

Output Group 4 – Support Services for Government Operations

| | | | |
|-----------------------|---------|-----------------|---------|
| Price of Outputs | \$54.8m | Cost of Outputs | \$52.3m |
| Appropriations | \$52.1m | | |
| Administered Expenses | \$16.5m | | |

Group Outputs

Output Group 4 Support services for government operations

| | |
|-------------------|------------------------------------|
| Output 4.1 | Cabinet Secretariat |
| Output 4.2 | Machinery of Government |
| Output 4.3 | Government Communications |
| Output 4.4 | Support to Official Establishments |
| Output 4.5 | Support for Ministerial Offices |
| Output 4.6 | Ceremonial and Hospitality |
| Output 4.7 | CHOGM Task Force |

Description

As of 30 June 2002, Output Group 4 comprised seven outputs and functionally consisted of:

- Cabinet Secretariat
- Government Division
- Government Communications Division
- Corporate Support Branch (which provides outputs 4.4 and 4.5)
- Commonwealth Heads of Government Meeting (CHOGM) Task Force
- Ceremonial and Hospitality Branch (CERHOS).

Output Group 4 is managed by the Executive Coordinator (Government and Corporate Group).

Group 4 outputs include the following services:

- provision of support services for government operations, including coordination of Cabinet and Executive Council business
- provision of policy advice on parliamentary, machinery of government, legal and cultural issues
- coordination of government communications
- administration of the Prime Minister's official establishments
- provision of policy advice on, and coordination and promotion of, national awards and symbols
- administration of the state occasions and official visits programme

- disengagement from the postponed CHOGM in Brisbane in October 2001 and, simultaneously, management and implementation of preparations for the Coolom CHOGM in March 2002.

Administered items

Output Group 4 reports on each administered item as part of the relevant output's performance report, as follows:

- 4.2 – National Australia Day Council
- 4.3 – Media Commissions Advance Account
- 4.4 – Prime Minister's official residences
- 4.5 – allowances and support to former Governors-General
- 4.6 – state occasions and official visits
- 4.7 – CHOGM security.

Output 4.1 had no administered items on which to report in the 2001–02 financial year.

Output 4.1 – Cabinet Secretariat

| Output 4.1 Cabinet Secretariat | Performance indicators |
|--|---|
| <p>Coordination of Cabinet and Executive Council business.</p> | <p>Quality: Degree of satisfaction of the Prime Minister, the Secretary, the Secretary to Cabinet and the Governor-General with the services provided by the Cabinet Secretariat and the Executive Council Secretariat.</p> <p>Timeliness: Submissions or memoranda are distributed as soon as practicable after clearance by Cabinet Secretariat.</p> <p>Cabinet minutes are circulated within 24 hours of Cabinet meetings.</p> <p>Papers and schedules are delivered to Government House two working days prior to an Executive Council meeting.</p> <p>Quantity: 65 meetings of the Cabinet and its committees were organised and coordinated.</p> <p>31 meetings of the Executive Council were organised and coordinated.</p> <p>Cost of Outputs – \$2.5m</p> |

Qualitative assessment

Methodology

Assessment of the Cabinet Secretariat’s performance in carrying out its role of providing programming and support services to Cabinet and its committees is provided both formally and informally by the Secretary to Cabinet and the departmental Executive. The quality of our work is also assessed by monitoring the timeliness of the flow of papers to the Prime Minister, via the Cabinet Policy Unit, Cabinet and Committee Ministers.

The Federal Executive Council Secretariat’s performance is similarly assessed, with additional feedback and interaction from the Official Secretary to the Governor-General.

Feedback

The Secretary to Cabinet and the Official Secretary to the Governor-General expressed satisfaction with the support services we provided to the Cabinet and the Executive Council during the past 12 months.

Key results

Timeliness

Between 1 July 2001 and 30 June 2002 over 95 per cent of minutes from meetings of Cabinet and its committees were settled and circulated within 24 hours of the meeting from which they arose.

Support for meetings

From 1 July 2001 to 30 June 2002 the Cabinet Secretariat supported a total of 27 meetings of Cabinet and 38 meetings of Cabinet committees.

Seven interstate Cabinet and committee meetings were organised in Sydney, as well as four in Melbourne and three in Adelaide.

New Cabinet arrangements

The Cabinet Secretariat assisted in the introduction, from April 2002, of new Cabinet arrangements designed to reinforce the leadership role of Cabinet in the development and oversight of the Government's strategic direction, by providing a more strategic focus for Cabinet discussions. The changes streamlined the Cabinet's handling of some submissions, while providing the Cabinet with greater opportunities for strategic discussion.

Under the new arrangements, the Prime Minister identifies submissions requiring detailed consideration and discussion in Cabinet. Submissions not identified as requiring detailed consideration and discussion in Cabinet are made available for consideration by Ministers for a period of 10 calendar days. Following the expiration of the 10-day period, and provided that any issues raised by Ministers during that period have been resolved, a draft minute based on the recommendations of the submission may be scheduled for consideration and final endorsement at the next available Cabinet meeting. In addition, the specific allocation of time in the Cabinet programme for strategic discussion is now made on a more structured basis.

The Cabinet Secretariat provided training and related support for the new arrangements. Further information on the new arrangements can be found in the *Cabinet Handbook*, which is available on the department's website.

Ministerial changes

Following the ministerial changes which resulted from the 2001 federal election, the Cabinet Secretariat provided extensive advice and training on the handling of Cabinet documents to staff in the offices of new and retiring Ministers.

Executive Council

The Executive Council Secretariat, a small unit within the Cabinet Secretariat, continued to provide high-quality and timely advice, briefing and administrative support to the Federal Executive Council.

Thirty-one meetings of the Executive Council were held in the year to 30 June 2002, with 567 papers considered. Of the papers considered, only 65 were not available at least two days before. These were accepted by the Executive Council for consideration on the basis of exceptional circumstances explained in writing by a senior executive of the relevant department or senior member of the relevant Minister's office.

Access to Cabinet records

The Cabinet Secretariat assisted the National Archives of Australia in preparing for the public release of Cabinet documents from 1971 (covering the Gorton and McMahon ministries). The Cabinet Secretariat also assisted the National Archives of Australia to conduct the second release of Cabinet notebooks, which involved notebooks dating from January 1951, during the Menzies Government. The *Archives Act 1983* provides that Cabinet notebooks can be released only after 50 years, rather than the 30-year period that applies to most Commonwealth records, including other Cabinet documents. Cabinet notebooks are used by officials of the Department of the Prime Minister and Cabinet to record discussions in Cabinet as an aide-mémoire for the preparation of formal Cabinet minutes.

Promoting awareness and providing advice

The Cabinet Secretariat hosted briefing sessions for Cabinet officials from the Republic of South Africa and from the Kingdom of Thailand in May and June 2002 respectively.

The visit by the officials from South Africa was organised by the Commonwealth Secretariat to assist the South African federal and provincial cabinet offices to develop their cabinet processes. The briefings not only focused on Australian Cabinet processes, but also included sessions on policy development and the secure document management system used by the Cabinet Secretariat.

The visit by the officials from Thailand was organised as part of a joint Thailand–Australia capacity building facility programme to assist the Thai cabinet secretariat with its reform plans.

Output 4.2 – Machinery of Government

| Output 4.2 Machinery of Government | Performance indicators |
|--|---|
| <p>Advice, briefing and support on parliamentary, machinery of government, legal and cultural issues, including support for presentation of the Government’s decisions in these areas.</p> | <p>Quality: The degree of satisfaction of the Prime Minister, the Parliamentary Secretaries, the Parliamentary Business Committee, the Prime Minister’s Office, Secretary and departmental Executive, as expressed through formal and informal feedback mechanisms, with the timeliness and quality of material for the Prime Minister’s and other Ministers’ consideration.</p> <p>Maintenance of clear and up-to-date guidelines for annual reports, caretaker conventions, <i>Guide for Official Witnesses Appearing before Parliamentary Committees</i> and <i>Legislation Handbook</i>.</p> <p>Timely introduction of amendments to portfolio legislation, as necessary.</p> <p>Extent to which legal actions involving the department are successful.</p> <p>The degree of satisfaction of the Parliamentary Business Committee as to the timeliness and accuracy of the production and distribution of:</p> <ul style="list-style-type: none"> • the legislation programme • public lists of proposed legislation • reports of unproclaimed legislation. |
| <p>Policy, coordination and promotion of awards and national symbols.</p> | <p>The degree of satisfaction with support and promotion of the Australian honours system, including:</p> <ul style="list-style-type: none"> • the quality and timeliness of policy advice • accurate and timely processing of nominations for awards. <p>Accurate and timely preparation of congratulatory messages.</p> <p>Effective coordination with Government House on promotional activities related to the national honours and awards system.</p> <p>Cost of Outputs – \$6.5m</p> |
| <p>Administered item: National Australia Day Council (NADC)</p> | <p>Quality: Grant administered in compliance with the reporting mechanisms, objectives and other provisions of the grant funding deed with the NADC so as to contribute to achieving the vision of the NADC (to inspire national pride and spirit to enrich the life of the nation).</p> <p>Cost of Outputs – \$0.6m</p> |

Qualitative assessment

Methodology

Output 4.2 took part in regular discussions and consultations with the Prime Minister's Office and the Prime Minister's Parliamentary Secretaries. Those contacts enabled the division to obtain ongoing feedback. The meetings of the Parliamentary Business Committee, for which the division has a secretariat role, provide an opportunity for feedback on the support the division provides to the committee. Similar opportunities are afforded by regular meetings with the Prime Minister's Parliamentary Secretaries on the legislative approval process. Through annual work assessment processes and regular performance appraisals, senior staff of the department provided formal feedback. The Prime Minister's Office provided feedback on specific issues in the course of the year and in relation to overall performance towards the end of the reporting year.

Feedback

There was a high level of satisfaction with the advice and support provided by the division. Policy advice was seen as sound and comprehensive and, more generally, the division was considered responsive and reliable.

Key results

The Government Division had a very busy period following the Prime Minister's announcement on 8 October 2001 that a general election would be held on 10 November 2001. The division provided support to the Government in relation to a number of other issues in 2001–02, including the establishment of two royal commissions. We also continued to provide advice on a range of government processes that contributed to the Government's ability to develop policy and deliver programmes in a sound and well-coordinated manner. Some key results for the division are described below.

Ministerial and departmental changes

Following the Prime Minister's announcement that a general election would be held on 10 November 2001, the division was responsible for:

- advising the Prime Minister and other departments and agencies about caretaker conventions applying from when the House of Representatives was dissolved until the election result was clear (the division responded to approximately 480 requests for advice during this period)
- coordinating the preparation and provision of briefings to the Prime Minister after the election, on machinery of government matters, government operations and significant policy issues
- preparing the new consolidated Administrative Arrangements Order, made by the Governor-General in Council on 26 November 2001, and documentation necessary to effect the desired changes in portfolio arrangements for the third Howard Government

- coordinating the preparation of the charter letters from the Prime Minister identifying the strategic directions expected within each portfolio during the Government's term of office.

Guidelines

Guidelines on the proper application of the caretaker conventions were completed and placed on the departmental website in September 2001.

Support for royal commissions

The division provided advice in relation to the HIH Royal Commission and the Royal Commission into the Building and Construction Industry.

Centenary of Federation

The division supported the Prime Minister's participation in a range of Centenary of Federation commemorative events. We also continued to provide reports to the Government on the implementation of major Federation Fund projects and provided input to and comment on the Australian National Audit Office's performance audit of the administration of the major projects element of the Federation Fund.

National Australia Day Council

The division administered the Commonwealth grant to the National Australia Day Council (NADC) providing advice on a range of issues to do with the funding and activities of the council. The Commonwealth is represented on the board of the NADC by an officer of this department.

Legal actions involving the Prime Minister

The division provided instructions in relation to three cases involving the Prime Minister during the reporting period.

One case, which involved an allegation of racial discrimination, was resolved in favour of the Prime Minister and other respondents after the High Court refused the applicant special leave to appeal.

The other two cases involved threats to take legal action against the Prime Minister. The first of these related to the Aged Care Savings Bonus and did not proceed to litigation. The second, which involved an attempt to join the Prime Minister to existing proceedings for unspecified reasons, did not proceed because those proceedings were struck out beforehand.

Legal actions involving the department

Two applications for review were made to the Administrative Appeals Tribunal in relation to two departmental Freedom of Information decisions. The division prepared two conclusive certificates under section 34 of the *Freedom of Information Act 1982* covering three documents relevant to the Administrative Appeals Tribunal proceedings.

Legislation

The division coordinated and prepared a bill which amended a number of acts of parliament in order to promote the smooth and efficient operation of royal commissions. We also prepared new

Royal Commission Regulations and regulations which ‘harmonised’ offence provisions in the portfolio’s regulations with chapter 2 of the Criminal Code in the *Criminal Code Act 1995*.

Revised Cabinet procedures for handling documents

The Australian Federal Police (AFP) concluded their investigation into the leak of a document related to the 2001–02 Budget. Although the AFP interviewed a number of staff from the department and examined telephone and electronic mail records for the relevant period, the AFP were not able to identify a suspect.

A number of additional security measures have since been put in place in the department. For example, visitors to the Cabinet Secretariat, a secure area, must now sign an attendance register; the number of copies of Cabinet briefs was reduced and now each copy is numbered; and more formalised procedures were also put in place to protect and track the movement of non-Cabinet budget related material, consistent with procedures for the handling of Cabinet documents.

Executive Agencies

The division provided advice to the Prime Minister on the establishment of Executive Agencies under section 65 of the *Public Service Act 1999*. The division was also responsible for preparing Executive Council papers, in consultation with relevant departments and agencies, to effect the creation of the Bureau of Meteorology (in June 2002), the abolition of the Office of Asset Sales and Commercial Support (in November 2001) and the amendment of the functions of the National Office of the Information Economy (in June 2002).

Honours system

The division undertook a range of promotional activities in support of the Government’s public education and communications campaign to make Australian honours more accessible and better known to all Australians.

Activities included the redevelopment and upgrading of the honours website <www.itsanhonour.gov.au>. The website now provides up-to-date information about Australian honours as well as information about the National Flag and the National Anthem.

In conjunction with the Honours Secretariat, division staff conducted regional visits to the New England region of New South Wales and to the Northern Territory, where they ran workshops to explain Australian honours to community leaders. The workshops were complemented by local media coverage.

The travelling exhibition *It’s An Honour, Australia* was displayed at the Darwin Parliament House and the Darwin City Council building and attracted 60,000 visitors. It was also popular in Western Australia where it was installed at the Constitutional Centre and the Alexander Library in Perth and the Prospectors and Miners Hall of Fame in Kalgoorlie.

The division handled applications for the Civilian Service Medal 1939–1945, the Humanitarian Overseas Service Medal and relevant medals for civilian surgical and medical teams who served during the Vietnam War, as well as requests by foreign governments to recognise the efforts of certain Australian citizens by granting them foreign awards.

The Centenary Medal was established to recognise people who have made a particular contribution to Australian society or government. In addition, all Australian citizens who were born in 1901 or earlier and lived until 1 January 2001 – known as ‘centenarians’ – have an entitlement to the award. We prepared the Letters Patent and regulations for the medal, serviced the Council for the Centenary Medal and prepared schedules of centenarians for submission to Government House.

Following the Government’s announcing the establishment of the Anniversary of National Service 1951–1972 Medal in 2001, to mark the contribution of national servicemen, the division prepared the necessary documentation to enable the medal to be put in place and its distribution to commence prior to Anzac Day 2002.

We provided secretariat services to public service honours committees as well as assistance to departmental staff who serve ex officio as members of the Council of the Order of Australia and the Australian Bravery Decorations Council.

The division provided support to the Prime Minister in relation to the nominations of non-Australian citizens for honorary awards in the Order of Australia. The division also assisted the Prime Minister in sending over 6,700 messages of congratulation to Australians celebrating significant wedding anniversaries and birthdays.

Output 4.3 – Government Communications

| Output 4.3 Government Communications | Performance indicators |
|--|---|
| <p>Coordination of government communications, including management of the Central Advertising System (CAS).</p> <p>Provision of photographic and related services by AUSPIC (the government photographic service).</p> | <p>Quality: The degree of satisfaction of the Chairman and members of the Ministerial Committee on Government Communications (MCGC) with the advice and secretariat support provided by the Government Communications Unit (GCU).</p> <p>The degree of satisfaction with the CAS among clients of the master placement agencies.</p> <p>Quantity: On the basis of recent experience, the GCU would expect to organise and coordinate 50 meetings of the MCGC covering 25 public information activities in 2001–02.</p> <p>Timeliness: The GCU aims to maximise compliance with the requirement that agenda papers be provided by departments and agencies seven working days prior to an MCGC meeting.</p> <p>Quality: The degree of customer satisfaction with AUSPIC services.</p> <p>Price: Achievement of a break-even financial position from trading activities by AUSPIC.</p> <p>Cost of Outputs – \$2.6m</p> |

Qualitative assessment

Methodology

The First Assistant Secretary, Government Communications, meets with the Chairman of the Ministerial Committee on Government Communications (MCGC), the Special Minister of State, Senator the Hon. Eric Abetz, before each meeting of the MCGC. At the conclusion of each meeting he receives feedback from the chairman and committee members. The First Assistant Secretary also meets regularly with representatives of the Prime Minister's Office to review performance in relation to specific issues.

AUSPIC (the government photographic service) meets regularly with its clients to monitor service standards.

Feedback

Feedback from both the Chairman of the MCGC and the Prime Minister's Office on the performance of the Government Communications Unit (GCU) in the provision of support and advice to the MCGC was positive.

Feedback on AUSPIC services indicated an ongoing high level of client satisfaction.

Key results

The workload of the GCU remained heavy during the course of the year as a result of a continuing high level of communications activities. Notwithstanding the level of the workload, the GCU continued to provide a full range of analysis, advice and support to the MCGC, the Prime Minister, the departmental Executive and departments and agencies.

Demand for AUSPIC services remained high and customer requirements continued to be met.

Ministerial Committee on Government Communications

The GCU provided strategic communications advice as well as advice on individual information campaigns to the MCGC. It supported departments and agencies by providing advice on communications arrangements, including research, public relations and advertising. The GCU also managed the Central Advertising System (CAS), which delivers a reliable and cost effective media placement service for departments and agencies.

The MCGC met on 36 occasions during the year to consider 22 information activities and other matters put to it by departments through the GCU. The frequency of meetings reflected the number of significant information activities undertaken by the Government in 2001–02. The more important information activities were those associated with the implementation of Australian Defence Force recruitment (\$28.7 million), private health insurance gap cover (\$6.8 million), citizenship (\$3.4 million) and the work-for-the-dole programme (\$3.1 million).

The GCU facilitated and organised 14 seminars and workshops on communications and media issues. They were attended by some 778 staff from 36 departments and agencies and received positive feedback from attendees.

There were instances when the GCU was not able to obtain papers from departments and agencies seven days in advance of MCGC meetings. However, the GCU did consistently advise MCGC of such instances and obtained waivers to the seven-day rule from the chairman where appropriate.

The GCU's negotiations with the media on advertising rates, terms and conditions achieved outcomes for the CAS that were significantly better than the standard rates offered. The third annual survey of customers' satisfaction with the performance of the master placement agencies indicated broad satisfaction by customers with the services provided by the agencies. In 2001–02 approximately \$114 million in advertising expenditure was placed through the CAS.

Photographic services

AUSPIC operates on a cost-recovery basis to provide photographic services to the Government, the Parliament, senators and members. AUSPIC continued to meet the continuing high rate of demand for its services.

Administered items

Media Commissions Advance Account

The funds in the Media Commissions Advance Account are used to remunerate the Commonwealth's contracted master media placement agencies – and, if required, any creative advertising agencies – for the placement of Commonwealth Government advertising. Funds are derived from the commission paid by the media to the Commonwealth when it places its advertising.

Output 4.4 – Support to Official Establishments

| Output 4.4 Support to Official Establishments | Performance indicators |
|--|--|
| Management of the Prime Minister's official residences. | Quality: The degree of satisfaction of the occupants and departmental Executive with the management of the Prime Minister's official residences. This must be consistent with their status as part of the National Estate and in line with statutory heritage and planning obligations. |
| Secretariat support for the Official Establishments Trust. | The degree of satisfaction of Official Establishments Trust members with the timeliness and quality of advice and secretariat support. Cost of Outputs – \$0.5m |

Qualitative assessment

Methodology

The Official Establishments Unit participates in meetings with the Prime Minister and his wife, senior departmental management and senior advisers within the Prime Minister's Office, where feedback on the unit's performance and level of service is provided.

The Chairman of the Official Establishments Trust provides regular feedback to the Secretary of the Trust on the quality of secretariat support provided to the Trust.

Feedback

All parties indicated their satisfaction with the management of the official residences.

The Chairman of the Official Establishments Trust, Mr Richard Griffin, indicated his satisfaction with the quality of secretariat support provided.

Key results

The Official Establishments Unit continued to manage the Prime Minister's official residences – The Lodge, Canberra, and Kirribilli House, Sydney. In keeping with the official residences' status as part of the National Estate, the Official Establishments Trust and the Australian Heritage Commission were consulted about works undertaken at the residences in 2001–02.

The unit facilitated five meetings of the Official Establishments Trust during the year. The Chairman of the Trust expressed his satisfaction with the standard of service provided by the unit, particularly in relation to the organisation and conduct of meetings and the preparation of business papers.

Grant to Australiana Fund

The Australiana Fund received a grant of \$78,500 in 2001–02. The objectives of the grant are to:

- enable the fund to obtain professional assistance in meeting the objectives of the Fund, as set out in its memorandum of association
- free up funds for the acquisition of Australian objects for placement or display in accordance with those objectives.

Administered items

Prime Minister's official residences

| Administered item | Performance indicators |
|---------------------------------------|--|
| Prime Minister's official residences. | <p><i>Quality:</i> The serviceability and standard of The Lodge and Kirribilli House, including practicality, level of amenity, style and presentation. This must be consistent with their status as part of the National Estate and in line with statutory heritage and planning obligations.</p> <p>Administered Expenses – \$1.4m</p> |

Qualitative assessment

Methodology

The Official Establishments Unit participates in meetings with the Prime Minister and his wife, senior departmental management and senior advisers within the Prime Minister's Office to discuss the performance of the unit.

Feedback

All parties indicated their satisfaction with the presentation and maintenance of the residences.

Key results

Kirribilli House

Minor maintenance and rejuvenation works were undertaken at Kirribilli House in preparation for events associated with the Centenary of Federation in 2001. No major structural work was undertaken at the residence.

The Lodge

A request for tender for grounds and gardens maintenance at The Lodge was distributed via a select tender process in May 2002. At reporting date, the tender evaluation process had not been completed.

The annual programme of minor maintenance of the building exterior and gardens was continued at The Lodge during 2001–02. No major structural work was undertaken at the residence.

Output 4.5 – Support for Ministerial Offices

| Output 4.5 Support for Ministerial Offices | Performance indicators |
|---|--|
| Provision of office services for the Prime Minister's Office and other Ministers' and Parliamentary Secretaries' offices in the Prime Minister's portfolio. | <p><i>Quality:</i> The degree of satisfaction of the Prime Minister, other portfolio Ministers, their advisers and office managers in respect of the office services provided.</p> <p>Cost of Outputs – \$2.1m</p> |

Qualitative assessment

Methodology

The department maintains regular contact with the office managers and support staff of the Prime Minister's Office and other Ministers' offices. This regular contact provides the opportunity for our staff to receive ongoing feedback about their performance.

Feedback

Support staff indicated that the department had been proactive in delivering services and that it had provided accurate and timely support.

Key results

The department had a busy year providing support services to the Prime Minister and other Ministers, including the provision of departmental liaison officers (DLOs).

Changes in ministerial and parliamentary secretary arrangements in November necessitated new DLO arrangements.

As noted in last year's report, the Commonwealth Parliamentary Offices at 4 Treasury Place, Melbourne, which include an office suite for the Prime Minister, a Cabinet meeting room and offices for the former Governors-General Sir Zelman Cowen and Sir Ninian Stephen, were refurbished before being officially opened on 8 May 2001 as part of the Centenary of Federation celebrations.

In 2001–02 the department assisted in managing the repairs and maintenance undertaken at 4 Treasury Place during the refurbishment project's 12-month defect liability period. The premises were inspected by the Prime Minister immediately prior to the first Cabinet meeting in the refurbished suite, held in May 2001. The Prime Minister complimented the department on the outcome, both in May 2001 and when he addressed staff at the department's Christmas party in December 2001.

The department arranged for the Prime Minister's website <www.pm.gov.au> to be hosted in a secure environment that complies with the requirements of the *Protective Security Manual* issued by the Attorney-General's Department and the Defence Signals Directorate's *Australian Communications – Electronic Security Instruction 33* (ACSI 33).

Administered items

Allowances and support to former Governors-General

| Administered item | Performance indicators |
|---|---|
| Allowances and support to former Governors-General. | <p><i>Quality:</i> Former Governors-General receive allowances and support in accordance with their entitlements and on time.</p> <p>Administered Expenses – \$1.7m</p> |

Qualitative assessment

Methodology

Staff of the Corporate Support Branch maintained regular contact with the support staff of the former Governors-General.

Feedback

All former Governors-General expressed satisfaction with the quality of the services provided, including those provided by their locally based support staff.

Key results

All allowances to former Governors-General were paid in accordance with the relevant Remuneration Tribunal determinations.

As noted earlier, in 2001–02 the department assisted in managing the repairs and maintenance undertaken at 4 Treasury Place, Melbourne during the 12-month defect liability period which followed the refurbishment of the building. The former Governors-General who have offices in that building, Sir Zelman Cowen and Sir Ninian Stephen, expressed their thanks for a very satisfactory outcome.

Premises leased in Griffith, Australian Capital Territory, were refurbished to provide a suitable office facility for former Governor-General Sir William Deane. During 2001–02 the department assisted in the refurbishment and the transfer of Sir William's papers and effects. Sir William subsequently wrote to the department's Senior Adviser Facilities and Services to record his thanks for the department's efforts and for achieving the outcome he had sought.

Output 4.6 – Ceremonial and Hospitality

The Ceremonial and Hospitality Branch’s chief role is to manage the ‘State occasions and official visits’ administered item. The following narrative covers both departmental and administered items outcomes.

| Output 4.6 Ceremonial and Hospitality | Performance indicators |
|--|--|
| <p><i>Departmental outcomes:</i> Provision of support services to the Government for overseas visits by the Prime Minister, government hospitality for overseas dignitaries and official ceremonies.</p> <p><i>Administered item:</i> State occasions and official visits.</p> | <p>Quality: The degree of satisfaction of the Prime Minister, the Prime Minister’s Office, Secretary and departmental Executive with management of the Government’s visit, ceremonial and hospitality services.</p> <p>Cost of Outputs – \$2.5m</p> <p>Quality: The degree of satisfaction of the Prime Minister, the Prime Minister’s Office, the Governor-General’s Office and the departmental Executive, as expressed through formal and informal feedback mechanisms, with: visits to Australia by heads of state and government; arrangements for the Prime Minister’s overseas visits; state occasions; and advice on relevant matters, including official gifts.</p> <p>Assessment by the sponsoring Minister, Minister’s office or department, together with Australian and foreign diplomatic representatives, as expressed through formal and informal feedback mechanisms, of:</p> <ul style="list-style-type: none"> • the benefits from the programme of official visits • the efficient organisation and presentation of ceremonial occasions and hospitality services. <p>Administered Expenses – \$2.7m</p> |

Qualitative assessment

Methodology

All visits and events that the branch is responsible for are followed up with either verbal or written requests for feedback from the Prime Minister and his office or from a relevant Minister’s office. Regular feedback is also received in the form of comments from the Prime Minister, the Prime Minister’s Office, the Secretary and the departmental Executive.

In addition feedback is received in comments and letters of appreciation from visitors and their diplomatic representatives, as well as in visit assessment cables submitted by Australia’s overseas posts.

Feedback

The feedback received from the visiting guests of government, the Prime Minister's Office and other sources during 2001–02 was positive. Correspondence reflecting favourably on the planning and management of visits and other work undertaken by the branch was received from a number of sources, including the Embassy of the United States of America, the Private Secretary to Her Majesty The Queen, Argentina's Foreign Minister, the United Kingdom's Deputy Prime Minister and Admiral David Jeremiah (who represented the President of the United States during Coral Sea Week).

Key results

The year 2001–02 was particularly busy for the branch, which performed well under pressure.

Royal Visit and CHOGM visits

While not directly involved in the organisation of the Commonwealth Heads of Government Meeting (CHOGM), the branch was responsible for organising a number of bilateral state visits flowing from the meeting. Approvals for other guest of government visits under the state occasions and official visits programme were suspended from 24 September to 26 October 2001 to allow for the branch's involvement with the CHOGM visits.

In the lead-up to the proposed October 2001 CHOGM, the branch completed detailed organisation for a Royal Visit by Her Majesty The Queen and His Royal Highness The Duke of Edinburgh, and visits by the Prime Ministers of India and Canada and the President of Nigeria. Those arrangements were interrupted when CHOGM was postponed by the Commonwealth Secretary-General following terrorist attacks that occurred on 11 September in the United States.

Guest of government visits were again suspended from 1 February to 17 March 2002 to allow the branch to prepare for another intense period of CHOGM related visits. In anticipation of the rescheduled March 2002 CHOGM, the branch completed detailed programmes for the Royal Visit by Her Majesty The Queen and His Royal Highness The Duke of Edinburgh, and visits by the President of Nigeria and the Prime Minister of India; however, the latter visit was cancelled at short notice.

The 2002 Royal Visit was judged to be a great success, with tens of thousands of citizens in South Australia and Queensland involving themselves in lining motorcade routes and taking part in meet-the-people walks in the urban and rural centres visited. Her Majesty The Queen also took part in the CHOGM opening ceremony and a banquet hosted in honour of her Golden Jubilee by CHOGM delegates at Coolom.

Other visits

Apart from the CHOGM related visits, and despite the two periods of suspension of the official visits programme, there were a number of other high-level visits during the year, including state visits by the Presidents of Portugal and Greece and the Prime Ministers of Japan and Thailand. There were four official working visits during 2001–02, by the Prime Minister of New Zealand,

the Deputy Prime Minister of the United Kingdom, the Chief Minister of East Timor and the President of East Timor. There were also 17 Ministerial guest of government visits, including by the United States Secretaries of State and Defense, who attended Australia–United States Ministerial talks; and by the Ministers for Foreign Affairs of Thailand, Argentina, Indonesia, China and Iran and a representative of the United States President, for Coral Sea Week. The success of the visits provided positive support for Australia's bilateral relationships with the countries involved.

Prime Minister's overseas visits

The branch planned and coordinated successful visits by the Prime Minister to Japan (2–4 August 2001); to Indonesia (12–14 August 2001); to the United States (8–14 September 2001), a visit which was interrupted by the events of 11 September; to China for the Asia Pacific Economic Cooperation meeting in Shanghai (19–22 October 2001); to the United States and Indonesia (28 January–8 February 2002); to the United Kingdom for a CHOGM follow-up meeting with Presidents Obasanjo of Nigeria and Mbeki of South Africa (18–23 March 2002); to the United Kingdom for the funeral of The Queen Mother (7–11 April 2002); to East Timor and China (19–24 May); to the United States (8–14 June); and to Europe, beginning on 30 June 2002.

Other responsibilities

The branch was involved in the arrangement of three state funerals, being for: the Hon. Evan Adermann AO (held on 7 November 2001 in Nambour, Queensland); the Hon. Sir Gordon Freeth KBE (held on 4 December 2001 in Perth, Western Australia); and Mr Alex Campbell, the last surviving Gallipoli veteran (held on 24 May 2002 in Hobart, Tasmania). In addition, the branch organised two state memorial services: one on 17 September 2001, in the Great Hall of Parliament House, honouring the victims of the terrorist attacks which had occurred on 11 September; and one honouring former Prime Minister the Rt Hon. Sir John Grey Gorton GCMG, AC, CH on 31 May 2002 at St Andrew's Cathedral in Sydney.

The branch coordinated 77 airport facilitations for heads of state, heads of government and royalty transiting Australia. Airport facilitation involves the branch's advising airport authorities and relevant agencies of flight details and arranging for either a part-time visit officer or Department of Foreign Affairs and Trade officers to meet and coordinate arrangements for customs, immigration, quarantine and transport procedures on arrival and departure.

The annual Prime Minister's cricket match, which this year was played against the New Zealand team, was organised by the branch to take place at Manuka Oval, Canberra on 6 December 2001. The branch also participated in making arrangements for the cricket match between the Prime Minister's XI and the Aboriginal and Torres Strait Islander Commission Chairman's XI which took place at Manuka Oval on 8 March 2002. The branch organised receptions for the teams at The Lodge the night before the match on both occasions. The branch also coordinated the Australia Day function held at The Lodge on 26 January 2002.

The official gifts contract continues to be monitored by the branch. A new tendering process for the contract began on 23 March 2002 and will be completed in the second half of 2002.

Output 4.7 – CHOGM Task Force

| Output 4.7 CHOGM Task Force | Performance indicators |
|--|--|
| The effective management and implementation of preparations for the Commonwealth Heads of Government Meeting (CHOGM) in Cooloom in March 2002. | <p><i>Quality:</i> The degree of satisfaction of the Prime Minister, the Prime Minister's Office, Secretary and departmental Executive and the Commonwealth Secretariat, as expressed through formal and informal feedback mechanisms, with the quality of advice and support in achieving a high-quality CHOGM in Cooloom.</p> <p>Cost of Outputs – \$35.8m</p> |

Qualitative assessment

Methodology

The work of the CHOGM Task Force was assessed on the basis of regular formal and informal feedback from the Prime Minister and the Prime Minister's Office; the Secretary and the departmental Executive; and the Commonwealth Secretariat.

Feedback

High levels of satisfaction were expressed regarding the task force's whole-of-government approach, including its consultation with the Secretary and the Prime Minister's Office on the timing and logistics elements of the meeting, and its cooperation with the Queensland Government on organisational and security measures.

Key results

The Secretary-General of the Commonwealth of Nations, the Rt Hon. Donald C McKinnon, issued a media statement on 28 September 2001 announcing the postponement of the planned Brisbane CHOGM, as a consequence of the terrorist attacks in the United States on 11 September 2001 and following his consultations with member governments. The Brisbane CHOGM had been scheduled to take place on 6–9 October 2001.

The Secretary-General and the Prime Minister jointly announced on 13 November 2001 that CHOGM would be held from 2–5 March 2002. Subsequently, the Hyatt Regency Cooloom on Queensland's Sunshine Coast was announced as the designated venue.

The task force was faced with the onerous task of not only disengaging legally from the Brisbane CHOGM but also, simultaneously, managing and organising the Cooloom CHOGM.

The task force sought and adhered to legal advice provided by the Australian Government Solicitor's Office and the Attorney-General's Department in handling claims arising from the postponement of the Brisbane CHOGM.

Close collaboration was maintained between the task force and policy areas, principally the International Division of the department and relevant sections of the Department of Foreign Affairs and Trade.

The task force provided secretariat services to the CHOGM Executive Steering Group – chaired by the Secretary and comprising heads of departments and agencies – established to provide high-level direction for CHOGM and guidance on CHOGM to the Prime Minister.

The Coolum CHOGM was widely acclaimed for its political outcomes and its organisational excellence.

Further information is contained in the CHOGM Special Report.

Administered items

CHOGM security

| Administered item | Performance indicators |
|-------------------|--|
| CHOGM security | <p><i>Quality:</i> The extent to which the CHOGM Task Force contributes to the Queensland Police Service's ability to fulfil its responsibility for operational policing and the maintenance of law and order to ensure the staging of a safe, secure and successful CHOGM.</p> <p>Administered Expenses – \$10.0m</p> |

Qualitative assessment

Methodology

The Queensland Police Service (QPS) implemented programmes developed under the CHOGM security framework and security plan. The programmes were implemented with the cooperation of the CHOGM Task Force and other Commonwealth security departments and agencies, particularly the Australian Federal Police (AFP), the Australian Security Intelligence Organisation (ASIO) and the Attorney-General's Department.

Feedback

Security liaison and working groups – chaired by the department and comprising representatives of the Attorney-General's Department, ASIO, the AFP, the Australian Customs Service, the Australian Defence Force, the Department of Immigration and Multicultural and Indigenous Affairs, the Department of Transport and Regional Services and the QPS – were established to develop and implement agreed security arrangements to ensure a safe and secure CHOGM.

The task force received regular feedback from the Prime Minister, the Prime Minister's Office, the Secretary and the departmental Executive. Feedback confirmed a high level of satisfaction with the work of the task force. The task force also received feedback from the Commonwealth Secretariat, the QPS and other key agencies involved in security preparations. This feedback came via regular meetings of the security liaison and working groups.

Key results

The decision to move CHOGM to Coolum was based on the dual considerations of enhanced security and convenience. It was to be expected that security planning for CHOGM would reflect the heightened concerns arising from the exceptionally uncertain international security situation that prevailed following the events of 11 September 2001 in the United States.

The task force and the other Commonwealth and state organisations involved achieved a security 'incident free' CHOGM.