

Department of the Premier and Cabinet
Strategic Engagement and Protocol

SECTION: Protocol and International Engagement **NUMBER:** GES.PRO.011

SUBJECT: Official visits by foreign diplomatic and consular representatives **AUTHORISED:**

1. Purpose

- 1.1 This document outlines the Queensland Government's policy in relation to official visits to the State by foreign diplomatic and consular representatives accredited to Australia.
- 1.2 Such visits are arranged by the government as a courtesy and are designed to provide an opportunity for representatives to gain a greater understanding of Queensland and a better appreciation of its economic potential. The visits are also seen as an opportunity to further promote and develop closer links (trade, cultural, etc.) between Queensland and foreign countries.

2. Scope

- 2.1 This policy applies to foreign career diplomatic and consular representatives in the undermentioned categories only. As a general rule, it does not apply to officials who may be appointed to such positions on a short-term interim basis nor does it apply to honorary consular officials.
 - Head of Mission (HOM);
 - Head of Post based interstate, with jurisdiction throughout Queensland (HOPI); and
 - Head of Post based in Queensland (HOPQ).

3. Definitions

- 3.1 "**Official visits**", "**Official visit program**" and "**Official engagements**" refer to those visits, programs or engagements arranged by Protocol and International Engagement on behalf of the Queensland Government.
- 3.2 "**Courtesy calls**" refers to those appointments that are arranged for reasons of protocol and diplomacy and would usually not involve discussions on substantive issues. For the purposes of this policy, such calls are confined to the Governor, the Premier, the Chief Justice, the Speaker of Parliament, the Leader of the Opposition and the Lord Mayor of Brisbane (or their representatives depending on availability).
- 3.3 "**Head of Mission**" or "**HOM**" refers to Ambassadors and High Commissioners accredited to Australia by the Government of a foreign country. For the purposes of this policy, the term does not include officials who may be appointed to such positions on a short-term interim basis.

- 3.4 "**Head of Post**" or "**HOPI / HOPQ**" refers to foreign career Consuls-General and Consuls who have been appointed by the Government of a foreign country to head a Consulate-General or Consulate in Australia. For the purposes of this policy, the term does not include honorary consular officials.

4. Guidelines

- 4.1 **Limitation on number of official visits/engagements** - Each HOM and HOPI is limited to one (1) official visit to Queensland during their term of office in Australia and it is preferable that this be undertaken as early as possible after taking up duty. There is, however, no requirement for them to undertake an official visit nor is it necessary for them to do so prior to conducting official business in the State.

HOPQs, being based in Queensland and in recognition of their Government's decision to establish an office in the State, will have a program of official engagements arranged for them as soon as possible following their arrival in Brisbane. See note under 4.4 concerning the practice to apply regarding requests for meetings on subsequent occasions.

- 4.2 **Timing of official visits** - The timing of each visit is subject to the convenience of the Queensland Government and the particular diplomatic or consular representative.
- 4.3 **Official visit program** - The program is to be arranged by Protocol and International Engagement. The duration and focus of each program will be determined in light of the strategic relevance to the State of the country concerned. Unless there are special circumstances, the visit program should be confined to the South-East Queensland region and limited to one (1) or two (2) days for HOMs and not more than one (1) day for HOPIs and HOPQs. Attachment "A" provides guidelines on program content while the following paragraphs (i.e. 4.4, 4.5 and 4.6) contain additional guidelines on particular aspects of the program.
- 4.4 **Courtesy calls - HOMs** - In the case of HOMs, it is normal practice for calls to be arranged on the relevant officials (refer Attachment "A"), subject to their availability. **HOPIs** - Courtesy calls are normally only arranged for those HOPIs who are their country's senior representative in Australia. **HOPQs** - In recognition of their Government's decision to establish an office in Queensland, HOPQs would normally have courtesy calls arranged on the relevant officials (i.e. as for HOMs).

Note: The practice with regard to courtesy calls applies only for the first official visit or, in the case of HOPQs, for their initial program of engagements. Requests for meetings on subsequent occasions will be assessed on a case by case basis. Unlike HOMs who operate at the highest Government-to-Government level, HOPIs and HOPQs rarely do and, in accordance with normal protocols, would not meet with a Head of Government. Accordingly, any dealings a Head of Post might have with the Government would normally be at Head of Department / Agency level. Only in special instances (e.g. when high level Government-to-Government issues are involved) would the Premier meet with HOPIs and HOPQs. In such instances, requests for meetings should initially be made through Protocol and International Engagement.

- 4.5 **Government hospitality** - Government hospitality may be extended to HOMs during their official visit. Such hospitality will involve either a morning or afternoon tea, or a luncheon, with guest numbers of not more than 20 people (although function capacity may be increased depending on the strategic relevance of the visit). These functions may be hosted by the Premier (in the case of major trading partners), Minister, Assistant Minister, Speaker of the Legislative Assembly of Queensland, a government Member of Parliament, or a Chief Executive Officer of a visits by HOPIs or HOPQs.
- 4.6 **Exclusions from official visit programs** - Unless there are special circumstances, the Embassy/High Commission or Consulate-General/Consulate (but not Protocol and International Engagement) is responsible for all arrangements associated with the following:
- meetings or functions involving local ethnic community groups;
 - meetings involving matters which are essentially private or relate solely to embassy or consulate business;
 - visits to areas in Queensland outside the south-east Queensland region; or
 - separate appointments for accompanying family members or officials.
- 4.7 **Transport** - Transport will be provided by Protocol and International Engagement for all official engagements by a HOM. Unless there are special circumstances, this will be limited to one vehicle. In the case of HOMs, transport may also be arranged for arrival and departure into Brisbane if in business hours, although the services of the local Consul will be utilised whenever possible. If an additional vehicle is required to transport accompanying family members or staff or if transport is required at other times, this should be provided by the visiting representative or the local Consul.
- 4.8 **Escorting** - Protocol and International Engagement will assign an escort officer for official visits. This officer will accompany the visiting representative on all appointments with government ministers and departmental officials although the local Consul may be utilised for other appointments, when appropriate.
- 4.9 **Security** - Security, appropriate to the "level of threat", will be provided by the Queensland Police Service.

5. References and Authority

- 5.1 *Ministerial Submission - For Action* (20 February 1995) (File reference: F33)
5.2 *Premier's Briefing Note* - 23 October 2001 (File reference P257)

6. Responsibilities

- 6.1 The Director, Protocol and International Engagement (DPIE), is responsible for:

- administering this policy and monitoring the associated guidelines and procedures to ensure they operate efficiently and effectively;
- assessing strategic relevance to the State of the country concerned, considering a range of factors including, but not limited to, the trade and investment relationship, population of the community in Queensland, and alliances through Statements of Intent and Memorandums of Understanding;
- scheduling all official visits and determining both the duration and content of each program; and
- meeting the costs associated with the preparation of an official visit program, the provision of government hospitality and transport.

- 6.2 The **Chief Executive Officer, Trade and Investment Queensland** (TIQ) is responsible for providing advice on the strategic trade and investment relevance to Queensland of the particular country concerned and supporting data.
- 6.3 The **Queensland Police Service** is responsible for determining the "level of threat" of each visiting representative and for providing, at its own cost, the level of security deemed necessary.
- 6.4 The **visiting representative** is responsible for all arrangements, and associated costs, in respect of:
 - travel to and from Brisbane and accommodation whilst in Brisbane;
 - transport for all private engagements and additional transport, if required; and
 - visits to areas in Queensland outside the south-east Queensland region.

7. Procedures

- 7.1 All enquiries regarding official visits should be directed to:
 - The Director
Protocol and International Engagement
Department of the Premier and Cabinet
PO Box 15185
CITY EAST QLD 4002

Telephone: (07) 3003 9249
Email: protocol@premiers.qld.gov.au
- 7.2 The procedures followed by Protocol and International Engagement (PIE) when organising an official visit are generally as outlined below (7.3 to 7.6). However, these will vary according to the category of foreign representative and the strategic relevance of each visit.
- 7.3 Upon receiving notification of an impending official visit, PIE staff, in consultation with the DPIE, should -
 - 7.3.1 consult the schedule of forthcoming visits; negotiate the proposed date(s) for the visit; and then forward a copy of the relevant official visit guidelines (ie. Attachments "B", "C" or "D") to the representative;
 - 7.3.2 contact Government House to advised proposed date(s) and seek preliminary advice of the Governor's availability to receive the HOM for a courtesy call;
 - 7.3.3 notify TIQ of the proposed visit and ask them for advice on the strategic relevance of the visit and if the Premier or representative should meet with the foreign representative;
 - 7.3.4 seek availability of the Premier (or representative) to host the government hospitality function; and
 - 7.3.5 determine the visit duration and date and confirm this with the HOM, and request for the Official Visit Form to be completed and returned to PIE.

- 7.4 Once the visit date has been determined, the project is allocated to PIE staff who are then responsible for organising the visit program and government hospitality. The procedure then followed is outlined below:
- 7.5.1 send the representative the Official Visit Form for completion;
 - 7.5.2 consult the Security Intelligence Branch, Queensland Police Service, regarding possible security requirements (if necessary);
 - 7.5.3 advise the Secretary of the Queensland Consular Corps and the relevant Consular representative of the official visit;
 - 7.5.4 determine those appointments to be included in the visit program; arrange tentative appointments; prepare a draft program and forward to the visiting representative for final approval (approximately 5 days prior to the visit);
 - 7.5.5 organise hospitality [ie. confirm venue and menu; prepare the guest list (in consultation with host) and despatch invitations];
 - 7.5.6 once the draft program is approved, prepare final program; confirm all official engagements; finalise hospitality arrangements and organise escort and transport.
- 7.6 As soon as possible after the visit, a report should be submitted to the DPIE detailing, amongst other things, significant topics raised during the visit (if known), changes to the program, problems encountered and suggested solutions, final actual costs, etc. Relevant details should also be recorded in the Visits Register for reference purposes.

8. Attachments

- 8.1 **Attachment "A"** – Guide to Visit Program content
- 8.2 **Attachment "B"** - Guidelines for Foreign Ambassadors and High Commissioners undertaking an Official Visit to Queensland (*HOMs*)
- 8.3 **Attachment "C"** - Guidelines for Foreign Heads of Post (based interstate) undertaking an Official Visit to Queensland (*HOPIs*)
- 8.4 **Attachment "D"** - Guidelines governing Program of Official Appointments for Foreign Heads of Post based in Queensland (*HOPQs*)

RECOMMENDED CONTENT OF OFFICIAL VISIT PROGRAMS

APPOINTMENTS	HOM	HOPI	HOPQ
Courtesy Calls:			
Governor	A	D ①	A
Premier (or representative)	A	D ②	A
Chief Justice	A	D ②	A
Speaker	A	D ②	A
Leader of the Opposition	A	D ②	A
Lord Mayor of Brisbane	B	D ②	A
Meetings with Ministers or officials:			
Ministers	B ②	D ②	D ≠
CEO, TIQ	B	B	B
Departmental CEO and/or officials	B ②	B ②	D ≠
Government Briefing (selected agencies):			
Agencies to be identified during visit planning process	A	B	A
Miscellaneous Meetings:			
Industry organisations	C	C ③	E
Private companies	C	E	E
Educational institutions	A	C ③	E
Other relevant groups	C	E	E
Hospitality:			
Government function (morning or afternoon tea, or luncheon)	A	E	E
Tours:			
Parliament House	B ③	E	E
QAGOMA	B ③	E	E
Queensland Museum	B ③	E	E
The Precinct	B ③	E	E

CODES

- A** Core appointments common to all programs.
- B** May be included as additional core appointments if visit classified as being of high strategic relevance to Queensland.
- C** May be included if, following notification by Protocol and International Engagement, the local official or local organisation advise that they are interested in meeting the visiting representative.
- D** These appointments would not normally be included in official visit programs.
- E** These appointments should not be included in official visit programs.

- ①** Include as core appointment if HOPI is senior representative in Australia.
- ②** Meetings may be arranged if visiting representative has some matter to discuss with these officials that warrants their personal involvement. In such instances, the visiting representative must provide details of the purpose of such meetings and/or the topic/s they wish to discuss.
- ③** Normally included only if HOM / HOP interested and/or if time permits.
- ≠** Consulate would usually arrange these appointments. Only in special instances (eg. when high level Government-to-Government issues are involved) would a Minister need to meet with HOPQs, requests for these meetings should initially be made through Protocol and International Engagement on the Consulate's behalf.

Attachment B

Guidelines for Foreign Ambassadors and High Commissioners undertaking an Official Visit to Queensland

Introduction - This document outlines the Queensland Government's policies and practices in relation to official visits to the State by foreign Heads of Mission (HOMs). These visits are arranged as a courtesy and are aimed at providing an opportunity for HOMs to gain a better understanding of Queensland and to foster mutual closer ties (economic and cultural).

The opportunity to undertake an official visit to Queensland is provided once during a HOM's term of office in Australia. As it is primarily an introductory visit, it is preferable that it be undertaken as early as possible and during the first visit to the State. Notwithstanding this, HOMs are under no obligation to make an official visit nor is it necessary for them to do so prior to conducting official business in this State.

Should the HOM have Consular representation in the State, Protocol and International Engagement (PIE) will advise them of the visit and the representative may accompany during the program at the HOM's discretion.

Timing and duration of visit - The timing of an official visit is subject to the convenience of both the HOM and the Queensland Government. The Director, Protocol and International Engagement, (DPIE) Department of the Premier and Cabinet, is the official responsible for scheduling such visits. The duration of the official visit program will be either one (1) or two (2) days, and this will be advised to the HOM when the timing of the visit is negotiated.

Official Visit Program - The DPIE is responsible for determining the content of the official visit program and, when planning appointments, is required by the Government to consider the strategic relevance of the visit to Queensland. The appointments to be included in the official visit program will be arranged by PIE and will normally be confined to the Brisbane region.

Appointments sought for the program include:

- Courtesy calls on the Governor, Premier, Chief Justice, Speaker of the Legislative Assembly of Queensland, Leader of the Opposition, Lord Mayor of Brisbane **or** their representatives (depending on availability);
- A meeting with one or more tertiary education providers; and
- A briefing from relevant Queensland Government Agencies such as Trade and Investment Queensland.

Government hospitality – PIE will coordinate an official function, hosted by the Queensland Government, for the HOM (and spouse, if accompanying) as the guest-of-honour. The DPIE will determine the format of the function (for example a standing or seated morning or afternoon tea, or a seated luncheon) considering the availability of the Ministerial/Parliamentary/Departmental host; availability of an appropriate venue; and coordination with other appointments in the official visit program. The capacity of the function will be not more than 20 guests.

Time permitting, additional appointments with officials of specific government or non-government organisations may be sought. Should the HOM wish to include an appointment with a particular organisation or person, relevant details (including the topic/s to be discussed) should be provided.

A draft program summary will be forwarded for the HOM's approval approximately 5 days prior to the commencement of the visit.

Official Visit Mobile App – An official visit mobile app for iPhone or Android device will be created for the HOM and any accompanying staff. The app includes an electronic day-by-day

version of the visit program, key contacts and biographies, hotel information with maps, information about Brisbane and the State of Queensland, and key points of interest.

Exclusions from Official Visit Program - The following matters are not arranged by PIE nor included in official visit programs:

- Functions or meetings with local ethnic community groups;
- Meetings which relate solely to diplomatic business or which are essentially private;
- Separate appointments for accompanying family members or officials; and
- Visits to areas in Queensland outside the Brisbane region unless a location has mutual strategic benefit.

PIE would be happy to offer advice if required, but any arrangements in relation to the above should be made direct by the HOM or through the local Consular representative. If such meetings are contemplated, it is recommended that they be scheduled outside of normal program hours (ie. before 9.00 am or after 5.00 pm) or on another day either prior to or following the official visit program.

Travel and accommodation - All arrangements in respect of travel to and from Brisbane and accommodation whilst in Brisbane are the HOM's responsibility.

Transport - The Queensland Government will provide a vehicle for all official engagements. However, the HOM is responsible for all other transport requirements, including any additional vehicles that might be required to transport accompanying family members or staff. Due to the logistical difficulty of multi-vehicle convoys and strict security arrangements at some meeting venues, including additional vehicles is discouraged.

Escort and security - PIE will assign an escort officer to provide airport facilitation Monday to Friday during business hours and will accompany the HOM to and from all official engagements. Arrivals or departures outside of these hours are the responsibility of the HOM. Security, if deemed necessary by the Queensland Police Service, will be provided.

Gifts - An exchange of gifts is not usual practice for Queensland Government meetings. There is no expectation for HOMs to present gifts during their appointments nor is there an expectation for them to reciprocate should they be presented with a gift. If the HOM is considering the presentation of gifts, please advise PIE in advance for specific advice.

His Excellency the Governor does not expect to be presented with gifts. However, if it is customary for Heads of Missions to give a small gift on such an occasion, this will be presented by the PIE escort officer to the Governor's Aide.

Miscellaneous - Please be aware that smoking is prohibited in all Queensland Government buildings and motor vehicles, and at Government House. It is a legal requirement in Australia that seat belts be worn while travelling in a motor vehicle.

Identification - It is recommended that the HOM and any accompanying family members or staff carry government issued identification with them at all times.

Enquiries - All enquiries regarding official visits should be directed to the:

Director, Protocol and International Engagement
Department of the Premier and Cabinet
PO Box 15185
CITY EAST QLD 4002
Telephone: (07) 3003 9249

Email: protocol@premiers.qld.gov.au

Attachment C

Guidelines for Foreign Heads of Post (based interstate) Undertaking an Official Visit to Queensland

Introduction - This document outlines the Queensland Government's policies and practices in relation to official visits to the State by foreign Heads of Post (HOPIs) based interstate with jurisdiction throughout Queensland. These visits are arranged as a courtesy and are aimed at providing an opportunity for HOPIs to gain a better understanding of Queensland and to foster mutual closer ties (economic and cultural).

The opportunity to undertake an official visit to Queensland is provided once during a HOPI's term of office in Australia. As it is primarily an introductory visit, it is preferable that it be undertaken as early as possible and during the first visit to the State. Notwithstanding this, HOPIs are under no obligation to make an official visit nor is it necessary for you to do so prior to conducting official business in the State. See also "Meetings on subsequent occasions" below.

Should the HOPI have an Honorary Consul based in the State, Protocol and International Engagement (PIE) will advise them of the visit and the representative may accompany during the program at the HOPI's discretion.

Timing and duration of visit - The timing of an official visit is subject to the convenience of both the HOPI and the Queensland Government. The Director, Protocol and International Engagement, (DPIE) Department of the Premier and Cabinet, is the official responsible for scheduling such visits. The duration of the official visit program will be not more than one (1) day.

Official visit program - The DPIE is responsible for determining the content of the program (largely confined to meetings with government officials/departments) and for arranging the appointments. Those appointments sought for the program include:

- A meeting with the Chief Executive Officer (or senior officials) of Trade and Investment Queensland;
- Meetings with key government agencies; and
- A meeting to discuss multicultural affairs matters in Queensland.

Should the HOPI wish to include an appointment with a particular official or department, relevant details (including the topic/s to be discussed) should be provided to the PIE escort officer as soon as possible. A draft program will be forwarded for approval approximately 7-10 days prior to the commencement of the visit.

Courtesy calls - A courtesy call on His Excellency the Governor is normally only arranged for those HOPIs who are their country's senior representative in Australia.

Courtesy calls on the Premier, Chief Justice, Speaker of Parliament, Opposition Leader and Lord Mayor of Brisbane are not normally included in a HOPI's official visit program. Such appointments are reserved for Ambassadors and High Commissioners who, as their country's senior representative in Australia are responsible for high-level Government-to-Government issues. Usually, visit programs for HOPIs would include meetings with high-level Government officials such as the CEO or Head of a Department who deal with day-to-day operational issues.

Any requests for meetings with the Premier or Cabinet Ministers should be channelled through the DPIE in the first instance.

Exclusions from official visit programs - The following matters are not arranged by PIE nor included in official visit programs:

- Meetings with non-government organisations;
- Functions or meetings with local ethnic community groups;
- Meetings which relate solely to consular business or which are essentially private;
- Separate appointments for accompanying family members or officials;
- Visits to local tourist attractions or places of personal interest; and
- Visits to areas in Queensland outside the Brisbane region unless a location has mutual strategic benefit.

PIE would be happy to offer advice if required, but any arrangements in relation to the above should be made direct by the HOPI or through the local Honorary Consul. If such meetings are contemplated, it is recommended that they be scheduled outside of normal program hours (ie. before 9.00 am or after 5.00 pm) or on another day either prior to or following the official visit program.

Travel and accommodation - All arrangements in respect of travel to and from Brisbane and accommodation whilst in Brisbane are the HOPI's responsibility.

Transport - The Queensland Government will provide a vehicle for all official engagements. However, the HOPI is responsible for all other transport requirements, including any additional vehicles that might be required to transport accompanying family members or staff.

Escort and security - PIE will assign an escort officer to accompany the HOPI to and from all official engagements. Security, if deemed necessary by the Queensland Police Service, will be provided.

Gifts - An exchange of gifts is not usual practice for Queensland Government meetings. There is no expectation for HOPIs to present gifts during their visit nor is there an expectation for them to reciprocate should they be presented with a gift. Should the HOPI wish to present gifts during their visit, please advise PIE in advance for specific advice.

Meetings on subsequent occasions - All future dealings with the Queensland Government should be direct with Heads of Departments/Agencies rather than with Ministers, particularly on normal day-to-day operational issues.

Miscellaneous - Please be aware that smoking is prohibited in all Queensland Government buildings and motor vehicles, and at Government House. It is a legal requirement in Australia that seat belts be worn while travelling in a motor vehicle.

Identification - It is recommended that the HOPI and any accompanying family members or staff carry government issued identification with them at all times.

Enquiries - All enquiries regarding official visits should be directed to:

- The Director
Protocol and International Engagement
Department of the Premier and Cabinet
PO Box 15185
CITY EAST QLD 4002

Telephone: (07) 3003 9249
Email: protocol@premiers.qld.gov.au

Guidelines Governing the Program of Official Appointments for Foreign Heads of Post based in Queensland

Introduction - This document outlines the Queensland Government's policies and practices in relation to the program of official appointments for foreign career Consuls-General or Consuls who have been appointed as their country's Head of Post (HOP) in Queensland. Official appointments are arranged as a courtesy and are designed to give a new HOP a better understanding of Queensland as well as provide an early opportunity to meet those officials who head the various levels of Government in the State.

The opportunity to undertake a round of official appointments is provided once during a HOP's term of office in Queensland and it is recommended that this occur within one (1) month of them taking up duty in Brisbane. There is, however, no requirement for HOPs to undertake such appointments. See also "Meetings on subsequent occasions" below.

Timing of appointments - The timing of the official appointments is subject to the convenience of the HOP and the Queensland Government. The Director, Protocol and International Engagement (DPIE) is the official responsible for scheduling such appointments.

Official Appointment Programs - The program will be arranged by Protocol and International Engagement (PIE) and, if possible, all appointments will be scheduled on the same day.

Appointments sought for the program include:

- Courtesy calls on the Governor, Premier, Chief Justice, Speaker of Parliament, Opposition Leader, Lord Mayor of Brisbane or their representatives (depending on their availability); and
- A briefing from relevant Queensland Government Agencies such as Trade and Investment Queensland.

A draft appointment summary will be forwarded to the Consulate for approval 5 days prior to commencement.

Transport and escort arrangements - The Queensland Government will provide transport for all official calls and an escort officer from PIE will accompany the HOP to and from all appointments. The Consulate is responsible for all other transport requirements, including any additional vehicles that might be required to transport accompanying staff. Due to the logistical difficulty of multi-vehicle convoys and strict security arrangements at some meeting venues, including additional vehicles is discouraged.

Gifts - An exchange of gifts is not usual practice for Queensland Government meetings. There is no expectation for HOPs to present gifts during their appointments nor is there an expectation for them to reciprocate should they be presented with a gift. If the HOP is considering the presentation of gifts, please advise PIE in advance for specific advice.

His Excellency the Governor does not expect to be presented with gifts. However, if it is customary for the HOP to give a small gift on such an occasion, this will be done through the PIE escort officer and Governor's Aide.

Meetings on subsequent occasions - All future dealings with the Queensland Government should be direct with Heads of Departments/Agencies rather than with Ministers, particularly on normal day-to-day operational issues. Any requests for meetings with the Premier on subsequent occasions should be channelled through the DPIE.

Miscellaneous - Please be aware that smoking is prohibited in all Queensland Government buildings and motor vehicles, and at Government House. It is a legal requirement in Australia that seat belts be worn while travelling in a motor vehicle.

Identification - It is recommended that the HOP and any accompanying staff carry government issued identification with them at all times.

Enquiries - All enquiries regarding official appointments should be directed to:

- The Director
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