



HIGHLIGHTS

Office of Inspector General
United States Department of State

ISP-I-20-07

What OIG Inspected

OIG inspected executive direction, policy and program implementation, resource management, and information management operations of Embassy Canberra. The inspection included Consulates General Melbourne, Perth, and Sydney.

What OIG Recommends

OIG made 22 recommendations to Embassy Canberra to improve mission operations, 1 of which OIG closed with the issuance of this report.

In its comments on the draft report, Embassy Canberra concurred with 20 recommendations and neither agreed nor disagreed with 1 recommendation. OIG considers all 21 recommendations resolved. The embassy's response to each recommendation, and OIG's reply, can be found in the Recommendations section of this report. The embassy's formal written response is reprinted in its entirety in Appendix B.

February 2020

OFFICE OF INSPECTIONS

BUREAU OF EAST ASIAN AND PACIFIC AFFAIRS

Inspection of Embassy Canberra and Constituent Posts, Australia

What OIG Found

- The newly arrived Ambassador, Deputy Chief of Mission (formerly Chargé d'Affaires), and acting Deputy Chief of Mission established clearly defined goals and priorities for Mission Australia. They effectively employed a wide variety of mechanisms to communicate and coordinate their activities across the spectrum of external engagements with the Government of Australia and other stakeholders.
- Mission Australia generally implemented required processes and procedures in accordance with Department of State standards. However, a more than 2-year gap between ambassadors increased duties for both the Chargé d'Affaires and acting Deputy Chief of Mission, which detracted from Front Office oversight of internal operations.
- Residential safety certifications of more than 200 Department of Defense personnel under chief of mission authority did not comply with Department standards.
- Embassy Canberra effectively promoted information technology innovation and new programs and supported frequent regional high-profile visits. However, the embassy did not enforce standard procedures for the mission's information security program.
- **Spotlight on Success:** Embassy Canberra's chief of mission's letter mandating participation by the embassy in all high-level official visits increased the embassy's ability to support U.S. policy objectives.
- **Spotlight on Success:** The Financial Management Office used a process audit to improve its operations, productivity, and training.
- **Spotlight on Success:** Consulate General Perth's use of an information technology configuration tool to collectively update computer systems resulted in consistently high compliance scores with Department configuration standards.