



Australian Government
Austrade

15 August 2008

Mr Raymond Gillman
Ausgrant Consultants Pty Ltd
4 Strone Avenue
WAHROONGA NSW 2076

RECEIVED
21 AUG 2008
BY:

Dear Raymond

RE: CONSULTANT KEY PERFORMANCE INDICATORS

I am writing to advise you of your results against the Key Performance Indicators contained within the COPAC Code of Practice for 2007-08 year (up to 31 July 2008).

As you may be aware, consultants who satisfy all COPAC mandatory requirements and have achieved the Key Performance Indicator [KPI] targets agreed by COPAC with Austrade will be eligible for inclusion on the Austrade website accompanied by appropriate text.

It is Austrade's intention that an initial list be determined and posted on the Austrade website as soon as possible. The listing will be mentioned to applicants at Austrade's coaching workshops and be distributed by the Export Advisory line.

Your results against the KPI's are as follows:-

	KEY PERFORMANCE INDICATOR	COPAC TARGETS (as amended)	YOUR RESULT
1.	Slippage	<12.5% by value	0.60%
2.	Nil Variations	50% to have no variation	71.40%
3.	Assessment Reviews	< 5% unsuccessful	0
4.	Claims Turnaround *		100%
5.	Number of Claims	Lodge > 5	

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* Claims Turnaround is based on the number finalised for pre 31 October and post 31 October applications meeting the eight [8] and seven [7] week targets respectively. The KPI report provides separate results for each target.

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