



## Visiting Delegations Policy

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The NSW Department of Community Services (DoCS) is pleased to receive visits from overseas delegations in circumstances where the proposed visit:

- relates to issues of DoCS' responsibility, and has been organised through a Federal counterpart of one of the Department's service areas (such as the Department of Family and Community Services), or formally by the NSW Government
- relates to issues of DoCS' responsibility and it is sought at an official level either directly by the government of the country concerned, or through its local consul or embassy
- is a part of broader activities co-ordinated by another NSW or Federal Government agency.

DoCS' Visiting Delegations Policy is applied to all requests relating to visiting international delegations. The Policy is:

- A minimum of 6 weeks notice must be provided to the Department in writing prior to the proposed visit date to enable sufficient time for arrangements to be made.
- All visit requests must be accompanied by an official letter of request from the organisation that is sponsoring the visit.

Official letters of request must include the following details:

- a. Confirmed date of delegation visit
- b. Where the delegation is from (country and organisation)
- c. Delegates names
- d. Delegates titles
- e. Purpose of visit
- f. Specific outcomes the delegation wishes to achieve
- g. Key areas of interest within DoCS
- h. Whether an interpreter will be accompanying the delegation.

Where insufficient information has been provided, DoCS may seek further information from the organisation sponsoring the visit.

- Visits are subject to DoCS having the available resources to meet with the international delegation at the requested time and the request being relevant to DoCS' areas of responsibility.
- A fee is charged for visits by international delegations booked through private organisations. The fee structure (including GST) is:

1-2 hour visit	\$750
Half (½) day visit	\$1,500
One (1) day visit	\$3,000

Payment for visits is to be made by cheque on the day of the visit to DoCS. Cheques should be made payable to 'NSW Department of Community Services'. An invoice will be sent with the letter of acceptance.

There is no fee for official government requests which have come through the relevant embassy or consul in Australia, however verification will be required from the embassy or consul that the request is part of an official government visit.

Any requests for exemptions from the above fees should be put in writing and referred to:

Director, Media and Communication  
NSW Department of Community Services  
Locked Bag 28  
Ashfield NSW 1800

- DoCS is not responsible for providing transport to and from the Department, catering or accommodation arrangements. These arrangements and costs are to be met by the international delegation.
- Requests by international delegations to visit DoCS should be sent to:

Director, Media and Communication  
NSW Department of Community Services  
Locked Bag 28  
Ashfield NSW 1800  
Tel: +61 2 9716 2752  
Fax: +61 2 9716 2677

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#### Important notes

- DoCS will generally not agree to participate in visits sought by educational bodies or private for profit business operations.
- DoCS reserves the right to charge in cases where agreement is reached to host visiting delegations. A schedule of fees may be provided where relevant.
- Delegations seeking a national perspective may first wish to approach the Department's Federal counterpart, the Commonwealth Department of Family and Community Services ([www.facs.gov.au](http://www.facs.gov.au)).
- DoCS may decline requests that do not contain adequate information.
- DoCS will decline requests that inappropriately divert departmental resources from core business and/or are not related to corporate objectives.
- All requests will be considered, however the decision of the Department is final and negotiation will not be entered into.
- Media and Communication will refer requests that meet criteria to the relevant business area, which if it accepts the request, will be responsible for coordination of the visit. Executive Director approval is required.