

Other procedures for public consultation are used at different times by the Board/Funds and Council. For example:

- public meetings held in various centres, both metropolitan and regional, generally in conjunction with Council and Board/Fund meetings;
- public meetings held by Board/Fund managers and other senior members of staff, either independently or in association with other arts organisations;
- discussion groups or seminars held with invited members of the public;
- draft discussion papers circulated for comment;
- 'open interviews' held where Board/Fund staff are interstate and available to meet current and prospective clients;
- regular meetings held between senior Australia Council officers and officers of State/Territory arts authorities;
- continuing liaison between government departments and authorities (Commonwealth, State/Territory and local), as well as overseas agencies;
- inviting views from the public when submissions are being prepared on topics of particular interest to the arts community.

Categories of Documents

The Council used the following documents and manuals in making decisions and recommendations:

- *Australia Council Act 1975*;
- relevant Commonwealth legislation;
- Australia Council policies:
 - *Directions 1999–2001*
 - *National Aboriginal and Torres Strait Islander Arts policy*
 - *Arts for a Multicultural Australia policy*
 - *Staff Operations Manual*
 - *Manual for Members of the Australia Council*
 - *Register of Peers Manual*;
- *Support for the Arts Handbook 1999* and *Support for the Arts Handbook 2000*;
- grant application forms;

- research papers;
- terms and conditions of employment;
- minutes and agendas (Council and Funds/Board);
- program reviews;
- program guidelines (Audience and Marketing Development).

Freedom of Information Procedures

Applicants seeking access under the *Freedom of Information (FOI) Act* to documents in the possession of the Council should forward a \$30 application fee and apply in writing to: The General Manager
Attention: FOI Coordinator
Australia Council
PO Box 788
Strawberry Hills NSW 2012.

The FOI Coordinator is available at the Council offices, located at 372 Elizabeth Street, Surry Hills NSW, or by telephone on (02) 9215 9000 or 1800 226 912 toll-free, during normal business hours. The offices are wheelchair accessible.

In accordance with Section 54 of the *FOI Act*, an applicant may, within 30 days of receiving notification of a decision to refuse a request under the Act, apply to the General Manager seeking an internal review of that decision. This application should be accompanied by a \$40 application fee as provided for in the *FOI Act*. An officer of Council, who is at least one level above that of the initial decision-maker will conduct the review.

Facilities for Access

If it approves access, and after it has received payment of any charges which apply, the Council will provide copies of the documents concerned.

Alternatively, applicants may arrange to inspect documents at the Council offices, at the above address. For applicants living outside of New South Wales, arrangements may be made to view the documents at the nearest regional office of the Australian Archives (in Melbourne, Brisbane,

Townsville, Perth, Adelaide, Hobart, Darwin or Canberra).

The application fees and charges applying to FOI are as determined in Schedules to the FOI (Fees and Charges) Regulations. The General Manager may remit the charges upon request. A decision not to remit the charges needs to be made within 30 days of a request being made.

Freedom of Information 1999-2000

There was one request for information under the *Freedom of Information Act 1982* during 1999–2000. This request was subsequently withdrawn by the applicant.

SERVICE CHARTER

The Australia Council's Client Service Charter, released 1 July 1998, outlines how the organisation will deliver its services. The Charter continued to be provided to our constituents through the *Support for the Arts Handbook 2000*, our web site, our public newsletter, *Artforce*, and other interaction with the field.

The Council conducted a full internal review of the Charter's implementation in the 1999–2000 year. A number of improvements to the Charter were enacted as a result. These include: simplifying and clarifying information provided in our Charter; streamlining some processes for providing feedback to clients; and ensuring that key performance parameters are technically achievable.

Future data collection on service delivery will be improved by the implementation of the Nugget Knowledge Management System which was designed and tested this year.

PUBLICATIONS 1999-2000

The Australia Council produces a number of publications and audiovisual resources each year to meet the increasing demand for information on the arts industry from researchers, students, artswriters, politicians, the media and members of the public.

PUBLICATIONS

Reports, research papers, newsletters, handbooks, brochures and special interest titles on the arts generated by Council are generally available from its Library.

Several Council publications are distributed commercially by DW Thorpe Pty Ltd, telephone (03) 9245 7370, while others, including older titles now out of print, can be borrowed on inter-library loan. A series of books on *The Art of Self-Promotion*, commissioned by the Australia Council, are published by Allen & Unwin.

A bibliography of all Australia Council publications is held in the Council's Library, and a list of publications in print is available on request, telephone (02) 9215 9000 or toll-free 1800 226 912; and is available on Council's web site.

Publications issued by the Australia Council during 1999–2000 include:

Australia Council Annual Report 1998-99, Redfern: Australia Council, October 1999

Australia Council Support for the Arts Handbook 2000, Surry Hills: Australia Council, January 2000

Australians and the Arts: What do the arts mean to Australians? A report to the Australia Council from Saatchi & Saatchi Australia, Surry Hills: Australia Council, June 2000

Australians and the Arts: What do the arts mean to Australians? A report to the Australia Council from

Saatchi & Saatchi Australia, Overview, Surry Hills: Australia Council, June 2000

Alert: Promoting the value of arts and culture, Redfern: Australia Council, Bulletin 3 November 1999, Bulletin 4 June 2000

Artforce: quarterly newsletter of the Australia Council, Surry Hills: Australia Council, No 103 1999, No 104 1999/2000, No 105 2000

Arts Yarn-Up: Aboriginal and Torres Strait Islander Arts Board newsletter, Redfern: Australia Council, No 8 Spring 1999, No 9, Summer 2000, No 10 Winter 2000

Evolve: A guide to New Media Arts Fund Support, Surry Hills: Australia Council, March 2000

Hands On! A guide to the grants programs of the Community Cultural Development Fund, Surry Hills: Australia Council, February 2000

In Repertoire: A select guide to Australian music theatre, Surry Hills: Australia Council, February 2000

In Repertoire: A guide to Australian contemporary dance, Surry Hills: Australia Council, May 2000

Let's Show Germany: A guide to touring Germany for the Australian Performing Arts, Australia Council and Arts Victoria, February 2000

Let's Show Japan: A guide to touring Japan for the Australian Performing Arts, Australia Council and Arts Victoria, February 2000

Let's Show UK: A guide to touring the United Kingdom for the Australian Performing Arts, Australia Council and Arts Victoria, February 2000

Let's Tour! A quick guide to exporting Australia's performing arts, Australia Council and Arts Victoria, February 2000

Selling the Performing Arts: Identifying and expanding audiences for music, dance and theatre, Woolcott Research Pty Ltd (Dale Osborne, Juliet Wheeler, David Elliot) Surry Hills: Australia Council, February 2000

Taxation Bulletin, Redfern: Australia Council, No. 2 August 1999, No. 3 September 1999, No. 4 October 1999, No. 5 December 1999, No. 6 January 2000

The Australia Council framework for youth & the arts, Redfern: Australia Council, October 1999

What's My Plan? A guide to developing arts marketing plans, Dr Sharron Dickman, Surry Hills: Australia Council, April 2000

Art²Facts: The Arts & Tax, a practical workbook for the arts sector, Surry Hills: Australia Council, April 2000

Case studies: Practical tax case studies for the arts sector, Surry Hills: Australia Council, April 2000

ADVERTISING AND MARKET RESEARCH

Council's use of paid advertising is limited to the print media – for the notification of closing dates, the introduction of new programs, and the invitations to potential clients to meet with the Funds and Board and staff at forums. The use of mailing houses is limited to the distribution to clients, the media and the public of newsletters and other information on Council programs and events. Expenditure on these services, excluding postage, was approximately \$139,339 in the year in review.