

- Charging for services; and
- Providing more focus on trade in existing markets.

The Department should:

- Reduce bureaucracy and reduce reporting requirements;
- Stop cutting budgets;
- Stop restructuring;
- Stop setting priorities (that it won't follow through on); and
- Stop dealing with non-export ready companies.

The Department should *keep*:

- Information updated and accessible;
- Providing industry sector training and education;
- Using and improving information technology;
- The Outreach program;
- Implementing export development plan; and
- Improving WIN.

Also, when asked to mention tasks which employees consider to be an inefficient use of their time, the overwhelming majority of responses (of which there were 540) centred around administrative tasks, reports for HQ, and "paperwork". Together these responses account for 54% of all responses. In addition, 9% of responses referred to non-export ready companies, and a further 8% referred to time spent on task which are inconsistent with Post or Department priorities.