141	14205	714409	99	54870	9999	Exempt	\$5.00		\$5.00	Taxi: Hotel-SQ office meeting
141	14205	714409	99	54870	9999	Exempt	\$17.17		\$17.17	Refreshment: CIT/Airlink meeting
141	14205	714409	99	54870	9999	Exempt	\$132.47		\$132.47	Meals: Dinner with Tours Australia
141	14205	714409	99	54870	9999	Exempt	\$6.67		\$6.67	Taxi: Novotel-Journal Hotel
141	14205	714409	99	54870	9999	Exempt	\$9.33		\$9.33	Meals: Breakfast-9May19

Total \$ GST:	\$0.00
Total Amount \$ (incl. GST):	\$528.48
Remittance Advice Description:	Market visit to Ipoh and Kuala Lumpur 6-9May expenses in Singapore Dollars (Part 1)

By signing this form the signatories warrant the Directorate has received the above mentioned goods and/or services (excluding prepayments and deposits).

Prepared by:

Name: Lee Hiang Khim Jacqueline Phone: 6597488300

Signature: *[Signature]* Date: 14/06/2019

Authorising Officer (financial delegate):

Name: MANALI AHUJA Position: DIRECTOR INTERNATIONAL

Signature: *[Signature]* Date: 18.06.19



ACT Public Service

Accounts Payable Invoice Cover Sheet

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Directorate: (please select from the drop down menu)	CHIEF MINISTER, TREASURY & ECONOMIC DEVELOPMENT Directorate
Payee:	LEE HIANG KHIM JACQUELINE
Special Requests/ Reference Number:	

Collect Cheque*: <input type="radio"/> Yes <input type="radio"/> No	Staff Reimbursement: <input checked="" type="radio"/> Yes <input type="radio"/> No <small>EFT only - bank account details must be provided below.</small>
RCTI: (Recipient Created Tax Invoice) <input type="radio"/> Yes <input type="radio"/> No	GST Registered: <input type="radio"/> Yes <input type="radio"/> No
Withholding Tax: <input type="radio"/> Yes <input type="radio"/> No	

* Please note all collect cheques are to be collected from Shared Services, Eclipse House, Civic.

Payee Bank Account Details for EFT Payments:

Bank Account Name:	2.2(a)(ii)
BSB Number:	
Account Number:	
Payee Postal Address:	

Purchase Order Related Invoices:

Purchase Order Number:	
Receipt Number:	
Project/Task Number:	
Contact Name for Purchase Orders:	

Invoice Detail: (All fields are mandatory) Please attach ORIGINAL Invoices - copies are not accepted.

Applicable GST Codes: 10% AP (10%); Free AP (F); Input Tax AP (IT); Exempt (Ex); Capital 10% (Cap10%); Free CAP (CapF); Input CAP (ITCap); Outside AP (OS); No ABN Withhold (NABN)

Entity	Cost Centre	Account Code	Int. Trad.	Project	Agency Use	GST Tax Type	Total \$ (excl. GST)	GST Amount \$	Total \$ (incl. GST)	Description
141	14205	714409	99	54870	9999	Exempt	\$100.30		\$100.30	Afternoon tea - product update to ITOs
141	14205	714409	99	54870	9999	Exempt	\$35.13		\$35.13	Accom: breakfast & Tourism tax
141	14205	714409	99	54870	9999	Exempt	\$40.00		\$40.00	Taxi: Journal Hotel-airport
141	14205	714409	99	54870	9999	Exempt	\$12.77		\$12.77	Meals: Dinner-9May
141	14205	714409	99	54870	9999	Exempt	\$37.05		\$37.05	Taxi: Airport-home
									\$0.00	
									\$0.00	
									\$0.00	
									\$0.00	
									\$0.00	

Total \$ GST:	\$0.00
Total Amount \$ (incl. GST):	\$225.25
Remittance Advice Description:	Market visit to Ipoh and Kuala Lumpur 6-9May expenses in Singapore Dollars (Part 2)

By signing this form the signatories warrant the Directorate has received the above mentioned goods and/or services (excluding prepayments and deposits).

Prepared by:

Name: Lee Hiang Khim Jacqueline Phone: 6597488300

Signature: Date: 14/06/2019

Authorising Officer (financial delegate):

Name: MANASI AHUJA Position: DIRECTOR, INTERNATIONAL

Signature: Date: 15/06/19



ACT Public Service

Accounts Payable Invoice Cover Sheet

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Directorate: (please select from the drop down menu)	CHIEF MINISTER, TREASURY & ECONOMIC DEVELOPMENT Directorate
Payee:	LEE HIANG KHIM JACQUELINE
Special Requests/ Reference Number:	

Collect Cheque*: <input type="radio"/> Yes <input type="radio"/> No	Staff Reimbursement: <input checked="" type="radio"/> Yes <input type="radio"/> No <small>EFT only - bank account details must be provided below.</small>
RCTI: (Recipient Created Tax Invoice) <input type="radio"/> Yes <input type="radio"/> No	GST Registered: <input type="radio"/> Yes <input type="radio"/> No
Withholding Tax: <input type="radio"/> Yes <input type="radio"/> No	

* Please note all collect cheques are to be collected from Shared Services, Eclipse House, Civic.

Payee Bank Account Details for EFT Payments:

Bank Account Name:	2.2(a)(ii)
BSB Number:	
Account Number:	
Payee Postal Address:	

Purchase Order Related Invoices:

Purchase Order Number:	
Receipt Number:	
Project/Task Number:	
Contact Name for Purchase Orders:	

Invoice Detail: (All fields are mandatory) Please attach ORIGINAL invoices - copies are not accepted.

Applicable GST Codes: 10% AP (10%); Free AP (F); Input Tax AP (IT); Exempt (Ex); Capital 10% (Cap10%); Free CAP (CapF); Input CAP (ITCap); Outside AP (OS); No ABN Withhold (NABN)

Entity	Cost Centre	Account Code	Int. Trad.	Project	Agency Use	GST Tax Type	Total \$ (excl. GST)	GST Amount \$	Total \$ (Incl. GST)	Description
141	14205	714409	99	54870	99	Exempt	\$7.20		\$7.20	Taxi: STA-office - Meeting
141	14205	714409	99	54870	99	Exempt	\$6.98		\$6.98	Taxi: Office-Campers Corner - Meeting
141	14205	714409	99	54870	99	Exempt	\$21.65		\$21.65	Taxi: St Regis-Home Attend SQ dinner
141	14205	714409	99	54870	99	Exempt	\$8.08		\$8.08	Taxi: Office-Fort Canning - Site inspection
141	14205	714409	99	54870	99	Exempt	\$7.70		\$7.70	Taxi: Office-Campers Corner - Set up
141	14205	714409	99	54870	99	Exempt	\$19.90		\$19.90	Taxi: Home-Campers Corner - Event
141	14205	714409	99	54870	99	Exempt	\$8.40		\$8.40	Taxi: Office-Pacific Arena - Meeting
141	14205	714409	99	54870	99	Exempt	\$22.30		\$22.30	Taxi: Airport-Fortune Travel - meeting
141	14205	714409	99	54870	99	Exempt	\$8.52		\$8.52	Taxi: Krisshop-Airport - meet SQ
141	14205	714409	99	54870	99	Exempt	\$10.00		\$10.00	Bank handling Commission 21MAY19

Total \$ GST:	\$0.00
Total Amount \$ (Incl. GST):	\$120.73
Remittance Advice Description:	Apr-Jun expenses in Singapore Dollars (Part 1)

By signing this form the signatories warrant the Directorate has received the above mentioned goods and/or services (excluding prepayments and deposits).

Prepared by:

Name: Lee Hiang Khim Jacqueline Phone: 6597488300

Signature: Date: 14/06/2019

Authorising Officer (financial delegate):

Name: MANASI AHUJA Position: DIRECTOR INTERNATIONAL

Signature: Date: 18.06.19



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Accounts Payable Invoice Cover Sheet

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Directorate: (please select from the drop down menu)	CHIEF MINISTER, TREASURY & ECONOMIC DEVELOPMENT Directorate
Payee:	LEE HIANG KHIM JACQUELINE
Special Requests/ Reference Number:	

Collect Cheque*:	<input type="radio"/> Yes <input type="radio"/> No	Staff Reimbursement: EFT only - bank account details must be provided below.	<input checked="" type="radio"/> Yes <input type="radio"/> No
RCT: (Recipient Created Tax Invoice)	<input type="radio"/> Yes <input type="radio"/> No	GST Registered:	<input type="radio"/> Yes <input type="radio"/> No
Withholding Tax:	<input type="radio"/> Yes <input type="radio"/> No		

* Please note all collect cheques are to be collected from Shared Services, Eclipse House, Civic.

Payee Bank Account Details for EFT Payments:

Bank Account Name:	2.2(a)(ii)
BSB Number:	
Account Number:	
Payee Postal Address:	

Purchase Order Related Invoices:

Purchase Order Number:	
Receipt Number:	
Project/Task Number:	
Contact Name for Purchase Orders:	

Invoice Detail: (All fields are mandatory) Please attach ORIGINAL invoices - copies are not accepted.

Applicable GST Codes: 10% AP (10%); Free AP (F); Input Tax AP (IT); Exempt (Ex); Capital 10% (Cap10%); Free CAP (CapF); Input CAP (ITCap); Outside AP (OS); No ABN Withhold (NABN)

Entity	Cost Centre	Account Code	Int. Trad.	Project	Agency Use	GST Tax Type	Total \$ (excl. GST)	GST Amount \$	Total \$ (incl. GST)	Description
141	14205	711705	99	54214	99	Exempt	\$41.55		\$41.55	Taxi:Home-airport (ATE)
141	14205	714409	99	54214	99	10% AP	\$57.29		\$57.29	Taxi:Perth Airport-Hotel (ATE)
141	14205	714409	99	54214	99	10% AP	\$6.60	\$0.30	\$6.90	Meals: Lunch-8Apr (Receipt 1 / ATE)
141	14205	714409	99	54214	99	10% AP	\$5.00	\$0.50	\$5.50	Meals: Lunch-8Apr (Receipt 2 / ATE)
141	14205	714409	99	54870	99	Exempt	\$5.50		\$5.50	Taxi:Suntec-Campers Corner (Pick item)
141	14205	714409	99	54870	99	Exempt	\$7.80		\$7.80	Taxi:Campers Corner-Office
141	14205	714409	99	54870	99	Exempt	\$43.45		\$43.45	Telco 22Apr19 Page 2
141	14205	714409	99	54870	99	Exempt	\$3.71		\$3.71	Telco 22Apr19 Page 3
141	14205	714409	99	54870	99	Exempt	\$43.45		\$43.45	Telco 22May19 Page 2
141	14205	714409	99	54870	99	Exempt	\$23.08		\$23.08	Telco 22May19 Page 3

Total \$ GST:	\$0.80
Total Amount \$ (Incl. GST):	\$238.23
Remittance Advice Description:	Apr-Jun expenses in Singapore Dollars (Part 2)

By signing this form the signatories warrant the Directorate has received the above mentioned goods and/or services (excluding prepayments and deposits).

Prepared by:

Name: Lee Hiang Khim Jacqueline Phone: 6597488300

Signature: Date: 14/06/2019

Authorising Officer (financial delegate):

Name: MANASI AHUJA Position: DIRECTOR, INTERNATIONAL

Signature: Date: 19.06.19