

Fair Trading Racing

Annual Report 2001-2002

Department of Tourism, Racing and Fair Trading



Queensland Government
Department of **Tourism, Racing and Fair Trading**
Incorporating
Liquor Licensing



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Government**

Department of
Tourism, Racing and Fair Trading

incorporating
Liquor Licensing

The Honourable Merri Rose MP
Minister for Tourism and Racing and
Minister for Fair Trading
Level 26, 111 George Street
BRISBANE QLD 4000

Dear Minister

I am pleased to present the Annual Report of the Department of Tourism, Racing, and Fair Trading for the 2001-2002 financial year.

The Report highlights the performance and achievements of the department, and identifies the challenges and sets the direction for the coming year.

The Report was prepared in accordance with:

- the *Financial Administration and Audit Act 1977*;
- the *Financial Management Standard 1997*;
- the Public Accounts Committee Report No 59 (Dec 2001) *Annual Reporting in the Queensland Public Sector*;
- other legislative requirements; and
- guidelines issued by the Department of the Premier and Cabinet.

I commend this Report to you for presentation to Parliament.

Yours sincerely

David Williams
Director-General

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Communication objective

This report provides an overview of the financial and non-financial performance of the Department of Tourism, Racing and Fair Trading during the past financial year as required under the *Financial Administration and Audit Act 1977*.

It also demonstrates how the department works to enhance the social and economic value of the State's multi-million dollar marketplace and tourism, liquor and racing industries.

Designed to be reader friendly, this report provides members of the community, industry and government with a concise profile of the department, an overview of its operations and its key achievements, and an account of how it spent public monies in the 2001-2002 financial year.

Information in this report was sourced from the department's *Strategic Plan 2002-2006*, the *Ministerial Portfolio Statement*, divisional operational plans, policies, the Board of Management and associated committees, and from key units and staff.

Copies are available to members of the public on request or can be downloaded from the department's website at www.dtrft.qld.gov.au.

Readers are invited to comment on the effectiveness of this report in communicating the department's performance and achievements in the past financial year. Please return the Reader Survey provided by facsimile or by completing the electronic form on our website at www.dtrft.qld.gov.au

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About the department

Our purpose

The role of the Department of Tourism, Racing and Fair Trading is to foster an effective Queensland marketplace and encourage responsible and sustainable growth in the racing, liquor and tourism industries.

A fair, efficient and competitive marketplace plays an important part in the economic development of the State. Our role in regulating general marketplace conduct, as well as regulating specific industry sectors through registration and licensing systems, codes of conduct and other prescribed standards, helps to build consumer and business confidence in the marketplace.

The continued development of the tourism, racing and liquor industries contributes significantly to stimulating business investment and job creation. We work to ensure our legislation, policies and programs encourage responsible and sustainable expansion of these industries.

Corporate history

The department was created in February 2001 when the Department of Tourism and Racing was renamed the Department of Tourism, Racing and Fair Trading. The Office of Fair Trading was transferred from the former Department of Equity and Fair Trading and the Tourism Taskforce was transferred from the Department of State Development and renamed Tourism Development. The *Queensland Building Tribunal Act 2000* also became the responsibility of the department.

Department

The department is made up of four key operational areas:

- Office of Fair Trading;
- Liquor Licensing Division;
- Racing Division; and
- Service Delivery and Development Division.

Additionally, the Executive and Corporate Services Division provides business support services to those operational areas, executive support services to the Director-General and the Minister's Office and strategic planning and policy coordination.

The department delivers services and programs through a network of Brisbane and regional offices in Cairns, Townsville, Mount Isa, Mackay, Rockhampton, Wide Bay/Burnett, Maroochydore, Toowoomba and Southport.

The Service Delivery and Development Division was established in March 2002 to support integrated customer service delivery arrangements for Fair Trading and Liquor Licensing in regional areas.

Resources

The department employed the fulltime equivalent of 525 staff and had an operating budget of \$53.9 million at 30 June 2002.

Key clients and stakeholders

The department has a wide range of clients and stakeholders, including:

- the people of Queensland;
- the Queensland Government;
- consumers and traders/businesses;
- the racing industry;
- the liquor industry; and
- the tourism industry.

Strategic leadership

The department provides the strategic leadership for the implementation of the Queensland Government's Growing Tourism Strategy, a whole-of-government blueprint for ensuring the continued prosperity of one of the State's largest industries.

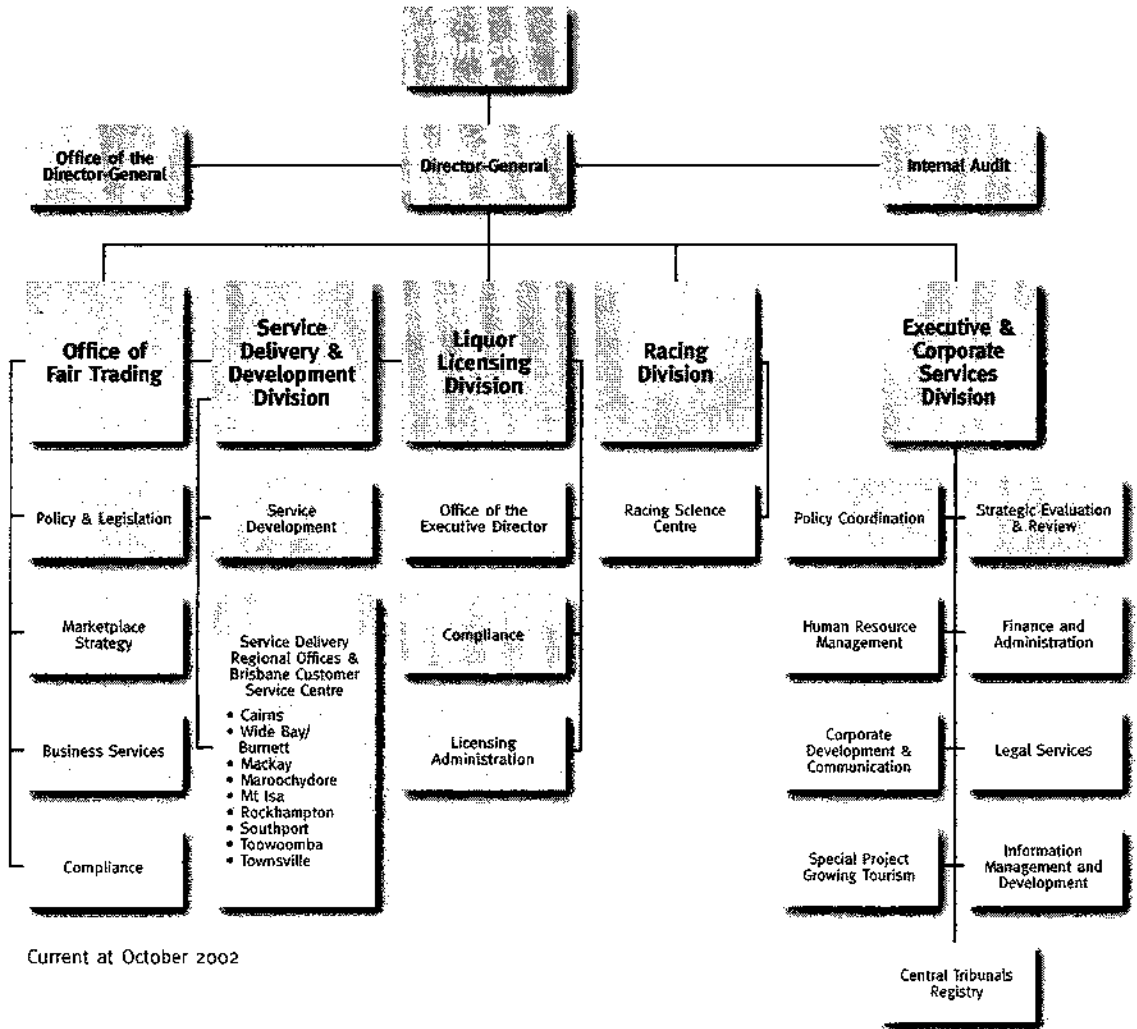
The department's Growing Tourism Unit provides the secretariat for the Growing Tourism Senior Officers Steering Committee and works across government to develop and lead policy initiatives aimed at driving sustainable growth of the tourism industry.

The department, in partnership with Tourism Queensland, is also leading the development and implementation of the Commercial and Tourism Aviation Plan to provide strategic direction to increase air services to and within Queensland.

How we contribute to Queensland's economic growth

<p>More jobs for Queensland – skills and innovation – the Smart State</p>	<p>Assisting the tourism, liquor and racing industries to grow and develop in a responsible and sustainable manner helps stimulate business investment and job creation in these and related industries.</p> <ul style="list-style-type: none"> • We play an important role in regulating general marketplace conduct and ensuring businesses adopt responsible trading practices, helping to build business and consumer confidence in the marketplace. A fair and transparent marketplace helps drive economic development and job creation. • We maintain public confidence in the racing industry by testing for prohibited substances in racing animals, helping to improve the industry's economic viability.
<p>Safer and more supportive communities</p>	<ul style="list-style-type: none"> • Undertaking consumer fraud prevention projects, promoting socially-responsible and safe liquor industry practices and implementing initiatives to minimise harm and crime associated with the consumption of alcohol all help reduce crime and build safer and more socially-cohesive communities. <p>By ensuring goods for sale are safe, we help protect Queensland families from injury.</p>
<p>Community engagement and a better quality of life</p>	<p>Our work in promoting the responsible service and consumption of alcohol, and investigating and resolving complaints about unfair trading practices and licensed premises that affect communities and individuals, helps improve people's quality of life.</p> <p>Purchasing goods and services is an important part of every person's daily life. We help all Queenslanders by ensuring the marketplace operates fairly, and by providing people with information that helps them make more informed purchasing decisions.</p> <p>Working with Indigenous communities to find practical and effective ways to address the impact of alcohol helps address the disadvantage people living in these communities experience.</p>
<p>Building Queensland's regions</p>	<ul style="list-style-type: none"> • Assisting the tourism, liquor and racing industries to grow and develop helps provide job security and diversity of activity in rural and regional areas.

Organizational Structure



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(at October 2002)

Fair Trading

All Saints Church Lands Act 1924
All Saints Church Lands Act 1960
Anglican Church of Australia Act 1895
Anglican Church of Australia Act 1977
Anglican Church of Australia Constitution Act 1961
Anglican Church of Australia (Diocese of Brisbane)
Property Act 1889
Ann Street Presbyterian Church Act 1889
Associations Incorporation Act 1981
Bills of Sale and Other Instruments Act 1955
Bishopsbourne Estate and See Endowment
Trusts Act 1898
Boonah Show Ground Act 1914
Business Names Act 1962
Charitable Funds Act 1958
Chinese Temple Society Act 1964
Churches of Christ, Scientist, Incorporation Act 1964
Classification of Computer Games and Images
Act 1995
Classification of Films Act 1991
Classification of Publications Act 1991
Collections Act 1966
Consumer Credit Code
Consumer Credit (Queensland) Act 1994
Cooperatives Act 1997
Credit Act 1987
Credit (Rural Finance) Act 1996
Disposal of Uncollected Goods Act 1967
Factors Act 1892
Fair Trading Act 1989
Funeral Benefit Business Act 1982
Guides Queensland Act 1970
Hire-purchase Act 1959
Invasion of Privacy Act 1971
Land Sales Act 1984
Liens on Crops of Sugar Cane Act 1931
Mercantile Act 1867
Mobile Homes Act 1989
Motor Vehicles Securities Act 1986
Partnership Act 1891
Partnership (Limited Liability) Act 1988
Pawnbrokers Act 1984
Presbyterian Church of Australia Act 1900
Presbyterian Church of Australia Act 1971
Profiteering Prevention Act 1948
Property Agents and Motor Dealers Act 2000

Queensland Congregational Union Act 1967
Queensland Temperance League Lands Act 1985
Residential Services (Accreditation) Act 2002
Retirement Villages Act 1999
Returned & Services League of Australia
(Queensland Branch) Act 1956
Returned Servicemen's Badges Act 1956
Roman Catholic Church (Corporation of the
Sisters of Mercy of the Diocese of Cairns) Lands
Vesting Act 1945
Roman Catholic Church (Incorporation of Church
Entities) Act 1994
Roman Catholic Church Lands Act 1985
Roman Catholic Church (Northern Lands)
Vesting Act 1941
Roman Catholic Relief Act 1830
Sale of Goods Act 1896
Sale of Goods (Vienna Convention) Act 1986
Salvation Army (Queensland) Property Trust Act 1930
Scout Association of Australia Queensland Branch
Act 1975
Sea-Carriage Documents Act 1996
Second-hand Dealers and Collectors Act 1984
Security Providers Act 1993
Storage Liens Act 1973
Trade Measurement Act 1990
Trade Measurement Administration Act 1990
Travel Agents Act 1988
United Grand Lodge of Ancient Free and Accepted
Masons of Queensland Trustees Act 1942
Uniting Church in Australia Act 1977
Wesleyan Methodists, Independents,
and Baptists Churches Act 1838

Liquor Licensing

Liquor Act 1992
Wine Industry Act 1994

Racing

Eagle Farm Racecourse Act 1998
Racing and Betting Act 1980
Racing Venues Development Act 1982

Other

Queensland Building Tribunal Act 2000
Tourism Queensland Act 1979
Traveller Accommodation Providers (Liability)
Act 2001

Director-General's message



David Williams

David has 27 years experience as a chief executive officer in the tourism, sport, liquor licensing, racing and event industries.

He has a Masters Degree in Education, majoring in Sport and Leisure Management and has held the following positions:

- Director-General, Queensland Department of Tourism, Sport and Racing
- Chief Executive, Queensland Events Corporation
- Deputy Secretary of the Tasmanian Department of Tourism, Sport and Racing
- Director of the Tasmanian Department of Sport and Recreation
- CEO, University of Queensland Sports and Recreation Association
- Director, Boarshead Country Club, USA

David has been instrumental in the evolution of Masters sporting events in Australia.

He is a member and past chairman of the International Board of Governors of the World Masters Games. He has also pioneered the development of government-sponsored event corporations in Tasmania and Queensland and has secured many notable events, including:

- World Rowing Championships
- World Cup Orienteering
- World Triathlon Championships
- World Gymnastic Championships
- World Mountain Bike Championships
- World Veterans Athletic Championships
- World Masters Games
- Goodwill Games
- Rotary International Convention

The department faced enormous challenges in every sphere of its operations in the 2001-2002 financial year.

Growing Tourism

In tourism, the department led the implementation of the Growing Tourism Strategy, a blueprint for government agencies to work together with industry to promote sustainable tourism in Queensland.

The importance of this initiative came into sharp focus when the industry, which employs 151,000 Queenslanders and is the State's second largest export earner, worth more than \$14.6 billion a year, was under threat last year in the wake of international terrorism and the collapse of domestic airline Ansett.

The new level of cooperation the Strategy has fostered proved pivotal in helping the Government and industry to respond effectively to the crisis. A range of Government-backed initiatives were quickly launched that helped to insulate Queensland tourism to a large degree from the disastrous fallout felt in other states and territories.

In 2002-2003, the department will lead the expansion of the Growing Tourism framework to achieve a stronger regional focus.

Promoting fair trading

During 2001-2002 the department's Office of Fair Trading began a comprehensive review of the fair trading regulatory framework to identify opportunities for legislative reform. This included legislative amendments and new regulations covering introduction agencies, payday lending, land sales, motor vehicle securities and the Consumer Credit Code.

One of the most significant pieces of fair trading legislation, the *Property Agents and Motor Dealers Act 2000*, came into effect on 1 July 2001 to regulate the activities and conduct of real estate agents, property developers, motor dealers, auctioneers, commercial agents, property marketers, pastoral houses and restricted letting agents. The Office also amended the Act and established an Enforcement Unit to combat property marketing. It will review the Act in 2002-2003

to ensure it has achieved greater protection for consumers and higher professional standards for industry.

In 2002-2003 the Office will also embark on a major review of the *Fair Trading Act 1989* and maintain a strong compliance monitoring presence in the marketplace, in particular regarding introduction agents, fitness providers, marketing, fuel quality, property agents, motor dealers and new mandatory product safety standards.

Responsible consumption of liquor

The department's Liquor Licensing Division continued to spread the responsible consumption of liquor message across the State in 2001-2002.

The division consulted with licensees, police and community stakeholders in Brisbane, Logan City, Rockhampton, Gladstone and Mt Isa to develop alcohol management plans focusing on local issues to improve the operation of licensed premises. It also worked with Aboriginal and Torres Strait Islander people to develop relevant and workable solutions for the management of alcohol within their communities.

Significant amendments were made to the *Liquor Act 1992* and *Wine Industry Act 1994* including relaxation of take away limits for licensed clubs, allowing casual drinking at restaurants without food, reinforcing the Government's prohibition on supermarket selling of liquor and encouraging further development within the Queensland liquor industry.

In 2002-2003 the division will continue to play a vital role in the strategic and operational response to the Government's Cape York Justice Study which has led to a concerted cross-agency effort to address alcohol-related issues in Indigenous communities.

Racing industry reform

During 2001-2002 the department's Racing Division conducted major reviews of the governance structures of the Queensland thoroughbred, greyhound and harness racing codes.

The reviews recommended that code control bodies be structured as companies and a two-stage

process be used to allow the thoroughbred code to adapt to change. Subsequently, the Queensland Thoroughbred Racing Board was established to replace the previous control body and design a company model for consideration by the Government by October 2003.

The division also drafted the Racing Bill 2002, which will repeal the *Racing and Betting Act 1980* and provide a modern legislative framework for the management and regulation of the Queensland racing industry.

In 2002-2003 the division will monitor the control bodies' progress towards structural reform.

Residential services industry regulation

Some of our community's most vulnerable people will be protected by a new regulatory scheme developed by the department during 2001-2002 to introduce mandatory registration and accreditation of residential services providers. The *Residential Services (Accreditation) Act 2002* was passed by Parliament in May 2002 and a new Accreditation Unit set up in the Office of Fair Trading to accredit and monitor the residential services industry including boarding houses and aged rental accommodation.

Working towards reconciliation

The department and Tourism Queensland jointly developed the Reconciliation Strategy 2002-2004 to outline how we will help the government advance reconciliation and address the social and economic disadvantages experienced by many Indigenous Queenslanders.

The Strategy, supported by a practical action plan, seeks to impart real benefits for Aboriginal and Torres Strait Islander people in the areas of tourism, racing, fair trading and liquor licensing.

Building organisational capability

While the department tackled these major external issues during the financial year, the merging of the Office of Fair Trading into the department in February 2001 created several internal challenges.

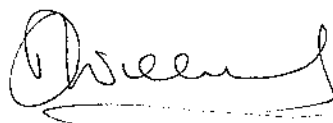
We needed to ensure a smooth transition of the Office into the department; to review, blend and establish new business processes and systems including human resource, information technology and financial systems; and most importantly, promote a shared understanding of the new department among staff.

We focused on strengthening our corporate governance structure and organisational capability to provide a strong platform for improved service delivery. We merged two divisions, Strategy and Executive Services and Business Support Services, into one division, the Executive and Corporate Services Division, to provide support to the Minister and for our operational divisions. We also created a new division, Service Delivery and Development Division, to enhance regional service delivery.

The development of the new department's first strategic plan provided the foundation for our future planning and a guide for our activities over the next five years. It has helped us to identify major issues facing the department and long-term strategies for achieving our objectives and performance indicators for gauging our success. In the year ahead we will further strengthen the department's strategic management framework, risk management and performance measurement.

The department's staff and management have been remarkable in adapting to so much organisational change while still delivering on the host of external initiatives the department undertook during the past year. Without their dedication and the engagement of our stakeholders we could not have achieved so much so soon.

This gives me great confidence as we face another challenging year ahead striving to develop the tourism, racing and liquor industries and improve marketplace integrity to contribute to the social and economic prosperity of all Queenslanders.



Highlights for 2001-2002

The department supported the introduction of eight Bills into Parliament, including key reforms to address property marketeering, accreditation for the residential services industry, regulation of the racing industry and changes to the portfolio's tribunals. Nineteen regulations were amended or introduced and a further 13 regulatory reviews were undertaken to ensure our legislative base is in line with the National Competition Policy.

Fair Trading

- Introduction of the *Property Agents and Motor Dealers Act 2000* – one of the most significant pieces of consumer legislation ever passed in Queensland. The Act provides new protections for consumers buying property and used cars, including statutory warranties, cooling-off periods and tougher penalties for non-compliant operators and gives the department's Office of Fair Trading staff greater powers to deal with consumer complaints.
- An enforcement unit was set up in the Office of Fair Trading and the *Property Agents and Motor Dealers Act 2000* amended to combat the practice of two-tier marketeering of residential and investment property.

Other key policy reforms by the Office were also initiated in the areas of retirement villages, pay day lenders, the fitness industry, mobile homes and introduction agencies.

Liquor Licensing

- The department's Liquor Licensing Division undertook a substantial implementation program following amendments to both the *Liquor Act 1992* and the *Wine Industry Act 1994* which commenced on 1 July 2001. The division developed a framework for assessing public interest of applications following consultation with stakeholders. Additionally, the division reviewed and updated its forms, database, website and other publications.

The division worked closely with a number of other government and community agencies in response to the Cape York Justice Study report.

Substantial progress was made in developing amendments to the Liquor Act that address the issue of alcohol abuse in Indigenous communities. A sly grog awareness campaign was conducted, and work continued on cementing partnerships between the division and Indigenous communities, and developing alcohol management plans for those communities.

- The division undertook a review of the Liquor Regulation 1992 to assess the continuing relevance and rationale for the regulation and began a review of all liquor licences to ensure consistency with new amendments to the Liquor Act and the Wine Industry Act.

Racing

- Carried out Ministerial reviews of the governance of the thoroughbred, harness and greyhound codes to ensure they are well equipped to deal with the challenges of an increasingly competitive gaming and leisure market.

Queensland Thoroughbred Racing Board established to replace the Queensland Principal Club. Five independent board members appointed to establish a company as the control body for thoroughbred racing.

- Regional Racing Council established to supervise regional and country non-TAB racing.
- Racing Science Centre facilitated development of an emergency animal disease management strategy in consultation with the racing industry, the department of Primary Industries and other stakeholders.

Tourism

- In May 2001 the Premier Peter Beattie launched the Growing Tourism Strategy, a whole-of-government blueprint for ensuring the continued prosperity of one of the State's largest industries. The Strategy aims to maximise opportunities for the growth of the industry which generates more than \$14.6 billion a year for the economy and more than 151,000 jobs for Queenslanders.

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- In the first year, all 146 initiatives in the Growing Tourism Action Plan were either completed, were being actioned or are now on-going.
 - Growing Tourism Progress Report 2001-2002 identified areas for future development including regionalising Growing Tourism, aviation, infrastructure, education and training, environment and health and safety issues.

Residential Services

- Queensland became the first Australian state to introduce mandatory accreditation of accommodation providers and minimum standards for the residential services industry with the introduction of new laws, the *Residential Services (Accreditation) Act 2002* (to be administered by the department) and the *Residential Services (Accommodation) Act 2002* (to be administered by the Residential Tenancies Authority). The laws protect about 10,000 vulnerable people living in more than 500 supported accommodation, boarding houses and aged rental complexes across the State.

Tribunals

- Reviewed the effectiveness, efficiency and accessibility of the portfolio's eight tribunals.
- Three-stage tribunals reform process began including bringing the tribunals into one central location and the administrative support under the Central Tribunals Registry; appointment of a single chairperson for the Queensland Building Tribunal, Property Agents and Motor Dealers Tribunal and Retirement Villages Tribunal; and the creation of a new consolidated tribunal.

Performance summary 2001-2002

Outcome 1: Trading Services

Goal	Strategies	Key Performance Measures	Target 01-02	Actual 01-02	Comment
Business and consumer confidence in the marketplace and its integrity	Maintain a fair trading framework that balances the needs of businesses and consumers	Customers provided with information and advice (includes phone, counter and website contacts)	7.2 million	14.3 million	Number of telephone contacts has reduced but traffic to the Office of Fair Trading's new website has significantly increased over the last year.
	Improve access to information for businesses and consumers	Extent of redress and estimated savings achieved for consumers	\$4 million	\$3.2 million	The shortfall in the amount of redress expected for consumers is due to the requirement for claims not finalised at 30 June 2001 to be subject to new claims procedures under the <i>Property Agents and Motor Dealers Act 2000</i> .
	Provide effective consumer protection	(includes redress achieved through claims against the <i>Property Agents and Motor Dealers Act 2000</i> , outcomes of complaints handled, marketplace dispute resolution and savings achieved through identification of underweight measures)			
	Ensure businesses operate responsibly				
	Provide effective administrative infrastructure for the marketplace				
		% of complaints satisfactorily resolved	80%	75%	
		Number of businesses monitored for compliance	22,500	32,199	The Office of Fair Trading focused strongly on proactive compliance checks relating to new Property Agents and Motor Dealers legislation.
	Extent of complying businesses checked by the Office of Fair Trading	95%	85%	The extent of business compliance is lower than estimated as proactive compliance efforts were directed towards particular traders with a complaint history. This focus on problem traders has resulted in a lower compliance rate which is unlikely to be representative of Queensland businesses in general.	

Output: Liquor Industry Services

Goal	Strategies	Key Performance Measures	Target 01-02	Actual 01-02	Comment
A dynamic liquor industry which embraces responsible practices	Maintain a policy framework that facilitates economic development and social responsibility by the liquor industry	Number of major projects undertaken to minimise harm and crime associated with alcohol consumption	4	4	Target achieved
	Ensure responsible, licensed participation in the industry	Number of Indigenous communities being assisted to develop alcohol management plans	9	9	Target achieved
	Promote socially responsible consumption of alcohol	% of complaints resolved	95%	96%	Target achieved
	Implement initiatives to minimise harm and prevent crime associated with the consumption of liquor	% of *front-end licensing activities completed within nominated timeframes	95%	99%	Target achieved

*NB Front-end licensing activities are carried out before an application is considered and include site visits and risk assessments by the Liquor Licensing Division of premises making applications considered high risk e.g. new licences, extended hours.

Output: Racing Industry Services

Goal	Strategies	Key Performance Measures	Target 01-02	Actual 01-02	Comment
An economically sustainable and publicly accountable racing industry	Develop a regulatory and policy framework aimed at devolving responsibility for self-management to the Queensland racing industry	Number of significant initiatives implemented to support and assist the racing industry	15	15	Target achieved
		Number of racing industry property asset transfer projects completed	4	4	Target achieved
	Test for prohibited substances in racing animals	Number of samples taken by the Racing Science Centre	14,000	18,235	Target exceeded
	Provide drug and associated integrity control research, education and advisory services to the racing industry	% of drug sample analyses completed within 10 working days	90%	95%	Target exceeded

Output: Strategic Policy Advice

Goal	Strategies	Key Performance Measures	Target 01-02	Actual 01-02	Comment
Provide strategic input into policy development work of the portfolio	Improve our policy processes to become a best practice policy organisation	Number of key policy development projects undertaken	35	36	Target exceeded
		Number of submissions prepared for Cabinet	40	39	-

Fair trading services



Matt Miller

Commissioner for
Fair Trading

Matt Miller was appointed Commissioner for Fair Trading in October 2000, following a secondment into the role in January 2000 from his role as chief executive officer of the Queensland Building Services Authority. Matt has worked in the Queensland public sector for nearly 30 years in portfolios covering environment, local government, public housing, the building and construction industry and now fair trading. This has provided Matt with extensive regulatory experience. Matt also has demonstrable success in leading revitalisation of organisations, something which is central to his current role as Commissioner in leading not only major performance improvement initiatives in the Office of Fair Trading but also in implementing an e-business strategy.



About the Office of Fair Trading

The Office of Fair Trading contributes positively to industry development and economic growth through delivering effective industry regulation, building consumer and business confidence and improving the integrity of the Queensland marketplace.

The Office maintains a fair trading policy and legislative framework that balances the interests of consumers and business. It provides information and advice to

consumers and business on fair trading matters, and licensing and registration services for business, cooperatives and non-profit organisations.

The Office also provides access to appropriate redress for consumers and monitors compliance with fair trading standards and legislation. These activities make a significant contribution to the continued development of a dynamic and competitive trading environment in Queensland.

Functions

The Office conducts a range of activities and services to create the right marketplace context (standards and laws) and to deliver appropriate compliance and quality communication strategies. Its key functions are:

- maintaining and improving fair trading legislation to ensure a proper balance of consumer and business needs including development of new regulatory strategies for areas showing potential for improper trader behaviour and consumer detriment;
- ensuring businesses operate responsibly, through proactive and reactive enforcement action and education activity;
- providing access to appropriate redress for consumers and complaint investigation and resolution;

providing customer-oriented registration, licensing and trade measurement standards services; and

- advising businesses and consumers about scams and responsible behaviour through proactive and reactive information, education and communication campaigns.

Key Stakeholders

The Office has a broad range of stakeholders with interest in its business activities, including:

- peak business and industry groups across the Queensland marketplace;
- consumer groups and community agencies, particularly those relating to disadvantaged and vulnerable groups;
- government agencies in Queensland and other states;
- state and federal marketplace regulators including the Australian Competition and Consumer Commission and the Australian Securities and Investment Commission; and
- individual businesses and consumers.

Goals for 2001-2002

- Responsible Businesses
- Consumer Protection
- Informed Businesses and Consumers
- Effective Administrative Infrastructure for the Marketplace
- Contemporary Fair Trading Framework

Results

Responsible businesses

- Initiated major enforcement actions against property marketeers through a newly established Strategic Compliance and Enforcement Unit.
- Conducted statewide enforcement campaigns on adult shops, second-hand dealers and market traders resulting in prosecutions and increased compliance with the law.

- Significantly increased proactive monitoring of business compliance with legislative requirements and standards, focusing on the real estate and motor trade sectors, consumer product safety issues and business names registration requirements.
- Successfully prosecuted persons involved in major fraud including imprisonment of motor dealers involved in Queensland Motor Auctions for misappropriation of trust monies, and \$0.1 million fines for QSD New Cars Proprietary Limited, and the company director for odometer tampering.
- Received and processed 11,946 written complaints and obtained \$3,209,751 in redress for consumers. 1,498 enforcement actions were undertaken and 79 individuals and businesses were successfully prosecuted by the Office of Fair Trading for more than 250 breaches of consumer and business legislation in the 2001-2002 financial year. Only three others escaped conviction.

Consumer protection

- Finalised new national product safety guidelines for showbags, and product safety standards for baby walkers and bunk beds.
 - Introduced bans on the importation or sale of Konjac jellies and coloured mothballs.
 - Re-established the Consumer Product Safety Committee which will contribute to greater community involvement in the development of critical product safety initiatives and strategies to improve the safety of a wide range of household products.
- Progressed the development of AUZSHARE, a national consumer fraud alert system to be implemented in 2002-2003, with fair trading agencies in other Australian states and New Zealand.
- Completed major investigations into loan sharking in conjunction with the Queensland Police Service and initiated legal actions against 12 fringe credit providers seeking civil penalties, cessation of their activities and consumer compensation.

Prevented more Queenslanders being caught in an overseas scam mail fraud through collaborative action with Australia Post.

Informed businesses and consumers

- Developed an updated *Good Business Guide* to help businesses understand their legislative responsibilities and to promote good business practices. More than 150,000 copies have been distributed to new and existing businesses since March 2001.
- Developed and promoted new and updated information resources for vulnerable consumers including Indigenous people, people from non-English speaking backgrounds, young people, seniors and people with vision impairments.
- Developed and promoted two very popular new consumer guides:
 - *Glovebox Guide: A guide to buying and owning a car* in collaboration with the Royal Automobile Club of Queensland and the Motor Trades Association of Queensland; and
 - *How to deal effectively with the Hard Sell*, with the support of the New South Wales Department of Fair Trading.

Launched a new website (www.fairtrading.qld.gov.au) that incorporates improved quality of information for businesses and consumers and e-mail lodgement of complaint forms.

- Completed and evaluated three effective fraud prevention projects as part of a joint State/ Commonwealth Government National Crime Prevention Program:
 - *Protecting Seniors Against Mail Fraud* in Toowoomba and the Sunshine Coast;
 - *Campaign Against 'Blowers' Invoice Fraud* in Logan; and
 - *Heads Up Community Fraud Prevention Strategy* on the Gold Coast.
- Implemented communication strategies to enhance business and consumer awareness of e-commerce, environmental issues, property and motor dealing regulation, product safety and trade measurement issues.

- Evaluated grant funding and implemented new procedures, in collaboration with stakeholders, to deliver more strategic and effective communication and education to consumers and businesses.

Effective administrative infrastructure for the marketplace

- Upgraded the business names registration system to reduce customer wait times and integrated multiple receipting systems to simplify receipting for customers paying for multiple transactions.
- ◊ Began development of a new fair trading licensing system, with completion expected in 2002-2003.
- ◊ Introduced legislative amendments to enable the implementation of new phone payment options, triennial renewals for business names registrations and alternative payments options for customers accessing the register of liens on sugar cane crops in 2002-2003.

Contemporary fair trading framework

- Completed 13 scheduled National Competition Policy reviews of legislation and began implementation of the outcomes of the reviews.
- Developed a policy response in relation to proposed regulation of inbound tour operators and tour guides.
- ◊ Developed a policy discussion paper to address marketplace issues in relation to finance brokers.
- ◊ Conducted major policy reviews of the *Retirement Villages Act 1999* and the *Mobile Homes Act 1984* and identified necessary legislative reforms.
- Completed significant amendments to:
 - *Property Agents & Motor Dealers Act 2000* to address property marketeering;
 - *Land Sales Act 1984* to enable large projects with long development timelines to proceed without compromising consumer safeguards;

- Uniform Consumer Credit Code to bring payday lenders within the Code and to introduce mandatory comparison interest rates on fixed loan products;
- *Retirement Villages Act 1999* to protect residents' in-going contributions; and
- Repealed redundant legislation including the *Hawkers Act 1984*, *Loan Fund Companies Act 1982* and the credit reporting provisions of the *Invasion of Privacy Act 1971*.

Future Directions

Fairer trading

- Develop an integrated fair trading 'Smart Marketplace Strategy' to address emerging issues.
- Develop and implement an Aboriginal and Torres Strait Islander 'Fair Go' strategy to curb the growing incidence of Indigenous consumer detriment.
- Extend the marketplace research program and analyses of customer data to inform the Office's strategies and activities.

Responsible businesses and consumers

- ◊ Maintain a strong compliance monitoring presence in the marketplace, with a particular focus on introduction agents, fitness providers, marketeering, fuel quality, property agents and motor dealers and new mandatory product safety standards.
- Progress major enforcement actions against unethical property marketeers.

Informed businesses and consumers

- Introduce a statewide Credit Help Line (1300 887 400) and implement a communication campaign to improve consumer behaviour regarding credit.
- Develop and implement new communication campaigns for businesses and consumers regarding fair trading, property agents and motor dealers, smart shopping advice and scams.



Keebra Park and Coombabah State High students Aiden Smith, Beth Campbell, Jenna Feros and Scott Campbell at the Gold Coast launch of 'PSST! Post School Survival Tips!' Photo courtesy of the Gold Coast Sun

- Develop campaigns to ensure consumer and traders are aware of their obligations and rights regarding new or revised legislation and regulations, particularly relating to introduction agencies, fitness providers, mobile homes, hostels and general fair trading matters.

Consumer protection

- Investigate the need for further mandatory product safety standards across a range of areas.
- Implement AUZSHARE, a national fraud alert system, in conjunction with other fair trading agencies in Australia and New Zealand.
- Continue to pursue investigations that identify considerable consumer detriment, particularly trust account misappropriation, odometer tampering and overseas scams.
- Establish a new Accreditation Unit that will be responsible for accreditation and monitoring of the residential services sector including boarding houses, hostels and aged rental accommodation.

Effective administrative infrastructure for the marketplace

- Introduce a single access number (1300 658 030) to improve service and convenience to customers statewide for the cost of a local call.
- Lead the development of an integrated service delivery model for licensing in conjunction with the Government's Access Queensland initiative.
- Introduce a three-year renewal option and online payment options for business names renewals, and extend fully automated phone payment options to other business transactions, particularly Register of Encumbered Vehicles certificates.

Incorporate delivery of information about written-off vehicles into the delivery of the Register of Encumbered Vehicles system to deliver increased consumer protection when buying a second-hand vehicle.

Contemporary fair trading framework

- Start major reviews of the *Fair Trading Act 1989*, *Property Agents and Motor Dealers Act 2000*, *Associations Incorporations Act 1981*, *Second Hand Dealers and Collectors Act 1984* and the *Pawnbrokers Act 1984*.
- Complete a stock-take of the marketplace regulatory framework and identify opportunities for legislative reform to address new and emerging marketplace issues.
- Develop further regulation of pay day lenders in conjunction with the Uniform Consumer Credit Code Management Committee, a sub-committee of the Standing Committee of Consumer Affairs.
- Implement new legislation including the *Introduction Agents Act 2001* and temperature compensation amendments to the *Trade Measurement Act 1990*.
- Introduce legislation to regulate inbound tour operators and tour guides.
- Examine options for the regulation of motor vehicle repairers, hire car operators and finance brokers.
- Finalise policy and legislative responses in relation to the *Retirement Villages Act 1999* and the *Mobile Homes Act 1984*.
- Progress implementation of the recommendations made in the post-implementation review of the Consumer Credit Code.

Emerging trends

The following trends are impacting considerably on the fairness in the Queensland marketplace and the Office of Fair Trading's effectiveness as a regulator:

- growing levels of personal debt accumulated by consumers;
- the more global nature of business marketing such as telemarketing, email and the Internet and increasing impact of scams generated outside Queensland creating a growing need for cross-jurisdictional trader enforcement, consumer redress and education;

- increasing divide between the 'haves and have nots' in the community and the need for allocating resources to assist those in the community most in need;
- increasing community and business demands for protection and assistance regarding regulating the marketplace across a range of industries and activities; and
- continuing tendency for consumers to spend without research, reading contracts or the fine print, or considering the long-term consequences of their actions.

Population awareness

% of population who had heard or read warnings from the Office of Fair Trading in previous 6 months

	Nov 2001	May 2002
Product safety and recalls	47%	55%
Scams and fake lotteries	42%	47%
Internet purchasing	31%	38%
Buying used cars	34%	37%
Consumer credit	32%	37%
Buying and selling real estate	32%	37%
Door-to-door sales	26%	33%
Responsible business behaviour	25%	32%
Licensing and business registration	20%	30%
Telemarketing	24%	29%
Prosecutions of businesses	23%	28%

Notes:

1. Overall, 78.8% of Queensland residents had either heard or read information or warnings from the Office of Fair Trading during November 2001 to May 2002, up from 73.5% in November 2001.
2. Residents aged 35-64 years were more likely to have read or heard Office of Fair Trading warnings than those aged 18-24.
3. Major sources of information were newspaper stories, television shows, newspaper advertisements, newsletters and brochures.

A joint investigation by the Office of Fair Trading and the Queensland Fire and Rescue Service (QFRS) stopped illegal activities being undertaken by Nero Fire and Safety Services in Mackay. QFRS officer, Mike Rossiter, and Client Services Officer, Denise Elliott-Field, worked on the investigation, the largest ever undertaken by the Office of Fair Trading in Mackay. Photo courtesy of The Daily Mercury, Mackay



Our mission: consumer review

What's most important to you when spending your money in the marketplace?

	Very important	Somewhat important
Quality of goods and services	91%	9%
Value for money	87%	13%
Trustworthiness of business people	87%	12%
Enforcement and prosecution of illegal operators	86%	12%
Managing my money and credit well	84%	15%
Able to recognise and avoid scams	83%	13%
Strong laws that protect consumers	82%	15%
Good customer service	80%	19%
Cheap prices	34%	50%

Note: Prompted from a list provided

Source: Queensland Householder Survey of 3000 residents, May 2002

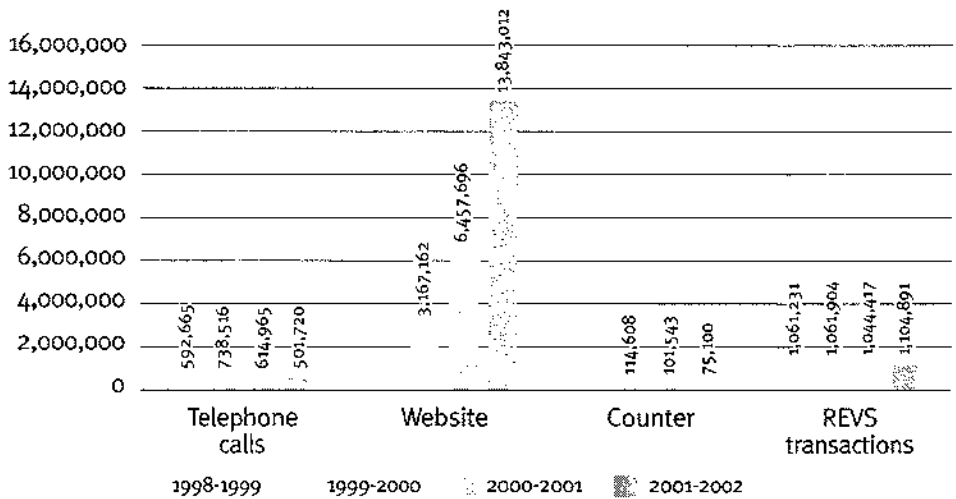
Written complaints received by the Office of Fair Trading

Rank in 2001-2002	Category	No of complaints in 2001-2002	% of Total complaints in 2001-2002	Variation from 2000-2001	Rank in 2000-2001
1	Household/Personal goods sales, repairs	2541	21.5%	9.2%	1
2	Real Estate sales, management and rentals	1780	15.0%	20.4%	3
3	Motor Vehicles sales and repairs	1705	14.4%	-2.3%	2
4	*Occupation/Services	1688	14.3%	21.4%	4
5	Scams	1089	9.2%	43.1%	5
Total complaints received during 2001-2002		**11,832	12.3%		

* Includes occupations and non-retail services including but not restricted to recreation and personal services, security providers, fitness centres, introduction agents, advertising and directories.

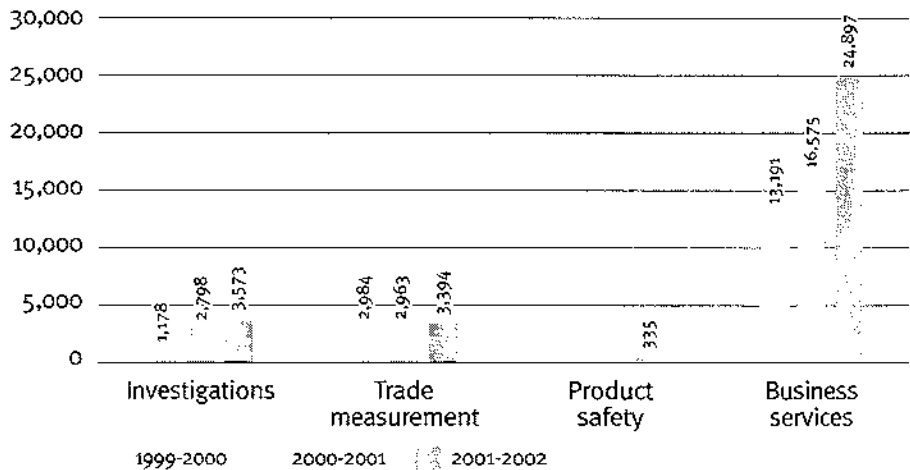
** Up 1297 from 10,535 the previous year

Volume received by the Office of Fair Trading



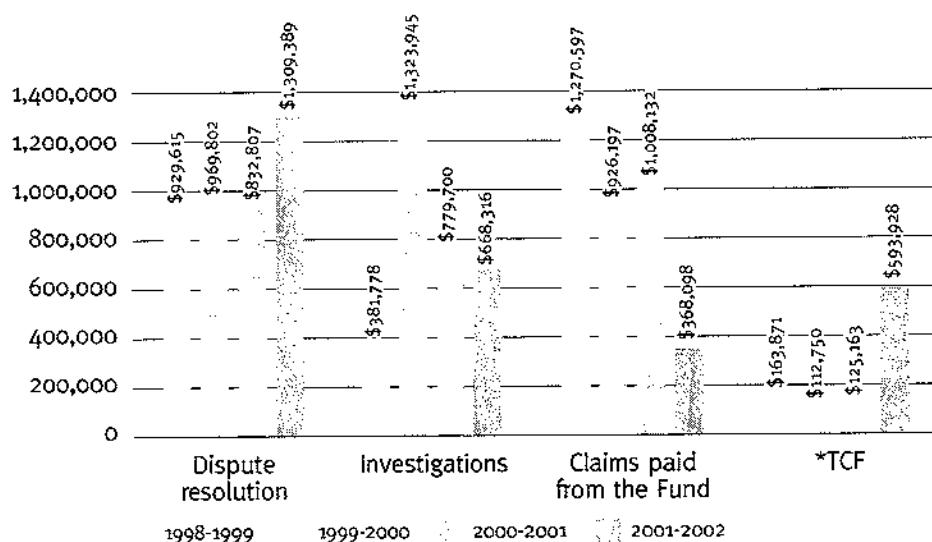
Note: Number of telephone contacts and counter traffic has reduced but the Office of Fair Trading's website has increased. Much new business activity has been directed to the Department of State Development's SmartLicence business licensing and information service.

Proactive compliance



Note: Proactive compliance activities include checking businesses, industries and incorporated associations to ensure compliance with relevant legislative requirements.

Consumer Redress



Note: Total consumer redress was \$3,209,751 in 2001-2002 which includes estimated savings to the community through Trade Measurement interventions to the value of \$270,020. Total consumer redress is slightly up from \$3,200,829 in 2000-2001. \$0.9 million of claims are decided but awaiting appeals or expiry of required review periods.

* Travel Compensation Fund

Work on Travel Agents Act

The *Travel Agents Act 1988* provides for the licensing of persons who sell or arrange for the sale of travel and accommodation. It regulates the conduct of travel agents and provides compensation through the Travel Compensation Fund to consumers who have suffered a loss as a result of the licensed travel agent being unable to account for their funds.

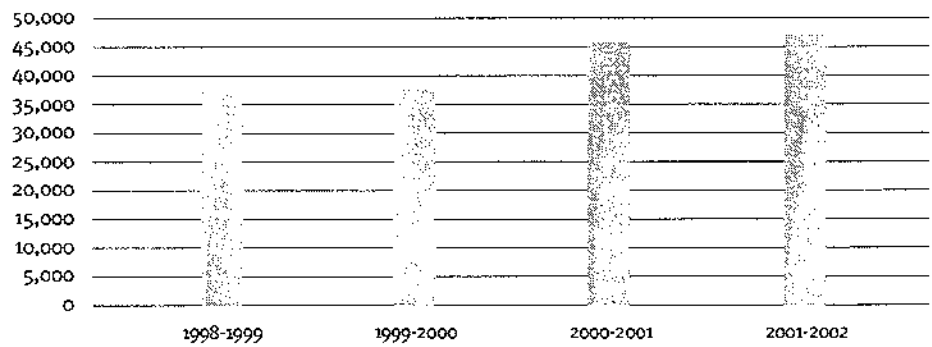
The Office of Fair Trading received 72 complaints for the year ended 30 June 2002. A few of these complaints related to allegations of unlicensed trading but the main complaint was dissatisfaction. Some consumers complained about issues such as services provided by travel agents, refunds and quality of travel arrangements.

Eight travel agents caused claims against the Travel Compensation Fund. A total of 941 claims were processed and \$619,643 was paid to consumers. The Fund paid out \$125,163 in 2000-2001, \$47,739 in 1999-2000, \$29,117 in 1998-1999 on claims.

A downturn in the tourism industry resulted from the events of 11 September 2001 and the collapse of Ansett airlines, causing an unprecedented number of claims and payouts to consumers of around 40 cents in every dollar. Following injections of \$10 million from federal and state government agencies, including \$945,000 from Queensland, the fund was able to meet its commitments.

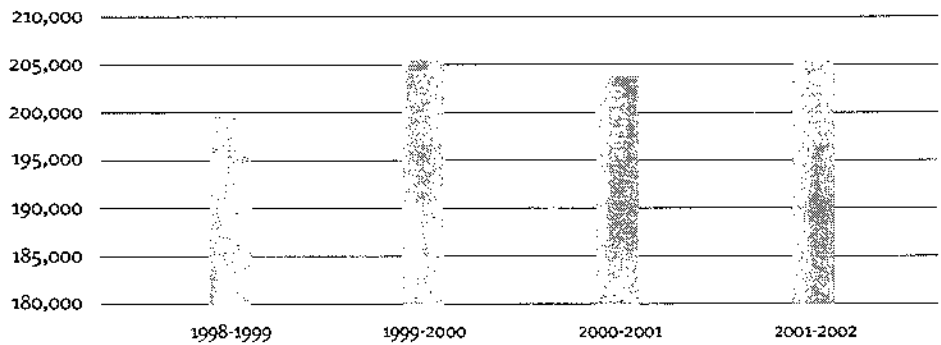
Licences	1998-1999	1999-2000	2000-2001	2001-2002
Total number	722	702	651	636
Issued	88	60	50	49
Surrendered	37	40	42	40
Cancelled	64	40	59	24
Suspended	-	-	-	11

Total occupational licences



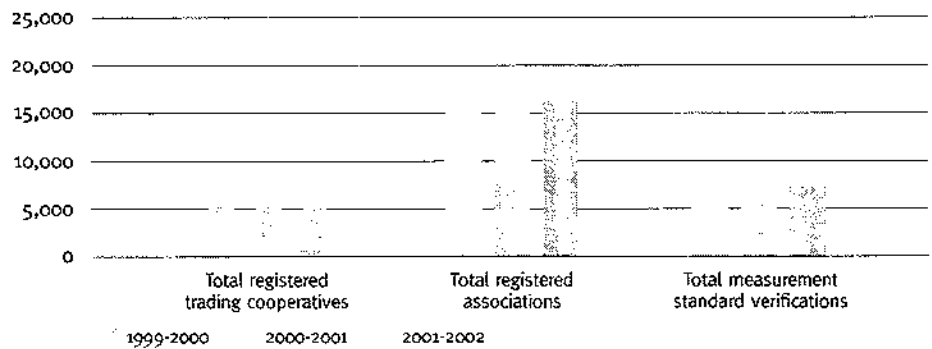
Note: The Office of Fair Trading licences a number of occupations including motor dealers and salespersons, pastoral house professionals, second hand dealers, security providers and private investigators, travel agents, and collection agents. There were 10,955 new licence applications in 2001-2002 down from 11,390 in 2000-2001.

Total business names



Note: There were 40,794 new business names applications in 2001-2002 down from 41,747 in 2000-2001.

Registrations



Note: The Office of Fair Trading registers trading cooperatives and incorporated associations, and undertakes measurement standards verifications.



Kerry Shine MP and Ann Timmermans are pictured at the Toowoomba launch of *Hard Sell*, a 54-page free guide published by the Office of Fair Trading to help consumers identify common scams and deal effectively with high pressure sales techniques in a variety of situations. Photo courtesy of The Chronicle, Toowoomba

Door-to-door trading hours exemptions

The Office of Fair Trading granted the following companies an exemption from the door-to-door trading hours as nominated in the *Fair Trading Act 1989* on the grounds that this would significantly restrict their capacity to operate effectively.

Dealer	Date granted	Period of exemption
AUSTAR Entertainment Pty Ltd	18 December 2000	Unlimited, but subject to annual review
A Better Chance Pty Ltd	18 December 2000	"
Cable & Wireless Optus Limited	20 December 2000	"
AAPT	22 January 2001	"
FOXTEL Management Pty Limited	26 February 2001	"
Appco Direct Pty Ltd	19 November 2001	"
Support Direct Pty Ltd	19 November 2001	"
Granton Direct Pty Ltd	19 November 2001	"
AllSports Direct (Australia) Pty Ltd	19 November 2001	"
Pro-Sales Direct Pty Ltd	19 November 2001	"

Any business with an exemption must:

- operate under an appropriate Code of Conduct;
- ensure all salespersons engaged receive training in sales techniques prior to starting door-to-door trading that is ongoing and subject to regular review by the applicant; and
- notify all residents, at least one week prior to the start of trading, that door-to-door trading after 6 p.m. will take place in that area (the notice must state the period and hours during which the trading will be conducted).

The trading behaviour of businesses with exemptions is reviewed annually. Any complaints from consumers are considered when deciding whether to allow the exemption to continue.

Under the Act, a door-to-door trader is someone who writes a letter to you asking for an appointment, makes a general call to see you, or calls at your home uninvited.

The law requires salespeople to provide a detailed contract and allow a 10-day 'cooling off' period. During that time no money should change hands and no goods or service should be delivered. Salespeople must also supply consumers with two forms - one explaining the cooling-off period and one for cancelling the contract if so desired.

Door-to-door sellers can generally only call on you at home from 9 a.m. until 6 p.m. on Monday to Friday and from 9 a.m. to 5 p.m. on Saturday. Visits are prohibited on Sundays or public holidays. It is illegal for door-to-door salespeople to visit your home outside these hours unless the business has received a special exemption from the Office.

Consumers who wish to make a complaint about door-to-door trading can complete a complaint form available from the Office of Fair Trading website on www.fairtrading.qld.gov.au or call 1300 658 030.

Liquor industry services



Michael Tolhurst
Executive Director
Liquor Licensing Division

Michael Tolhurst was appointed Executive Director of the Liquor Licensing Division in September 2000. He joined the Queensland public service seven years ago, initially working on mainly regulatory issues in the Racing Division of the department. Michael has since held a variety of senior management roles in the department and worked with Queensland Treasury on the privatisation of the Queensland TAB. He began his career with the Australian Army before leaving to become a solicitor of the Supreme Court of Queensland.



About the Division

The Liquor Licensing Division regulates the sale and supply of liquor throughout Queensland with the aim of providing a framework that encourages the development of a dynamic liquor industry which embraces responsible practices.

Functions

The division's key functions are:

- coordinating legislative amendments and policy determination;
- undertaking training and awareness programs;
- investigating and resolving complaints;
- conducting prosecutions and other disciplinary actions for non-compliance with the legislation;
- researching, monitoring and evaluating industry trends;
- educating the industry and the public about the provisions of the legislation and the responsible service of alcohol;
- processing applications and permits under the *Liquor Act 1992* and *Wine Industry Act 1994*; and
- maintaining the register of licences and permits.

Key Stakeholders

- Liquor industry associations
- Licensees, permittees and their staff
- Applicants for licences and permits
- Community groups and individuals affected by the sale and supply of liquor
- Other government agencies

Goals for 2001-2002

- Maintain a policy framework that facilitates economic development and social responsibility by the liquor industry
- Ensure responsible, licensed participation in the industry

Promote socially-responsible and safe liquor industry practices

Educate consumers about the responsible consumption of alcohol

Implement initiatives to minimise harm and prevent crime associated with the consumption of liquor

Results

Policy and legislation

Undertook a review of the *Liquor Regulation 1992*, including assessing the continuing relevance and rationale for all sections of the regulation. The new regulation will be introduced and implemented in early 2002-2003.

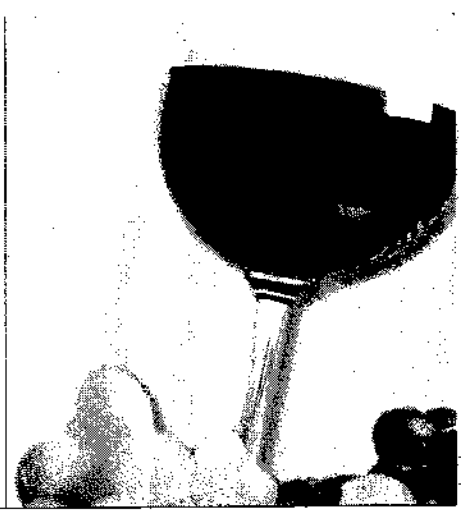
Implemented the amendments to the *Liquor Act 1992* and the *Wine Industry Act 1994* resulting from the National Competition Policy reviews. Implementation included reviewing and updating the division's database, brochures, forms and website. A review of all licences began to ensure consistency with the new provisions, and 1117 licences were reviewed by 30 June.

Compliance

Finalised in excess of 6000 routine and specific investigations, resulting in more than 260 prosecutions, 156 show cause hearings, and 982 on-the-spot tickets being issued (a further 10,899 tickets were issued by Queensland Police). Fines exceeded \$1.5 million for the year.

1509 complaints were received about licensed premises, with 95 per cent of these resolved during the year. The majority of complaints related to noise and non-compliance with the *Liquor Act 1992*.

Trialled a new 'shift work' program for licensing officers in various areas of the State, enabling officers to carry out routine and investigative duties at times more conducive to the peak trading of licensed venues. The new program makes officers available to assist both licensees and complainants outside of standard office hours, while reducing the costs previously incurred by paid overtime.



Licensing and client service

- Processed 381 applications for new licences during the year, of which 290 were granted.
- Approved 49 annual and 8 one-off permits to allow the conduct of sexually explicit entertainment on licensed premises. A further 2 applications were refused and 1 permit was cancelled following disciplinary action for breaches of the permit.
- More than 18,000 other applications were processed under the *Liquor Act 1992* and *Wine Industry Act 1994* during the year. These applications included detached bottle shops, transfers of licence, extended hours, and 7,917 permits for one-off events conducted by community organisations.

Alcohol management initiatives

- Introduced trading restrictions in the Caxton Street/Petrie Terrace precinct in Brisbane to curb drunken behaviour and street crime. Following wide consultation with all stakeholders, the division reduced all late trading venues from 5 a.m. to 3 a.m. Sunday to Thursday, applied a 3 a.m. lock-out on Friday and Saturday nights, and restricted footpath drinking in the precinct. All licensees were also required to submit detailed management plans covering such issues as responsible service of alcohol, security, noise control and patron dispersal.
- Developed a trial program for dealing with daytime alcohol-related disturbances in Mount Isa's central business district, following increasing reports of public drunkenness and adverse behaviour. Under the trial program, take away liquor may not be sold by any venue before 10 a.m., no premises may open before 9 a.m., and the sale of wine in casks or other containers larger than two litres is banned. The trial will run for 12 months from August 2002.
- Negotiated with licensees, police and community stakeholders in Brisbane, Logan City, Rockhampton, Gladstone and Mount Isa to develop alcohol management plans, focusing on local issues to improve the operation of licensed premises.

Indigenous initiatives

- Continued involvement in the development of the Ten Year Partnership agreement between the Queensland Government and Aboriginal and Torres Strait Islander people. In particular, the division worked with State agencies such as Department of Aboriginal and Torres Strait Islander Policy, Queensland Health, Queensland Police and Department of the Premier and Cabinet, and community agencies including the Cape York Partnership Office and Apunipima Cape York Health Council to develop and implement responses to the Cape York Justice Study report.
- Worked with Indigenous communities to develop alcohol management plans in individual communities, including Badu Island, Mer Island and Mornington Island. To further progress this, an additional licensing officer (Indigenous communities) was appointed to our Cairns office.
- Raised community awareness of sly grog and responsible consumption of alcohol issues through a radio campaign with the National Indigenous Radio Service (NIRS). The campaign featured prominent Brisbane Lions footballer Darryl White, and was linked to NIRS broadcasts of Australian Football League games.
- Undertook joint investigations with the Queensland Police into suspected sly grog offences. The investigations targeted a number of Cape York and Torres Strait communities, and resulted in three prosecutions.

Liquor industry and community development project (funded by Queensland Health)

- Completed an evaluation of the *Planning Guide for Event Managers - Alcohol, Safety and Event Management*, including recommendations to enhance the functionality of the guide.
- Prepared a risk assessment package for use by licensees to aid in self-assessment of their venue and its impact on the local community. The package offers a means of reducing negative effects on the community.

- Worked closely with Queensland Health to develop initiatives to reduce drink spiking in licensed premises. A campaign began in April 2002 to raise awareness among both staff of licensed premises and their patrons.

Future directions

- Amend the *Liquor Act 1992* to incorporate provisions in direct response to the Cape York Justice Study report, including initiatives to overcome alcohol abuse in Indigenous communities.
- Finalise a review of the *Liquor Regulation 1992* and have a new regulation in place by September 2002.
- Finalise recommendations on a new training framework for licensees and nominees under the *Liquor Act 1992* and *Wine Industry Act 1994*, which will be supported by legislation.
- Implement the recommendations of a review of the *Planning Guide for Event Managers* and launch a revised guide.
- Develop further initiatives to directly target potential victims of drink spiking on licensed premises.
- Continue joint compliance operations with Queensland Police in Indigenous communities to reduce sly grog offences and in other areas of Queensland to encourage responsible use of alcohol.

- Work with local authorities, licensees and other key stakeholders to resolve issues arising from increasing residential development in previously established entertainment precincts such as Fortitude Valley in Brisbane.
- Continue a review of all liquor and wine licences following the amendments to both Acts in 2001.

Emerging trends

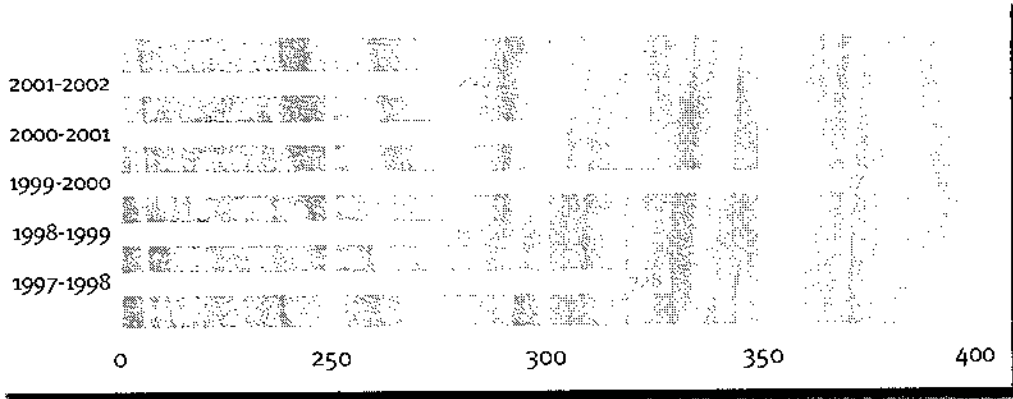
- The Cape York Justice Study report has led to a concerted cross-agency effort to address alcohol-related issues in Indigenous communities, and the division has a key role to play in the strategic and operational response.
- Urban renewal programs are resulting in residential developments encroaching on areas that have previously been recognised as entertainment precincts, which could have major amenity and economic effects on those areas.
- Technology has had an enormous impact on methods of doing business on a global scale. The division will not only look at new ways of operating in this environment, but also monitor and respond to the effects of e-business on the liquor and wine industries.

Licences granted and complaints: 1997-2002

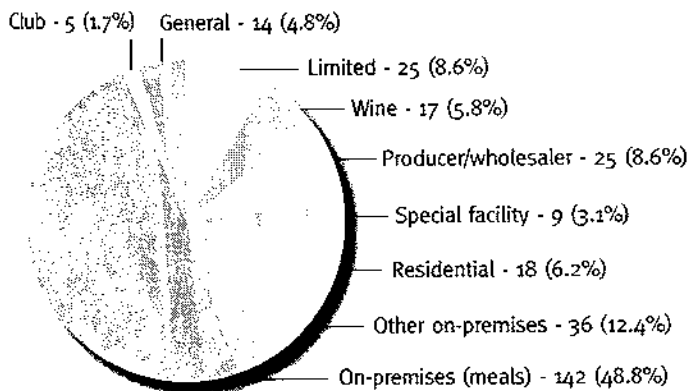
Year	Licences	Complaints
2001-2002	5716	1509
2000-2001	5685	1491
1999-2000	5461	1450
1998-1999	5177	1153
1997-1998	4988	1105

Note: This chart compares the growth in licence numbers over the past five years with the rise in complaints against licensed premises over the same period. Although the number of licences continues to rise each year, the number of complaints has remained relatively static for the last three years, due to a proactive risk assessment approach to new licence applications.

New Licences granted



Breakdown of new licences granted



Note: This chart shows the breakdown of new licences granted during 2001-2002 by licence type. On-premises (meals) licences again account for almost 50 per cent of all new licences, although limited and producer/wholesaler licences showed strong growth for what are comparatively small sectors of the industry.

Responsible service of alcohol trainer registration scheme

The Liquor Licensing Division introduced a trainer registration scheme in September 2001 to ensure qualified trainers deliver its nationally recognised RSA program to industry.

The competency-based training package was developed in 1997 in a self-paced format to enable access to a wide range of participants, including those in remote areas, and people seeking to enter the industry, as well as existing licensees and their staff.

Under the new trainer registration scheme, qualified trainers can apply for approval to deliver the division's RSA course. The quality and currency of their delivery of the program is checked on an ongoing basis to ensure continued compliance with the division's quality standards.

Since the program was introduced, over 1000 packages, and 12,000 additional workbooks have been distributed, with nearly 8000 Certificates of Attainment being issued. In 2001-2002 alone, 1618 certificates were issued.

More recently, concerns were expressed to the division by peak industry bodies that many licensees did not have a broad-based understanding of the legislative framework under which they work. This lack of knowledge results in poor management practices that can have an adverse impact on the community, and the tourism and hospitality industries.

To ensure a continuing commitment among industry members to the objectives of the Liquor Act and the principles of harm minimisation, the division developed a proposal for mandatory training for licensees and managers. Both the division and the peak bodies consider that mandatory training, with a broader focus than the current voluntary RSA training, is necessary for the responsible development of the industry.

A consultation paper was circulated in November 2001, and overwhelming support was received for the proposal, which will be considered as a potential new initiative in 2002-2003.

These latest training initiatives form part of the division's overall RSA strategy, first developed in 1995. The first steps in this strategy consisted of a wide-ranging awareness campaign under the banner "No more. It's the Law.", which is ongoing today.

This campaign promotes responsible service to licensees and their staff, and also responsible consumption and behaviour to patrons of licensed premises. Various strategies have contributed to this over the years, including radio and TV advertising; posters, coasters and other products; convenience advertising; publication of a guide to RSA and regular feature articles in specialist and mainstream media.

Racing industry services



Bob Mason

Director, Racing Division
Department of Primary Industries

Bob has headed up the Racing Division since 1989. He has overseen significant changes in Queensland racing as the Racing and Betting Act has been reformed and modernised over time.

He is currently overseeing the completion of a major review of Queensland's racing legislation to assist the racing industry to be a sustainable and financially independent sporting and commercial industry.

A qualified, registered veterinary surgeon, Bob's career positions have also included:

- teaching at the University of Queensland;
- Associate Professor at the University of California;
- private equine veterinary practitioner;
- official veterinarian for the Queensland Turf Club;
- Technologist, Drug Standards Branch, Department of Primary Industries; and
- Principal Veterinary Officer, establishing the Queensland Racing Science Centre.



About the Division

The Racing Division plays a key role in the growth and development of Queensland's multi-million dollar racing industry. The division works to ensure the regulatory framework of the State's

thoroughbred, harness and greyhound racing codes is responsive to both industry and community needs. It also aims to ensure the integrity of racing, the welfare of racing animals and raise awareness of best practice across industry.

Functions

Services to the Queensland racing industry are provided through the division's two arms, the Racing Directorate and the Racing Science Centre, and include:

- policy development;
- advice and assistance to peak industry bodies;
- international standard doping and integrity control systems;
- research; and
- education and training.

Key Stakeholders

The division works closely with a number of peak organisations in the racing and equine industries including:

- industry statutory control bodies - the Queensland Thoroughbred Racing Board, the Queensland Harness Racing Board and the Greyhound Racing Authority;
- industry associations for bookmakers, trainers, jockeys, breeders, owners, veterinarians and equestrians;
- other industry statutory bodies including the Racing Appeals Authority, the Racing Codes Advisory Board and racecourse trustees;

- Commonwealth Government departments and agencies, other State Government departments, local authorities, international government agencies and industry organisations; and
- other groups, including universities, agricultural colleges and horse studs.

Goals for 2001-2002

Racing legislation

Implement new racing legislation incorporating the outcomes of governance reviews of the thoroughbred, harness and greyhound codes, and the National Competition Policy Review completed by the department in 2000.

Industry property assets

- Finalise the return of previously-owned Racing Development Corporation assets to the industry.
- Continue to transfer key racecourses to the industry under the Government's Deed of Grant in Trust racecourse policy, which allows race clubs greater freedom to maximise the business potential associated with their land.

Racing Appeals Authority

Conduct an administrative review of the Racing Appeals Authority to ensure service efficiency and effectiveness.

Animal welfare

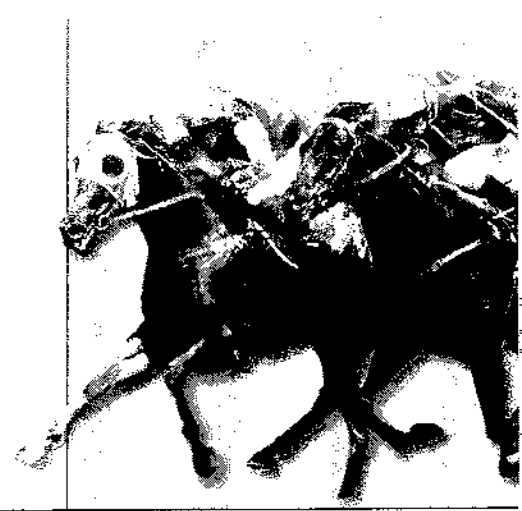
Through the Racing Science Centre at Hamilton, ensure that the State's horse and greyhound racing owners, trainers and handlers understand their duty of care to ensure the welfare of their animals.

Results

Governance reviews

During 2001-2002, a major consultative exercise, in the form of Ministerial governance reviews of the three codes of racing, was undertaken with the Queensland racing industry. The outcomes were:

- Control bodies should be structured as companies under the *Corporations Act 2001 (Corporations Act)*.



- That a two-stage process be used to allow the thoroughbred code to adapt to change, to provide the time for discussion within the code on the structure of the company and its constitution, and to protect the interests of country and regional non-TAB clubs and racing participants.

As part of stage one, the division implemented the process for establishment of the Queensland Thoroughbred Racing Board (QTRB), with five independent non-executive directors, which replaced the previous 11 member control body made up of nominees of major race clubs and racing associations.

In stage two the QTRB is required to design a company model for consideration by the Government by October 2003. The Queensland Harness Racing Board and Greyhound Racing Authority also are to report on a company corporate governance structure for their codes by October 2003.

Racing legislation

Substantial progress was made on the drafting of the Racing Bill 2002, which will repeal the Racing and Betting Act 1980 and provide a modern legislative framework for the management and regulation of the Queensland racing industry.

The Bill's key objective is to maintain public confidence in the racing of animals on which betting is lawful by ensuring the integrity of all persons involved in racing, betting or the welfare of animals involved.

The Bill will enable implementation of the recommendations of the National Competition Policy Review of the *Racing and Betting Act 1980* by:

- providing an opportunity for new codes of racing to be approved;
- removing the prohibition of proprietary racing; and
- * removing advertising restrictions on racing bookmakers.

Industry property assets

◦ Albion Park Raceway

As a consequence of the corporatisation of the TABQ on 1 July 1999, the Racing Development Corporation (RDC) was abolished and its assets, Deagon Racecourse and Albion Park Raceway, were transferred to the State.

During financial negotiations with the Queensland racing industry, an undertaking was given by the Government to return these assets to the industry. Deagon Racecourse was transferred to the thoroughbred code in June 2000.

Following consultation with the Greyhound Racing Authority and Queensland Harness Racing Board, the Government, in June 2002, approved the transfer of ownership of the Albion Park Raceway from the State to these bodies to hold on behalf of their codes. This transfer will provide the codes with ownership of their most significant asset for the first time in their history.

◦ Deed of Grant in Trust racecourses

Ooralea Park Racecourse in Mackay was transferred in May 2002 to Mackay Turf Club Inc.

Racing Appeals Authority

The Racing Appeals Authority was relocated to 15 Adelaide Street, Brisbane, and from 1 January 2002 registry services were provided by a Central Tribunals Registry as part of an amalgamation of five of the department's dispute resolution bodies to enhance service delivery.

Racing Science Centre

The Racing Science Centre is operated by the department, but funded by the Queensland racing industry and provides a comprehensive range of racing integrity services to the industry including drug testing, advice on animal disease management, exotic disease control and research into newly appearing drugs.

During 2001-2002, the Racing Science Centre processed 13,448 samples from racing animals of which 55 tested positive for prohibited substances. A further 4,590 pre-race samples were analysed on-course at selected race meetings at metropolitan and regional courses.

The Racing Science Centre facilitated the development of an emergency animal disease management strategy in consultation with the racing industry, the Department of Primary Industries and other stakeholders.

The Centre attained accreditation for the new international quality assurance standard, ISO-17025. This achievement further enhances the Centre's reputation as a world-class facility and assures the Queensland racing industry that the drug testing practices used at the Centre meet the highest internationally-recognised standards. The Centre also has accreditation in a number of industry and client-based quality assurance programs.



Janet Ainscow (left), Stablehand, assists Karen Skelton, Principal Veterinary Officer, to take a sample from Blondie, one of the three much-loved greyhounds at the Racing Science Centre.

Future Directions

Implementation of new legislation

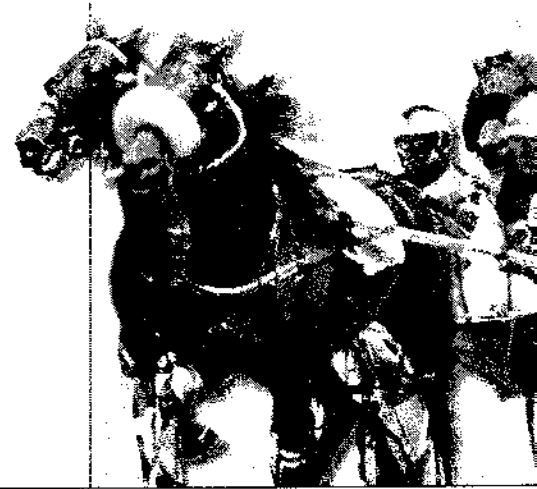
The Racing Bill 2002 was due to be introduced to Parliament in September 2002 and expected to be proclaimed in early 2003. With the introduction of the new legislation, the role and function of the current division will change and result in the establishment of an Office of Racing Regulation. New policies, procedures, authorised forms and manuals will be developed as part of this process.

Industry structural reform

Monitor the progress of control bodies, the Queensland Thoroughbred Racing Board, the Queensland Harness Racing Board and Greyhound Racing Authority, towards implementing corporate structural reform and ensure they are on track to report to Government in October 2003 on company corporate governance structures for their codes.

Industry property assets

- Continue to implement the Deed of Grant in Trust racecourse policy and identify further opportunities to align ownership and management of racecourse assets.
- Finalise the transfer of ownership of Albion Park Raceway to the Greyhound Racing Authority and the Queensland Harness Racing Board.



Racing Science Centre

The Centre will continue to undertake research into new and prohibited substances and assist industry with policy development relating to prohibited substances and animal welfare.

It will also continue to monitor and evaluate the existing service level agreement between the department and the racing industry for the provision of integrity services to the industry. The Centre will seek to develop a five-year service level agreement with racing industry control bodies.

Training track subsidy scheme

The division will conduct, in conjunction with the Queensland Thoroughbred Racing Board, an evaluation of the effectiveness of the Thoroughbred Code Training Track Subsidy Scheme, which has received \$10 million funding from the Government over the past five years to underwrite training facility maintenance costs of race clubs throughout the State.

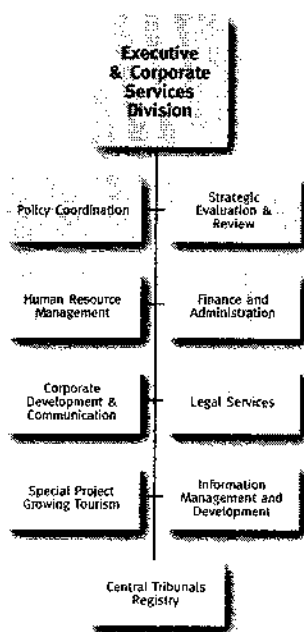
Executive & corporate services



Laurie Longland

Executive Director
Executive and Corporate
Services Division

Laurie became Executive Director, Executive and Corporate Services Division in January 2002. He is responsible for a range of the department's services to the Minister, the Director-General, operational areas across the portfolio and other agencies across government. Having been Executive Director of the former Corporate Services Division and of the Liquor Licensing Division, Laurie has an extensive knowledge of both the operational and corporate activities of the department.



About the Division

The division was established in January 2002 when the Strategy and Executive Services Division, led by Jan Archer, was combined with the Corporate Services Division, resulting in the amalgamation of the department's corporate services, planning, strategic policy and executive services functions. The division provides support for the Minister, Director-General, managers and employees, and the department's operations in 5 Brisbane CBD locations, 11 regional locations and the Racing Science Centre at Albion in Brisbane.

Functions

The division provides policy, administration, infrastructure and executive services to the department, including:

- human resource and finance administration, services and advice;
- corporate systems administration and support;
- business systems support;
- information technology infrastructure maintenance and support;
- records management services;

- facilities management services and support;
- procurement services and support, and management of corporate accounts;
- budgeting services and advice;
- staff training and development;
- workplace health and safety services and advice;
- strategic leadership of the whole-of-government Growing Tourism Strategy;
- input to and advice on policy, communication, legislation and strategic issues;
- coordination of portfolio responses to whole-of-government and cross-portfolio policy priorities and agendas;
- policy development;
- coordination and conduct of strategic evaluation and reviews;
- a range of executive services to the Minister and the Director-General;
- independent legal and legal policy advice and administrative law services;
- coordination of special projects as required by the Director-General; and
- coordination of the department's planning, accountability and reporting responsibilities.

Key Stakeholders

- Minister and Director-General
- Racing, Liquor Licensing and Executive and Corporate Services Divisions and Office of Fair Trading
- Tourism Queensland and other statutory authorities associated with the department
- Managers and employees of the department
- General public who require information with respect to corporate matters
- Other government agencies, particularly central agencies
- External industry and community stakeholders
- Employee unions



Departmental staff, Julie Morahan and Andrea Martin, enjoyed talking with showgoers who visited our display in the Government Pavilion at the Royal Queensland Show in August 2001.

Goals for 2001-2002

- Support and enhance the business outcomes of the department through the provision of quality:
 - human resource management, finance, administration, information management, communication and knowledge management support;
 - integrated strategic, policy, and executive services; and
 - legal services.
- Ensure:
 - the department has an effective and robust corporate governance framework;
 - meets its obligations under the *Public Service Act 1996* and the *Finance Administration & Audit Act 1997*; and
 - the Minister is supported to fulfil her obligations to Parliament and Cabinet.

Results

Policy coordination

- Developed a Policy Framework for the department and Tourism Queensland to help both organisations achieve best practice in policy development and implementation. The Framework includes:
 - regular reporting on the Forward Policy Agenda - a strategic tool that enables the Board of Management to ensure policy work is consistent with and supports achievement of our strategic intent and priorities;
 - a Policy Officers Network to share information and to develop policy skills; and
 - an intranet-based 'toolbox' to enable easy access for policy officers to best practice processes, protocols and templates.
- Coordinated portfolio input into a range of whole-of-government initiatives including community engagement, crime prevention and Indigenous planning.
- Began a review of the department's contribution to a wide range of whole-of-government policy and service delivery initiatives.
- Delivered high quality and timely executive, Cabinet and Parliamentary services to the Minister, Director-General and senior executives.

- Supported the Minister in undertaking her roles and responsibilities including Cabinet meetings, during Parliamentary sitting times and in responding to the issues raised by members of the community in correspondence to the Minister.

Finance and administration

- Consolidated the financial operations, systems and reporting requirements to reflect the new structure of the department.
- Developed a comprehensive new Financial Management Practice Manual.
- Develop electronic interfaces between subsidiary receipting systems and the general ledger to improve efficiency.
- Implemented the new State Purchasing Policy and trained staff.
- Coordinated the collocation of fair trading and liquor licensing offices in regional areas.
- Reviewed and rationalised the department's vehicle fleet.

Corporate development and communication

- Progressed the development of an integrated strategic management framework including planning, budgeting, performance monitoring, and reporting.
- Coordinated the department's strategic and operational planning processes.
- Prepared and published Ministerial Portfolio Statement, Budget Highlights, Strategic Plan, Management Planning Calendar and Annual Report.
- Coordinated development of a joint department and Tourism Queensland Reconciliation Strategy.
- Developed a Corporate Communication Plan and provided corporate communication advice and support to divisions, corporate units and special projects.
- Coordinated corporate involvement in whole-of-government events including the Royal Queensland Show and the Queensland Day Picnic in the Park.

Strategic evaluation and review

- Evaluated the effectiveness, efficiency and accessibility of the department's dispute resolution bodies and investigated the potential benefits of rationalisation. This review resulted in the amalgamation and collocation of all five of the operational tribunals, with registry services provided by a Central Tribunals Registry. It also recommended the consolidation of three of these tribunals within a single legal framework.
- Assisted with the evaluation of policy options to strengthen the corporate governance structure of the Queensland Thoroughbred Racing Industry.
- Coordinated, in partnership with the Office of Fair Trading, a review of the responsibilities and delegations authorised by the more than 70 statutes administered by the Office.
- Began a review of a Liquor Permit Scheme to establish whether the scheme is achieving the intended policy outcome.

Legal services

- Developed and started implementation of a Privacy Plan for the department to regulate the collection, storage, accuracy, use and disclosure of personal information.

Introduced the Government's new Freedom of Information administrative arrangements.

- Provided strategic legal advice to all areas of the department.

Provided independent legal policy advice to the Minister and Director-General.

Information technology

- Computer operating networks were integrated and revised technical support services introduced following machinery-of-government changes in February 2001 that resulted in the Office of Fair Trading becoming a part of the department.
- Upgraded the standard software environment and desktop equipment, enabling improved support for the department's operations.

- Completed technical infrastructure improvements to enable better access to the department's business systems for regional offices.
- Assisted with the progress of key development projects including the Office of Fair Trading's licensing system and new Internet site, and the departmental intranet site.

Human resources

- Consolidated all HR and payroll systems for the new department.
- Reviewed and updated HR policies and procedures.
- Conducted induction program to help staff familiarise themselves with the new department.
- Developed a statewide training calendar for staff and management.
- Introduced an electronic Employee Self Service system.
- Developed a plan for the introduction of the Enterprise Bargaining Training Agreement.
- Introduced a Personal Performance Management and Development system.
- Introduced a departmental uniform.

Knowledge management

- Integrated and upgraded the department's records management system.
- Reviewed the efficiency of mail services.
- Implemented internal efficiency projects that enabled staff to manage an increase of more than 20% in mail volume during the past year.
- Coordinated the introduction of a new departmental intranet to boost knowledge 'reuse' throughout the department. Based on a self-publishing model, the new intranet is a collaborative tool providing announcements, searching, document sharing, discussion groups and surveys all in one simple to use tool. As well as the improvement of information access for staff, broadcast email bulletins will be reduced to almost zero, resulting in less demand on the department's IT network.

HelpDesk Officer, Trent Peach, was part of the Information Management and Development Branch's team that upgraded the departments standard software and desktop equipment during the year.



Special Projects

- Provided strategic leadership and coordination services for the across-government implementation of the Growing Tourism Strategy and associated action plan, in partnership with Tourism Queensland, industry and the community.
- Regulated the residential services industry through the development and implementation of a mandatory accreditation system for accommodation providers, including the introduction of supporting legislation.

Future Directions

- Continue to provide leadership and set the strategic direction for future tourism development in the State through collaboration with other government agencies and the tourism industry to continue implementation of the Growing Tourism Strategy.

Regionalise the implementation of the Growing Tourism Strategy to provide the impetus and direction to drive future tourism development in regional Queensland.

- Oversee the implementation of the Commercial and Tourism Aviation Plan, involving key government agencies working in partnership with industry and other stakeholders to boost airline route development opportunities in Queensland.
 - Strengthen the department's Corporate Governance framework, including implementation of a Risk Management Strategy and an Asset Strategic Plan.
 - Review departmental business planning processes and establish an integrated performance measurement framework.
- Continue implementation of the Policy Framework to support the department's legislative reform and development agenda.

- Develop legislation to support the establishment of an amalgamated consumers and operators tribunal. The new legal framework will assist in the fair, fast and effective resolution of marketplace disputes and complaints, reviews of administrative decisions and disciplinary cases regarding breaches of legislation by licensees.

- Continue implementation of initiatives outlined in the Reconciliation Strategy action plan.

- Continue implementation of the Privacy Plan.

Develop an strategic information technology plan with an e-business focus, including a comprehensive upgrade program and new-look website.

Provide human resource services online for staff, including e-learning opportunities and a more comprehensive Employment Self Service system

- Develop and conduct a Management Development Program.

- Continue implementation of the Queensland Government's Enterprise Bargaining Agreement.

- Develop a Knowledge Management Framework incorporating new whole-of-government information and records management standards.

- Evaluate administrative decision-making processes which are reviewable, including internal and external review mechanisms and complaints handling procedures. A number of external agencies will be included in the scope of the evaluation.

Special Projects

New laws to protect vulnerable Queenslanders

In May 2002 Queensland became the first state in Australia to introduce mandatory accreditation of accommodation providers and minimum standards for the residential services industry.

Two new laws were introduced to protect about 10,000 vulnerable people living in more than 500 privately-owned and operated boarding houses, supported accommodation and aged rental facilities across the State.

The *Residential Services (Accreditation) Act 2002* will be administered by the department and the *Residential Services (Accommodation) Act 2002* will be administered by the Residential Tenancies Authority (RTA).

The new industry accreditation scheme was developed by the Residential Services Strategy Implementation Unit, a special project team set up by the department which worked closely with industry and government stakeholders through a Joint Advisory Committee.

The input from, and commitment of, stakeholders to the process resulted in legislation that balances the needs of both the industry and residents. During 2002-2002, the unit also built a close relationship with the RTA which developed the Residential Services (Accommodation) Act as sister legislation.

Under the new Accreditation Act all residential services providers will have to be registered and accredited by the Office of Fair Trading, service providers will need to meet minimum management, building and fire safety standards and the Office of Fair Trading will have the power to close hostels, boarding houses and aged rental facilities which fail to meet strict safety and resident care standards.

The new Act will be phased in over four years. Supported accommodation providers will be required to apply for registration by the end of year one and meet accreditation standards within two years. To be registered they will have to comply with minimum fire and physical building standards certified by local government.

The legislation does not cover backpacker hostels, standards for which are set under separate laws administered by the Department of Local Government and Planning.

Extensive stakeholder consultation and information dissemination was conducted jointly by the department and the RTA. Significant consultation on the proposed Regulation to the *Residential Services (Accreditation) Act 2002* was also carried out. More than 800 copies of a Regulatory Impact Statement were distributed to stakeholders, members of the public, individual industry participants, resident advocates and representatives of local and State Government agencies.

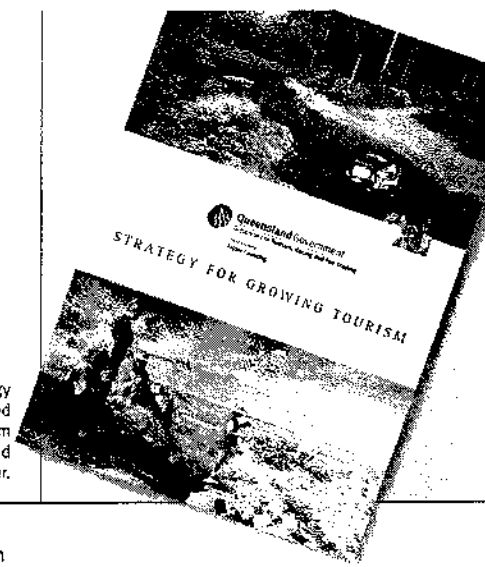
Feedback revealed that the cost to the residential services industry of developing policies and procedures to demonstrate how they will guarantee the level and quality of services offered in line with the requirements of the new legislation was recognised as a potential issue by the unit.

In response, a model policies and procedures business support initiative was developed and tested in a number of residential services in June 2002. Feedback from stakeholders was positive and a *Residential Services Policies and Procedures Manual* is now being developed as a blueprint for industry operators to tailor to the needs of their own premises.

The unit also played an important role in the whole-of-government project to reform the residential services industry through its continued active participation on the Premier's Hostel Industry Taskforce and associated sub committees.

In June 2002 the unit relocated from the department's central office to Mineral House in George Street, Brisbane, in readiness for its transition on 1 July 2002 to the Business Services Division of the Office of Fair Trading. It was renamed the Residential Services Accreditation Branch in keeping with its planned new role of managing the registration and accreditation system and undertaking compliance monitoring in line with the new Act.

The Growing Tourism Strategy is a blueprint for the continued development of the tourism industry, the State's second largest export earner.



Growing Tourism

Tourism is one of the State's key economic drivers. Few industries offer tourism's potential for job and wealth creation, sustainability and quality of life for all Queenslanders. The tourism industry directly employs more than 9 per cent of employed Queenslanders, accounting for 151,000 jobs.

To keep tourism at the forefront of Queensland development, the Growing Tourism Strategy was launched in May 2001. It is a ground-breaking whole-of-government strategy to foster cooperation and collaboration between key agencies on tourism issues.

The department established the Growing Tourism Unit in July 2001 to provide the strategic leadership to the across-government implementation of the Growing Tourism Strategy and associated action plan, in partnership with Tourism Queensland, industry and the community.

The benefits of this whole-of-government approach are being realised with the Strategy raising the profile of tourism as an important industry across government and the business sector.

During the first year of implementation all of the 146 actions of the Growing Tourism Action Plan had either been implemented or were being actioned.

This new level of cooperation was illustrated in the Government and industry response to the disastrous events of 11 September, 2001 and the demise of Ansett airlines soon after. Government agencies responded quickly and innovatively to develop and implement a series of recovery measures with the support of the tourism industry.

Key achievements during the year included:

- development of Queensland's own tourism satellite account;
- the Queensland Commercial and Tourism Aviation Plan;
- the Cruise Shipping Plan;
- the Australian Airlines decision to base itself in Cairns;

- incorporation of a number of specific tourism projects in the State Infrastructure Plan.
- the Drive Tourism Program;
- the launch of the National Visitor Safety Program and progression of other health and safety initiatives;
- the Indigenous Employment Program;
- incorporation of tourism into integrated regional transport plans;
- support for regional events; and
- an increased focus on the value of nature-based tourism.

As regional and community-based tourism is perceived as one answer to economic revitalisation of regional areas of Australia, a major priority of the department in the year ahead will be to expand the Growing Tourism framework to have a stronger regional focus. A more coordinated and integrated approach will ensure regional planning processes incorporate tourism strategies as a major driver of economic and social development where appropriate.

Other key new strategic directions include:

- expanding the highly successful Drive Tourism Program to other strategic routes;
- skilling the existing and future tourism industry workforce;
- reviewing and updating the Queensland Ecotourism Plan;
- further progression of the Tourism in Protected Areas initiative; and
- maximising the economic and social benefits from staging regional events.

Regional initiatives

Service delivery improvements

The department delivers services across the State through a network of regional offices in Cairns, Townsville, Mount Isa, Mackay, Rockhampton, Wide Bay/Burnett, Maroochydore, Toowoomba, Southport.

Following machinery of government changes that established the Office of Fair Trading as part of the department in February 2001, the department began collocating Fair Trading and Liquor Licensing offices to streamline operations and improve customer access in the regions.

Mackay and Maryborough/Hervey Bay were established as stand-alone regional offices, creating two new regional manager positions.

By freeing-up resources the department can boost service delivery to residents and upgrade regional services to meet expanding demands.

Collocation is being staged, taking into account existing lease arrangements, budget and office requirements. When completed in December 2002 the department expects to save around \$80,000 a year in data communication costs alone.

Clients will benefit from the ready access to both fair trading and liquor licensing services from one central location in each region, multi-skilled staff who can handle enquiries on all facets of the department and improved access for clients with physical disabilities.

Regional managers have been appointed and are now responsible for both the delivery of liquor licensing and fair trading services and programs. Management of the integrated offices is the responsibility of a new division – Service Delivery and Development – which includes all regional offices and the Fair Trading Customer Service Centre in Brisbane.

The division is accountable to both the Commissioner for Fair Trading and the Executive Director of Liquor Licensing through service level agreements and is responsible for implementing a range of service delivery improvements such as:

- introduction of a 1300 number to cut costs to consumers and businesses seeking information, mediation and advice;
- phone payment and Internet service delivery options; and
- working with other agencies to simplify the delivery of licensing services.

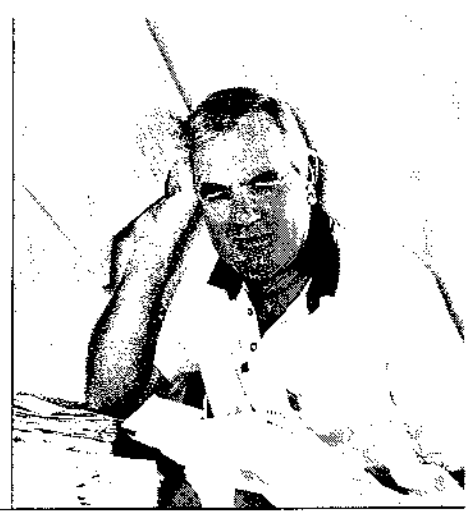


Lorna Andrews

Director
Service Delivery and Development Division

Lorna was appointed Director of the new Service Delivery and Development Division in March 2002. She is an ex officio member of the department's Board of Management to ensure a strong interface between the department's regional operations and executive management. Lorna was previously the Executive Manager of the Business Delivery and Development Division of the Office of Fair Trading. She has extensive experience managing significant operational areas most notably in the Department of Families where she managed the Seniors Card Program and led the Seniors Card Tourism scheme and as Regional Manager of the Toowoong Branch of the Department of Social Security.

Sunshine Coast resident, Brian Gold, is pictured with just some of the scam letters he has received advising of overseas lottery wins he could claim for a small fee. Like many Queenslanders, he sent money but never received his prizes. Photo courtesy of the Sunshine Coast Newspaper Company



Fair trading

The Office of Fair Trading focused significant efforts on planning for improved service delivery in regions to be implemented in 2002-2003. Improving community liaison, stakeholder interaction and awareness of fair trading issues was a key goal with regional managers undertaking considerable community education and media promotional activities. The result of this work is evident in the increased awareness across the State and in specific regional areas of a number of fair trading topics.



Mt Isa officer, Luana Sapolu (left) and Townsville Regional Manager, Debbie Dixon-Searle, are pictured at the regional launch of the *Good Business Guide*, a simplified guide to Queensland's fair trading laws to help businesses understand their rights and obligations. The release of the Guide was the first stage of a statewide campaign by the Office of Fair Trading to improve business awareness of and compliance with fair trading laws. Photograph courtesy of The North West Star

Liquor Licensing

Liquor licensing initiatives that had an impact on regional communities included:

- a trial program to reduce alcohol-related disturbances in the Mount Isa central business district. This trial restricts licensed venues in the area from opening early, particularly for take away sales, and also restricts the volume of liquor that can be sold for take away;
- the appointment of an additional officer in Cairns to assist in developing alcohol management plans for Indigenous communities, and to work with police to investigate sly grog offences in the Cape York and Torres Strait areas;
- negotiations with licensees, police and community stakeholders in Rockhampton, Gladstone and Logan City to address local issues related to alcohol consumption and the operation of licensed premises; and
- trialling a new working hours regime in various areas of the state to enable investigative duties to be conducted during peak trading times of licensed venues – making licensing officers available to both licensees and complainants outside standard office hours.

Racing

The Queensland Regional Racing Council was established by an amendment to the *Racing and Betting Act 1980* in April 2002 to help promote the interests of country racing. The role of the Council is to foster and protect the interests of the non-TABQ clubs.

Corporate governance

Strategic management framework

The department's strategic management framework integrates planning, budgeting and performance monitoring, focusing efforts on delivering outcomes and services and directing resources to the areas of greatest need and benefit.

Planning

Strategic and operational plans are developed through an ongoing review process that ensures the plans clearly set out our future objectives and are used as key management tools.

The strategic plan, with a four-year outlook, identifies issues facing the department, long-term strategies for achieving the department's broad objectives, and performance indicators for gauging our success. Yearly operational plans are prepared by each division detailing specific initiatives and actions to be taken and associated resources.

Plans are also developed to build organisational capability and long-term effectiveness, including information technology, communication, workplace diversity and equal opportunity, procurement and asset management.

Individual performance plans are developed for each member of staff outlining roles, expectations and performance standards. These plans, jointly developed by employees and their supervisors, aim to give staff a clear sense of how they contribute to corporate objectives and support their individual career development.

Budgeting

Our planning processes assist the department's executive management to make decisions about where our resources are best allocated to ensure Government and departmental priorities and outcomes are achieved.

An annual budget submission is also prepared for consideration by the Cabinet Budget Review Committee in its deliberations on how best to allocate the State's resources. A Ministerial Portfolio Statement (MPS), detailing the department's key achievements, our budget performance and future directions, is also prepared and released publicly as part of the State Budget process.

Evaluation and review

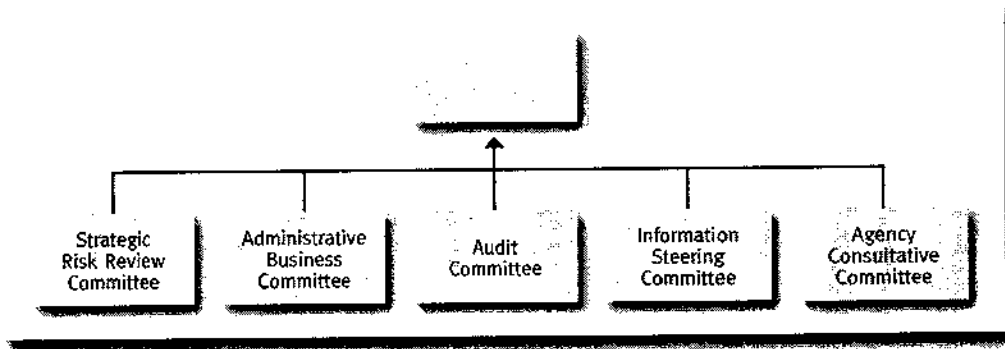
Corporate feedback and evaluation processes are critical in identifying our strengths and key areas for improvement. Our Internal Audit Unit and Strategic Evaluation and Review Unit conduct a range of reviews of departmental systems, programs and services to evaluate their effectiveness in meeting client and stakeholder needs and achieving Government objectives.

Performance monitoring

Other formal performance monitoring mechanisms include:

- monthly reporting to the Board of Management (BOM) on the status of all key policy development projects across the department;
- monthly reporting to the BOM on the department's financial position;
- quarterly reporting to the BOM on organisational performance;
- quarterly reporting to the BOM on human resource trends and statistics; and
- quarterly reporting to Queensland Treasury on progress against agreed performance measures published in the MPS.

Senior management committees



Board of Management

The BOM meets monthly to set the strategic direction and corporate objectives of the department, oversee performance and ensure the Government's priorities are met. BOM is chaired by the Director-General and is made up of senior managers from each division of the department.

Members of the BOM are:

- David Williams, Director-General;
- Matt Miller, Commissioner for Fair Trading;
- Laurie Longland, Executive Director, Executive and Corporate Services Division;
- Michael Tolhurst, Executive Director, Liquor Licensing Division; and
- Bob Mason, Executive Director, Racing Division.

Lorna Andrews, Director, Service Delivery and Development Division, became an ex officio member of the BOM in March 2002 to provide a greater interface between the regional offices of the department and executive management.

Strategic Risk Review Committee

The Strategic Risk Review Committee was established in May 2002 to provide advice to the Director-General and the BOM on departmental risk management issues and to promote a risk management culture throughout the department. Following a consultation process with members of the BOM regarding membership and the terms of reference, the first meeting of the committee was scheduled for September 2002. The committee will report regularly to the BOM on appropriate risk management strategies.

Administrative Business Committee

With the formation of the Department of Tourism, Racing and Fair Trading in February 2001, the Administrative Business Committee revisited its charter, taking on a broader and more comprehensive role in the corporate governance of the department at the operational level.

Significant achievements of the committee during 2001-2002 include the ongoing review of corporate policies and procedures and development of a *Financial Management Practice Manual* and a Risk Management Strategy for the department. It also initiated a review of department's waste management practices.

The committee's role is to ensure that the department's legislative and administrative responsibilities and reporting requirements are adequately met, including workforce management issues, operational information management, financial and resource management, workplace health and safety and risk management.

The committee meets monthly and reports to the BOM and as required to the Director-General. It is chaired by the Executive Director of the Executive and Corporate Services Division. Members include:

- Director, Finance and Administration Unit;
- Manager, Human Resources and Management Unit;
- Director, Information Management Unit;

- ▷ Departmental Risk Management Coordinator;
- ◀ Departmental Workplace Health and Safety Officer; and
- ◀ representatives of divisions and business units.

Audit Committee

The Audit Committee is responsible for monitoring the efficiency and effectiveness of the internal audit program, reviewing the annual financial statements, and providing advice to the Director-General based on issues identified from internal and external audit activities.

The committee meets quarterly and is chaired by the Executive Director, Liquor Licensing Division. Its members include:

- ▷ Commissioner for Fair Trading;
- Executive Director, Executive and Corporate Services Division;
- ▷ Executive Director, Racing Division;
- ▷ Director, Service Delivery and Development Division; and
- ◀ Managers of internal and external functions as required.

Information Steering Committee

The Information Steering Committee (ISC) is responsible for ensuring the department's application of information management and technology is consistent with whole-of-government objectives and with the department's business functions and future directions. The ISC provides direction for the department's information management strategies and prioritisation of departmental information system projects.

The ISC meets every six weeks, is chaired by the Director, Information Management and Development and has representation from all business areas including:

- ▷ Commissioner for Fair Trading;
- ▷ Manager, Office of Executive Director, Liquor Licensing Division;
- ▷ Senior Racing Advisor, Racing Division;

Manager, Corporate Development and Communication;

- ◀ Director, Service Delivery and Development Division;
- ▷ Manager, Knowledge Management; and
- ▷ Manager, Information Technology.

Minutes of the ISC meetings are provided to the BOM for review and relevant issues are presented to the BOM as required.

During 2001-2002, the ISC oversaw the progress of key projects including:

- ▷ integration of the department's computer network environment following machinery of government changes to the department's make up;
- ▷ redevelopment of the Fair Trading licensing system;
- an upgrade of desktop equipment and standard software operating throughout the department; and
- ▷ improved access of regional offices to corporate systems.

Agency Consultative Committee

The Agency Consultative Committee, comprised of 10 members (five union and five management), met six times during the year.

The committee was established under the enterprise bargaining agreement and is chaired jointly by union and management members. It provides a link between management and employees on issues which have the potential to impact on the structure of the department and employment security and other industrial relations issues of employees.

Significant issues considered by the committee during the year included, the Enterprise Bargaining Training Initiative, use of temporary/casual employment and the Renewal of the Public Service Initiative.

Internal audit

The Internal Audit Unit assists the Director-General in the performance and discharge of functions and duties of the position in accordance with the *Financial Administration and Audit Act 1977*. The Unit identifies risks and opportunities for improvement in achieving departmental goals through detailed reviews and the provision of consultative advice.

The unit also assists all levels of departmental management with a view to achieving sound managerial control over key functions, so that these activities can be carried out efficiently and effectively in accordance with statutory, departmental and professional requirements.

The Internal Audit Plan for 2001-2002, developed following consultation with senior management, focused on the review of system and functional processes that enable departmental officers to achieve goals specified in the department's strategic and operational plans.

During 2001-2002, 19 audits and investigations were conducted by the Internal Audit Unit, including compliance, financial, operational, and performance reviews. The Manager, Internal Audit Unit regularly reports directly to the Director-General on the conduct and outcome of all audits and reports quarterly to the Audit Committee, providing summary audit findings and status reports.

The unit's consultative and advisory service was used by the Director-General, senior management and line managers, concerning such issues as internal control frameworks, risk management and corporate governance.

Risk management

A Risk Management Strategy was approved in May 2002 by the BOM to streamline risk management procedures and integrate risk considerations into the department's strategic and operational planning and project management processes.

To raise awareness of risk management across the department, senior managers from divisions were appointed to the newly-created Strategic Risk Review Committee. A Departmental Risk Management Coordinator was also appointed to oversee and coordinate implementation of the strategy and provide a key liaison point between the committee and the divisions.

A comprehensive and integrated training program will be conducted to ensure appropriate levels of awareness of risk management by departmental employees.

Risk management is an integral part of the department's corporate governance framework. Managers and employees are responsible for ensuring risks are considered and managed in the day-to-day operations of their work units. A coordinated and integrated approach has therefore been adopted in an endeavour to reduce the level of risk and maximise opportunities for the department.

Strategic Evaluation and Review Unit

The Strategic Evaluation and Review Unit (SERU) encourages strategic thinking, innovative practice and optimum performance by coordinating an effective and collaborative evaluation and review process in the department.

SERU coordinates and conducts reviews of proposed and existing policies, programs and business practices to determine their appropriateness, efficiency and effectiveness and to identify opportunities to realign departmental activities and resources.

In 2001-2002 SERU reviewed the effectiveness, efficiency and accessibility of the portfolio's eight tribunals and dispute resolution systems, including the:

- Queensland Building Tribunal;
- Retirement Villages Tribunal;
- Property Agents and Motor Dealers Tribunal;
- Liquor Appeals Tribunal;
- Racing Appeals Authority;
- Films Appeal Tribunal;
- Publications Appeal Tribunal; and
- Computer Games and Images Tribunals.

The review resulted in the implementation of a three-stage tribunals reform process including bringing the tribunals into one central location and the administrative support under the Central Tribunals Registry; appointment of a single chairperson for the Queensland Building Tribunal, Property Agents and Motor Dealers Tribunal and Retirement Villages Tribunal; and the creation of a new consolidated tribunal.

Legal Services

The Legal Services Unit, part of the Executive and Corporate Services Division, provides strategic legal advice across the portfolio and independent legal policy advice to the Minister and the Director-General.

Headed by a lawyer, Legal Services also is responsible for the administrative law function of the department, including:

- managing the departmental processes for production of documents required for legal actions;
- administering the department's requirements under the *Freedom of Information (FOI) Act 1992*; and
- assisting with requests for statements of reasons under the *Judicial Review Act 1991* and for all applications for review.

One of the major tasks of Legal Services in 2001-2002 was the development and implementation of a Privacy Plan for the department. The Queensland Government has established a privacy regime for the Queensland Public Sector based on 11 Information Privacy Principles which regulate, among other things, the collection, storage, accuracy, use and disclosure of personal information. The department's Privacy Plan, including an implementation schedule, is available on request or from the department's website.

Our organisation

Our values

The department has identified a set of values it believes is critical to future success. These values are promoted through education and example, as well as through recognition in staff awards.

Service	We strive to understand and meet the needs and expectations of our clients.
Partnerships & Teamwork	We work to build collaborative partnerships and teamwork across the tourism, racing and fair trading portfolio, and with our key stakeholders both within and outside government.
Initiative and Integrity	We value and encourage innovation and ethical behaviour in our staff.

Our staff

The department employed the fulltime equivalent of 525 staff at 30 June 2002, up from 494 in 2001. The workforce comprised 56% female and 44% male staff at 30 June 2002.

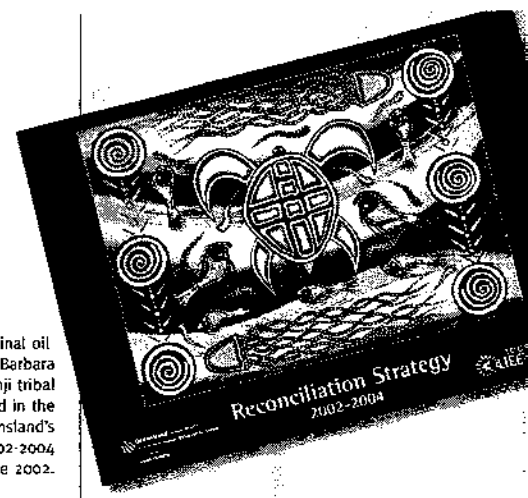
The increase of 31 FTEs was due to a new property marketing initiative in the Office of Fair Trading, in-sourcing of postal services and information technology services for the Office of Fair Trading, and additional resources in client service delivery areas including regional locations.

Staff profile by work unit and gender

At 30 June 2002

Work unit	No of Staff	Summary		
		Male	Female	% Women
Boards	5	1	4	80
Central Tribunals Registry	20	4	16	80
Executive & Corporate Services Division	90	40	50	55
Liquor Licensing Division	60	28	32	53
Office of Fair Trading	184	92	92	50
Office of the Director-General	3	2	1	33
Racing Division	28	14	14	50
Service Delivery & Development Division	170	66	104	61
Tourism Development	3	1	2	66
Department Total	563	248	315	56

Illustrations from an original oil painting by Aboriginal artist, Barbara Mundraby, known by her Yidinji tribal name of Bungan, featured in the department and Tourism Queensland's Reconciliation Strategy 2002-2004, published in June 2002.



Diversity, equity and equal employment opportunity

Indigenous initiatives

The Queensland Government has expressed a strong commitment to advancing reconciliation and addressing the social and economic disadvantages experienced by many Indigenous Queenslanders.

To help make this vision a reality the department and Tourism Queensland, a statutory body associated with the department, jointly developed the Reconciliation Strategy 2002-2004.

The strategy seeks to impart real benefits for Aboriginal and Torres Strait Islander people in the areas of tourism, racing, fair trading and liquor licensing through achieving three specific goals:

- promoting economic independence;
- looking for opportunities to advance reconciliation; and
- improving ways of doing portfolio business with Aboriginal and Torres Strait Islander stakeholders and communities.

A range of initiatives is being developed under the strategy's associated action plan, for example:

- We are reviewing our human resource policies and recruitment strategies to improve opportunities for Indigenous people to gain employment within the portfolio and improve career management and retention.
- New strategies are being developed with Aboriginal and Torres Strait Islander communities to manage alcohol abuse.
- The Office of Fair Trading is developing an Aboriginal and Torres Strait Islander 'Fair Go' Strategy to curb the growing incidence of Indigenous consumer detriment by improving Indigenous people's awareness of their consumer rights.

Importantly, the process of developing and implementing the strategy is giving the department opportunities to create lasting partnerships between Indigenous communities, organisations and government.

A Portfolio Indigenous Coordination Group was established during the year to help coordinate and integrate the wide range of operational and policy work undertaken by the department, often in partnership with individual communities and the Department of Aboriginal and Torres Strait Islander Policy. The group provides:

- a coordination mechanism for ensuring that the work of the different parts of the portfolio is integrated;
- a collaborative forum for information and idea sharing so that all areas can gain from the experience and knowledge already within the portfolio and avoid duplication; and
- an implementation and reporting mechanism for the department and Tourism Queensland to track implementation progress.

The department's Policy Coordination Unit:

- provides a secretariat for the Portfolio Indigenous Coordination Group;
- coordinates the department's input to reporting on the implementation of the Royal Commission into Aboriginal Deaths in Custody; and
- coordinates input and responses from the Office of Fair Trading, the Liquor Licensing Division and Tourism Queensland to the Queensland Government's Cape York Partnership and the *Meeting Challenges, Making Choices* initiatives.

Office of Fair Trading

The Office of Fair Trading identified a need to focus its activities, particularly in relation to communication and education, on the needs of vulnerable and disadvantaged groups in the community who are more likely to suffer consumer detriment.

- An Indigenous Awareness Officer was employed during 2001-2002 in the Townsville region to research methods to improve service delivery to Indigenous Queenslanders and provide options regarding future strategies to reduce consumer detriment among Aboriginal and Torres Strait Islander communities.

A memorandum of understanding was signed with the Palm Island Justice Group, improving that community's access to fair trading information and services. A range of educational materials were developed following consultation with communities and stakeholders. Resulting recommendations will be considered in the creation of a "Fair Go" Strategy being developed in 2002-2003.

Liquor licensing

During 2001-2002 the Liquor Licensing Division had continued involvement in the development of the *Ten Year Partnership* agreement between the Queensland Government and Aboriginal and Torres Strait Islander people. The division also:

- worked with the Department of Aboriginal and Torres Strait Islander Policy, Queensland Health, Queensland Police and the Department of the Premier and Cabinet, and community agencies including the Cape York Partnership Office and Apunipima Cape York Health Council to develop responses to the Cape York Justice Study report;
- worked with Indigenous representatives to develop alcohol management plans in individual communities, including Badu Island, Mer Island and Mornington Island;
- appointed an additional licensing officer in Cairns to further progress work on alcohol management plans in Indigenous communities;
- raised community awareness of sly grog and responsible consumption of alcohol issues through a radio campaign with the National Indigenous Radio Service, which was broadcast during Australian Football League games and featured prominent Brisbane Lions footballer Darryl White; and
- joined with the Queensland Police to investigate suspected sly grog offences in Cape York and Torres Strait communities, resulting in three prosecutions.

Aboriginal and Torres Strait Islander staff

At 30 June 2002

Work unit	No of staff	No of ATSI staff
Boards	5	0
Central Tribunals Registry	20	0
Executive & Corporate Services Division	90	2
Liquor Licensing Division	60	1
Office of Fair Trading	184	1
Office of the Director-General	3	0
Racing Division	28	0
Service Delivery & Development Division	170	3
Tourism Development	3	0
Department Total	563	7

Multicultural initiatives

- People from multi-cultural backgrounds were identified as a vulnerable consumer group which required greater focus from the Office of Fair Trading in this and future years. As a first step, a number of key consumer disclosure forms and information sheets relating to residential real estate and used car sales were translated into a number of languages. These were made available on the Office of Fair Trading website and were distributed widely in early 2002.
- Research and consultation with stakeholders was also undertaken to gather information regarding key needs of this audience so the Office of Fair Trading education and communication programs, along with service delivery initiatives, could be enhanced in 2002-2003.
- The Office of Fair Trading produces more than 40 consumer education publications. From July 2001 all new and reprinted publications have included information in 11 languages - German, Vietnamese, Danish, Dutch, French, Italian, Chinese, Greek, Filipino, Japanese and Polish - directing readers to the freecall number of the translating and interpreter service.

In addition, the Office of Fair Trading translated a number of key publications into languages other than English, including:

- a "scams" card on how to deal with unsolicited telephone calls in Croatian, Chinese and Arabic;
- key property agents and motor dealers fact sheets (*Buying a home; Buying an investment property; Buying a used car; Making a claim against the claim fund; and Making a complaint*) in Spanish, Chinese, Italian and Vietnamese; and
- two key disclosure forms regarding the sale of real estate - the *Warning Statement* and the selling agent's *Disclosure to Buyer* form - in Spanish, Chinese Italian and Vietnamese to ensure language is not a barrier to proper disclosure.
- Office of Fair Trading staff also attended ethnic community events - the Vietnamese Tet festival in February 2002 and the Ethnic Communities

Council of Queensland advocacy workshops in February and March 2002 - to provide advice on consumer protection and business responsibilities, covering areas such as rights, scams, product safety, car sales and real estate.

- The Townsville migrant resource centre received a grant from 1998 to March 2002 from the Office of Fair Trading to run ethnic community education workshops on consumer issues. Thirty three workshops were held from July 2000 until February 2002 involving an average of 25 participants. Ten people from 10 different ethnic communities were also trained to help facilitate and implement the workshops as part of this project.
- Implementation of the *Tourism Accommodation Providers (Liability) Act 2001* included ensuring that accommodation providers were aware of the necessity of providing notices in additional languages.
- The department participated in a work experience project for migrants, giving a trainee work in the corporate services area. The department expects to continue participating in the ongoing program.
- Recruitment of an Australian South Sea Islander trainee to a relevant regional office is a priority in the department's traineeship program in response to the Queensland Government's Australian South Sea Islander action plan. The plan aims to ensure present and future generations of Australian South Sea Islanders have equality of opportunity to participate in and contribute to the economic, social, political and cultural life of the State. All staff were made aware through publication on the department's intranet site and distribution to the Board of Management of the Government's recognition statement from the plan, which formally recognises Australian South Seas Islanders as a distinct cultural group.

Equal employment opportunity

EEO Advisory Committee

The department's EEO Advisory Committee was established in July 2000 to:

- help members of the four target groups (women, people from a non-English speaking background, people from an Aboriginal or Torres Strait Islander background, and people with a disability) effectively compete for employment opportunities within the department;
- provide a workplace free of harassment and discrimination; and
- ensure fair and equitable treatment of all employees.

The committee meets quarterly and is chaired on a rotational basis by all members who are representatives of departmental divisions and target groups. The committee reports to the Administrative Business Committee and directly to

Staff from a non-English speaking background

At 30 June 2002

Work unit	No of staff	No of NESB (1)	% NESB (1)	No of NESB (2)	% NESB (2)	Total % NESB (1&2)
Boards	5	0	0	0	0	0
Central Tribunals Registry	20	1	5	0	0	5
Executive & Corporate Services Division	90	1	1.1	3	3.3	4.4
Liquor Licensing Division	60	4	6.7	4	6.7	13.3
Office of Fair Trading	184	4	2.2	2	1.1	3.3
Office of the Director-General	3	0	0	0	0	0
Racing Division	28	0	0	3	10.7	10.7
Service Delivery & Development Division	170	7	4.1	1	0.6	4.7
Tourism Development	3	0	0	0	0	0
Department Total	563	17	3.0%	13	2.3%	5.3%

Note: (a) NESB (1) - People whose first language was a language other than English.

(b) NESB (2) - People who have at least one parent whose first language was a language other than English.

the Director-General as required. During 2001-2002 the committee:

- developed the Workplace Diversity and EEO Management Plan 2001-2004 which contains a number of initiatives to promote diversity and develop awareness of EEO issues;
- developed EEO information for the department's intranet;
- started work on a mentoring program for Indigenous employees;
- promoted and participated in Harmony Day which celebrates diversity of the workforce; and
- pursued the enhancement of Indigenous representation in the department's workforce by recruiting trainees in Cairns, Townsville and two in Brisbane.

Women's initiatives

Women make up 56% of the department's workforce. 35% of senior managers and 42% of middle managers are women, and of the 61 members of tribunals administered by the department, 26 are women, representing 42%.

The department provides flexible working arrangements including flexible working hours, maternity leave on full pay and part-time employment. A telecommuting policy is also being developed to further enhance the ability of staff to balance work and family responsibilities.

Specific training programs such as the Springboard Women's Development Program and opportunities to relieve in higher positions are available to enhance women's career opportunities in the department.

To mark the anniversary of the 74th International Women's Day in March 2002, the department published a brochure showcasing women's contribution to the tourism, racing and liquor industries and the Queensland marketplace. It was distributed to 800 guests at the traditional Queensland Government IWD lunch held at Brisbane City Hall. Women from junior ranks across the department were given the opportunity to attend the lunch as guests of the Director-General.

Women in senior positions

At 30 June 2002

Work unit	Women in senior positions (SO, SES, CEO)				Women paid at A06 to A08			
	No of staff	No of women staff	%	Target % 2005	No of staff	No of women staff	%	Target % 2005
Boards	5	4	80	25	0	0	0	35
Central Tribunals Registry	0	0	0	25	1	1	100	35
Executive & Corporate Services Division	5	2	40	25	33	15	45.4	35
Liquor Licensing Division	1	0	0	25	9	2	22.2	35
Office of Fair Trading	6	2	33.3	25	27	9	33.3	35
Office of the Director-General	1	0	0	25	1	0	0	35
Racing Division	2	0	0	25	9	5	55.5	35
Service Delivery & Development Division	1	1	100	25	10	4	40	35
Tourism Development	1	1	100	25	0	0	0	35
Department Total	22	10	45.4	25	90	36	40	35

Workplace safety

Although the level of risk is low, the department is conscious of the importance of managing workplace health and safety and consequently our exposure to workplace injury has been low. Our workers' compensation premium remains modest with only a 4.2% increase proposed for next year.

The department's workplace health and safety strategy is currently under review to ensure that

a proactive infrastructure is in place to anticipate and manage the risks associated with such a geographically and functionally-diverse organisation.

The department implemented a corporate health initiative during the year which incorporates an executive assessment program, basic health checks for all employees, influenza vaccinations and an education program. All components are offered on a voluntary basis.

Staff with disability

At 30 June 2002

Work unit	No of staff	No of staff with disability	%
Boards	5	0	0
Central Tribunals Registry	20	2	10
Executive & Corporate Services Division	90	8	8.9
Liquor Licensing Division	60	4	6.7
Office of Fair Trading	184	19	10.3
Office of the Director-General	3	0	0
Racing Division	28	2	7.1
Service Delivery & Development Division	170	22	12.9
Tourism Development	3	0	0
Department Total	563	57	10.1%

Ethics:

The department's Code of Conduct was revised during 2000-2001 and remains current with no amendments required during 2001-2002. Copies of the Code are provided to all staff and it is also available on the department's intranet. While the Code is available for inspection by any person, no requests were received during 2001-2002.

The department's training and development calendar includes corporate governance training and care is taken to ensure that all employees, particularly new employees, receive training on ethical standards, behaviours and consequences. This focus on ethical behaviour ensures the development of policies and procedures takes account of ethical issues.

Public interest disclosures

In accordance with the *Whistleblower's Protection Act 1994*, the department supports those persons who wish to make public interest disclosures (PID). The department is committed to acting on disclosures received and providing those persons with an avenue for voicing such concerns.

A whistleblower contact officer ensures that cases are dealt with expeditiously and appropriately, either internally or through an appropriate body such as the Crime and Misconduct Commission (CMC). The Manager, Internal Audit Unit is the departmental CMC Liaison Officer and, in conjunction with the CMC, is responsible for the coordination of investigations involving suspected official misconduct. The Manager, Internal Audit Unit reports directly to the Director-General regarding all CMC matters.

During 2001-2002, two public interest disclosures were received under the *Whistleblower's Protection Act 1994*. One PID was dealt with internally. The other PID was referred to the CMC for investigation and it remains outstanding. During 2000-2001, it was reported that one public interest disclosure had been received. That PID was dealt with internally, the results of which were subsequently reported to the CMC.

Individual performance:

During 2001-2002, more than 90 per cent of all staff completed, in liaison with their supervisor or manager, a Personal Performance Management and Development Plan outlining their achievements for the year and the expectations for the forthcoming year. These individual performance agreements, which are linked to unit and divisional operational plans and enable two-way feedback on performance, were a key human resource initiative this year and training was provided for all staff in Brisbane and regional locations.

Learning and development:

More than 500 staff attended training courses in Brisbane and in regional centres on 21 developmental topics. The most popular courses were corporate governance, performance management, time management, conflict resolution and various computer software courses.

The Board of Management approved the development of a management development program for staff from Administrative Officer Level 5 to senior officer levels.

Twenty one employees received assistance with further education through the Study and Research Assistance Scheme.

Staff recognition

The Director-General's Excellence Awards are awarded annually and presented by the Minister to staff or groups of staff who demonstrate a high level of achievement in a range of categories. The 2001 winners were:

Innovation	Cathy Homer and Christine Barrowcliffe for upgrading and development of the Liquor Licensing Database
Community/Regional Service	Debbie Dixon-Searle for outstanding management of the Townsville Regional Office
Client Service	Mary-anne Lane and Robert Broadfoot for the development and maintenance of the SAP R/3 finance system Racing Science Centre staff for pre-race and post-race testing of horses competing at the Interdominion
Leadership	Sharon Burke for leading the development of the whole-of-government tourism policy framework
Director-General's Excellence Award	Trade Measurement Training Accreditation project team for the development of a competency-based training program for trade measurement officers

Cathy Homer, data administrator (second from left), and Christine Barrowcliffe, applications support officer (second from right), won the Innovation category of the 2001 Director-General's Excellence Awards for their work in upgrading the Liquor Licensing Division's database. The database required extensive redevelopment to enable staff to quickly process new and varied liquor licence applications resulting from legislative changes in July 2001. Cathy and Christine are pictured receiving certificates and congratulations from the Minister for Tourism and Racing and the Minister for Fair Trading, Merri Rose and the Executive Director of the Executive and Corporate Services Division, Laurie Longland.



Additional reporting

Statement of affairs

This Statement of Affairs has been published to comply with section 18 of the *Freedom of Information Act 1992*.

Information in the statement of affairs includes:

- consultation arrangements for public participation in the department's policy making activities;
- bodies established to advise the department and whose meetings and minutes are open to the public;
- how to access departmental documents under Freedom of Information (FOI);
- type of documents held by the department; and
- publications available from the department.

Consultation arrangements for public participation in departmental policy making activities

The department recognises that extensive community consultation is necessary whenever major policy and legislative initiatives are being developed.

Mechanisms are in place to ensure that consultation occurs. For example, a recent review of legislation administered by the department included consultation with affected stakeholders, including the provision of draft legislation to the stakeholders for comment and review. The department also employs a range of other methods including working parties, client surveys and detailed consultation with consumer groups.

Members of the public are invited to write to the Director-General concerning the department's policies and functions.

Bodies established to advise the department and whose meetings or minutes are open to the public

Although there are several bodies set up to advise the department on various matters, none of the meetings of those bodies are open to the public and the minutes of those meetings are not distributed to the public.

Documents held by the department

The department holds a broad range of materials and records relating to internal operations and delivery of services.

Freedom of information

How to access departmental documents

The *Freedom of Information Act 1992* gives community members a legally-enforceable right to access documents held by Queensland Government agencies and Ministers of the Crown.

Although the overall spirit of the *Freedom of Information Act 1992* encourages the release of documents, some documents may be restricted to protect essential public interests or the private or business affairs of members of the community where disclosure would be contrary to the public interest. Other documents are also available to review and download directly from our website, www.dtrft.qld.gov.au. Restrictions on access may also be encountered for documents placed in the custody of Queensland State Archives for safekeeping.

How do I obtain documents?

1. Ask if the documents you require are publicly available.
2. Identify the documents you require, where they are located (region, division) and type of access sought (inspection or copy).
3. Make the application. A formal application under the *Freedom of Information Act 1992* may be made on either an application form or by letter. The application must:
 - be in writing;
 - state an address to which a notification of the decision may be sent;
 - be accompanied by a \$31 (\$32.50 from 1 September 2002) application fee, if the information relates to non-personal matters (personal information about yourself is available at no cost); and
 - be addressed to the Administrative Law Officer.

4. Post or deliver the application to:

The Administrative Law Officer
Department of Tourism, Racing and Fair Trading
Level 26, 111 George Street
GPO Box 1141
BRISBANE QLD 4001
Telephone (07) 3237 9975 or 3247 5631
Facsimile (07) 3224 8411

If the documents you require relate to your personal matters, you must apply in person and provide identification.

Fees and charges

Are there any charges to access information?

An application fee of \$31 (\$32.50 from 1 September 2002) is payable to access non-personal affairs documents. No fees or charges are payable to access your own personal affairs documents.

Charges calculated at the rate of \$5 for each 15 minutes or part thereof, for processing non-personal affairs applications and for inspecting documents were introduced on 23 November 2001.

However, charges are not payable if the processing time is 2 hours or less. Provision has been made to waive charges for individuals or non-profit organisations on the grounds of financial hardship.

Agencies are required to notify applicants that they are liable to pay a charge in relation to their application and provide a preliminary assessment of the charge.

Photocopying charges of 20 cents per A4 page (previously 50 cents) and a reasonable amount for other sizes may also apply. Charges also apply to cover actual costs incurred by the department in providing access to documents other than by inspection or photocopies.

Applications for internal and external review do not attract an application fee, however charges may apply for photocopying of non-personal affairs documents released following the review process.

All FOI fees and charges are exempt from GST.

Consultation

While processing an FOI application, it may be necessary to consult with a third party where disclosure of the matter contained in the document may reasonably be expected to be of substantial concern to the third party.

While the third party's views will be taken into consideration, the final decision on whether to permit access rests with the department.

Timeframes for decisions

Strict time limits apply for making decisions on FOI applications. The timeframes start from the receipt of the application, except in the case of applications for access to non-personal affairs documents, when the timeframes start from receipt of both the application and the application fee.

FOI applications are acknowledged by the department within 14 days of receipt.

For requests to access personal affairs documents, decisions are made within:

- 45 days where no consultation is required; and
- 60 days where consultation is required.

For requests to access non-personal affairs documents, decisions are made within:

- 45 days for documents created after 1987 where no consultation is required;
- 60 days for documents created after 1987 where consultation is required;
- 60 days for documents created prior to 1987 where no consultation is required; and
- 75 days for documents created prior to 1987 where consultation is required.

Types of access

You may nominate to have copies sent to you at a charge or you may inspect documents at a suitable location, usually the department's main office.

How do I amend my personal records?

If, after obtaining access to a department document, you believe that information recorded in the document about your personal affairs is inaccurate, incomplete, out-of-date or misleading, you can apply to have the document amended.

A formal application under the *Freedom of Information Act 1992* to amend personal affairs information must:

- be in writing;
 - state an address to which a notification of the decision may be sent;
- specify the particulars you wish to have amended; and
- give details as to why the information is believed to be incomplete, incorrect, out-of-date or misleading.

You will be notified of a decision on your application within 30 days of the date on which your application was made.

Review of decisions

Internal review

If you are dissatisfied with the department's decision, you may apply for an internal review of the decision. Your application, in writing, must be made within 28 days of receiving written notice of the decision. A senior officer of the department will review the decision within 14 days of receipt of your application. There is no right of internal review of a decision made by the Minister or chief executive of the department.

External review

The Information Commissioner is an independent body responsible for reviewing decisions under the *Freedom of Information Act 1992*. The Information Commissioner has the power to change, amend or confirm a decision of an agency or to mediate a settlement amongst the parties.

You may seek an external review of the decision from the Information Commissioner if:

- you are dissatisfied with the internal review decision;

- the department fails to make a decision within the internal review time limits; or
- the Minister or chief executive officer made the decision.

Applications for external review must be sought by an applicant within 60 days of receipt of the decision, or by a third party within 28 days of receipt of the decision.

An application for external review must be in writing, specify your address and give particulars of the decision for review. Requests should be forwarded to:

The Office of the Information Commissioner
Level 25, 288 Edward Street, BRISBANE QLD 4000
or mailed to
GPO Box 3314, BRISBANE QLD 4001

Enquiries

Enquiries about FOI may be made between 8.30 a.m. and 5 p.m. Monday to Friday by telephoning the Administrative Law Officer on (07) 3237 9975 or (07) 3247 5631.

FOI applications

Sixty five applications for access to documents and five requests for internal review of decisions were received under the *Freedom of Information Act 1992* in 2001-2002. Additionally, one request for external review of a departmental decision was received and finalised. No requests for a statement of reasons for decisions were received under the *Judicial Review Act 1991*, however, four applications were made to the Supreme Court for statutory orders of review.

Applications for access to documents related to the following main topics:

- complaints against and investigations into motor vehicle dealers, real estate agents and agencies, licensed premises (liquor), the operation of companies and products, and marketeering;
- applications submitted for liquor licences including the public need submission;
- applications for retirement village licences; and
- the appointment of the Queensland Thoroughbred Racing Board.

The main users of FOI legislation were solicitors on behalf of affected clients, individual members of the public, residents adjacent to or nearby proposed licensed premises or retirement villages, parliamentarians and media representatives.

Publications

The department produces the following range of free and saleable material. The list is not exhaustive. All publications are available for inspection by members of the public free of charge. Many of the publications can be downloaded from the internet. Prices shown are inclusive of GST, where applicable. Arrangements can be made to view and/or obtain copies of the department's policy and procedure documents at all departmental offices by telephoning (07) 3224 2018.

Item	Format		Cost
	Hard Copy	Download from web	
Corporate			
Corporate publications are available from the department's website at www.dtrft.qld.gov.au or by telephoning (07) 3224 2018.			
Strategic Plan 2002-2006	x	✓	Free
State Budget 2002-2003 Ministerial Portfolio Statements	x	✓	Free
State Budget 2002-2003 Budget Highlights	x	✓	Free
Reconciliation Strategy 2002-2004	x	✓	Free
Queensland Government Strategy for Growing Tourism	x	✓	Free
Growing Tourism Strategy	x	✓	Free
Growing Tourism in the Smart State – Progress Report 2001-2002 and Future Directions	x		Free
Limit Your Liability	x	✓	Free
Annual Report 2001-2002	✓	✓	Free
Annual Report 2000-2001	x	✓	Free
Office of Fair Trading			
Business and consumer publications are available from the Office of Fair Trading's website at www.fairtrading.qld.gov.au or by telephoning 1300 658 030.			
Publications for Business			
Good Business Guide: How to improve your bottom line	Booklet	✓	Free
Registering a Business Name	Fact Sheet	✓	Free
Refund Sign (for use in retail outlets)	A4 sign	✓	Free
Auctioneering Practice Code of Conduct	Regulation	✓	Free
Commercial Agency Practice Code of Conduct	Regulation	✓	Free
Motor Dealing Practice Code of Conduct	Regulation	✓	Free

Item	Format		Cost
	Hard Copy	Download from web	
Motor Dealing Practice Code of Conduct	Regulation	✓	Free
Property Developer Practice Code of Conduct	Regulation	✓	Free
Real Estate Agency Practice Code of Conduct	Regulation	✓	Free
Restricted Letting Agency Practice Code of Conduct	Regulation	✓	Free
How to Shop Green	Poster	✓	Free
Information for Market Traders and Stallholders	Fact sheet	✓	Free
Office of Fair Trading contact addresses and details	Fact sheet	✓	Free
Cooperatives	Fact sheet	✓	Free
Cooperatives Helping Farming Businesses	Fact sheet	✓	Free
Customer Service Guidelines	x	✓	Free
Real Estate Agency Practice Good Business Guide	Booklet	✓	Free
Office of Fair Trading Fee Schedule	x	✓	Free
Retirement Village Act 1999 - Dispute Resolution Guidelines	Booklet	✓	Free
Retirement Villages - Public Information Document	Booklet	✓	Free
A Guide to Trade Measurement Inspections of Business	Fact sheet	✓	Free
The Basics of Public Weighbridge Licences	Fact sheet	✓	Free
Advice for growers and packers of fruit and vegetables	Fact sheet	✓	Free
A guide to marking requirements for pre-packed articles	Fact sheet	✓	Free
Advice for Bakers and Packers of Bread and Other Bakery Products	Fact sheet	✓	Free
Scales Used to Weigh Precious Stones and Precious Metals	Fact sheet	✓	Free
Guide for Operators of Public Weighbridges	Fact sheet	✓	Free
Guide for Owners and Operators of Weighbridges Used For Trade	Fact sheet	✓	Free
Laws for Petroleum Fuel Depots	Fact sheet	✓	Free
Trader's guide to retail sale of fruit and vegetables	Fact sheet	✓	Free
Trader's guide to sale of beer, certain basic spirits and other alcoholic beverages	Fact sheet	✓	Free
Trader's guide to selling at markets	Fact sheet	✓	Free
Trader's guide to the retail sale of articles in delicatessens, poultry and seafood shops	Fact sheet	✓	Free

Item	Format		Cost
	Hard Copy	Download from web	
Trader's guide to the sale of meat in butcher shops	Fact sheet	✓	Free
Trader's guide to using Trade Scales	Fact sheet	✓	Free
Trader's Guide to Service Stations	Fact sheet	✓	Free
Understanding the Basic Requirements for Servicing Licensees and Certifiers of Trade Measuring Instruments	Fact sheet	✓	Free
Buying legal vehicle accessories	Poster	✓	Free
Publications for Consumers			
Agewise - Consumer Advice for Seniors	Booklet	✓	Free
"No Door-to-Door Traders"	External sticker	✓	Free
Glovebox Guide to buying and owning a car	Fact sheet	✓	Free
PSST! Post School Survival Tips	Booklet	✓	Free
How to Deal Effectively with The Hard Sell	Booklet	✓	Free
Unhappy? Making Complaints	Fact sheet	✓	Free
Unhappy? Making Complaints - in Chinese (simplified)	Fact sheet	✓	Free
Unhappy? Making Complaints - in Chinese (traditional)	Fact sheet	✓	Free
Unhappy? Making Complaints - in Italian	Fact sheet	✓	Free
Unhappy? Making Complaints - in Spanish	Fact sheet	✓	Free
Unhappy? Making Complaints - in Vietnamese	Fact sheet	✓	Free
10 simple checks to ensure a smart on line shopping experience	Card & Mouse mat	✓	Free
Buying a Home	Fact sheet	✓	Free
Buying a home - in Chinese (simplified)	Fact sheet	✓	Free
Buying a home - in Chinese (traditional)	Fact sheet	✓	Free
Buying a home - in Italian	Fact sheet	✓	Free
Buying a home - in Spanish	Fact sheet	✓	Free
Buying a home - in Vietnamese	Fact sheet	✓	Free
Buying a used car	Fact sheet	✓	Free
Buying a used car - in Italian	Fact sheet	✓	Free
Buying a used car - in Spanish	Fact sheet	✓	Free
Buying a used car - in Vietnamese	Fact sheet	✓	Free

Item	Format		Cost
	Hard Copy	Download from web	
Buying an Investment Property	Fact sheet	✓	Free
Buying an Investment Property - in Chinese (simplified)	Fact sheet	✓	Free
Buying an Investment Property - in Chinese (traditional)	Fact sheet	✓	Free
Buying an Investment Property - in Italian	Fact sheet	✓	Free
Buying an Investment Property - in Spanish	Fact sheet	✓	Free
Buying an Investment Property - in Vietnamese	Fact sheet	✓	Free
Getting a (real estate) Valuation	Fact sheet	✓	Free
Door-to-door and itinerant sellers	Fact sheet	✓	Free
Babywalker Safety	Fact sheet	✓	Free
Bike Safety	Fact sheet	✓	Free
Bunkbed Safety	Fact sheet	✓	Free
Changetables	Fact sheet	✓	Free
Cot Safety	Fact sheet	✓	Free
Hazards for Children under 3 years	Fact sheet	✓	Free
Highchairs	Fact sheet	✓	Free
Keeping Baby Safe	x	✓	Free
Keeping Baby Safe - in Arabic	x	✓	Free
Keeping Baby Safe - in Chinese	x	✓	Free
Keeping Baby Safe - in Croatian	x	✓	Free
Keeping Baby Safe - in Serbian	x	✓	Free
Keeping Baby Safe - in Spanish	x	✓	Free
Keeping Baby Safe - in Vietnamese	x	✓	Free
Seniors Mail fraud	x	✓	Free
Buying 2nd hand products	Fact sheet	✓	Free
Buying a Car	Fact sheet	✓	Free
Buying a Computer	Fact sheet	✓	Free
Buying Fuel at Service Stations	Fact sheet	✓	Free
Car/Moped Hire	Fact sheet	✓	Free
Charities	Fact sheet	✓	Free
Computerised gambling systems	Fact sheet	✓	Free

Item	Format		Cost
	Hard Copy	Download from web	
Exercise equipment and gym membership	Fact sheet	✓	Free
Going Mobile - A guide to mobile home living	Booklet	✓	Free
Retirement Village Act 1999 - Dispute Resolution Guidelines	Booklet	✓	Free
Retirement Villages - Public Information Document	Booklet	✓	Free
Home employment opportunities	Fact sheet	✓	Free
How to Make a Claim against the Claim Fund - Property Agents and Motor Dealers Act 2000	Fact sheet	✓	Free
How to Make a Claim against the Claim Fund - Property Agents and Motor Dealers Act 2000 - in Chinese (Simplified)	Fact sheet	✓	Free
How to Make a Claim against the Claim Fund - Property Agents and Motor Dealers Act 2000 - in Chinese (traditional)	Fact sheet	✓	Free
How to Make a Claim against the Claim Fund - Property Agents and Motor Dealers Act 2000 (in Italian)	Fact sheet	✓	Free
How to Make a Claim against the Claim Fund - Property Agents and Motor Dealers Act 2000 (in Spanish)	Fact sheet	✓	Free
How to Make a Claim against the Claim Fund - Property Agents and Motor Dealers Act 2000 (in Vietnamese)	Fact sheet	✓	Free
Incorporated Associations	Fact sheet	✓	Free
Information for non-English speakers	Fact sheet	✓	Free
Lighters, candles & oil burners	Fact sheet	✓	Free
Office of Fair Trading contact addresses and details	Fact sheet	✓	Free
Little Black Book of Scams	x	✓	Free
Little Black Book of Scams - in Chinese	x	✓	Free
Little Black Book of Scams - in Greek	x	✓	Free
Little Black Book of Scams - in Italian	x	✓	Free
Little Black Book of Scams - in Vietnamese	x	✓	Free
Pay Day Loans	Fact sheet	✓	Free
Phoney prizes, lotteries and scams	Fact sheet	✓	Free
Pyramid selling & chain letters	Fact sheet	✓	Free
Refunds and lay-bys	Fact sheet	✓	Free
REVS - Keep your car in YOUR driveway	Flyer	✓	Free

Item	Format		Cost
	Hard Copy	Download from web	
Selling Real Estate	Fact sheet	✓	Free
Shop Green Checklist	Flyer	✓	Free
How to Shop Green	Fact sheet	✓	Free
How to Shop Green	Poster	✓	Free
Shopping for Meat, Fruit and Vegetables	Fact sheet	✓	Free
Stop the Scams - in Arabic	x	✓	Free
Stop the Scams - in Chinese	x	✓	Free
Stop the Scams - in Croatian	x	✓	Free
Trade Measurement Tips for Consumers	Fact sheet	✓	Free
Using the Internet and shopping on line	Fact sheet	✓	Free
Consumer guide to the new Retirement Villages Act	Booklet	✓	Free

Liquor Licensing Publications

Most liquor licensing publications and other materials are available free of charge from the Liquor Licensing Division's website at www.liquor.qld.gov.au. Further information or hard copies can be obtained by telephoning the Administration Officer (Products) on (07) 3224 2064.

Liquor Act 1992 and Wine Industry Act 1994 - forms and brochures	✓	✓	Free
Guidelines to assist in the interpretation of the legislation	✓	✓	Free
A Planning Guide for Event Managers - Alcohol, Safety and Event Management	✓	✓	Free
Quarterly Liquor Licensing Bulletin	✓	✓	Free
Guide to the Liquor Act	✓	✓	\$2
Guide to the Wine Industry Act	✓	✓	\$2
Australian ID Checking Guide	✓	✓	\$2
Guide to preventing drink spiking on licensed premises	✓	x	Free
Don't Step Over the Line and No more. It's the Law Video	✓	x	\$50
Responsible Service of Alcohol Self-Paced Learning Package			
o Complete package	✓	x	\$99
o Additional workbook	✓	x	\$15
Year in Review:			
o 1997-1998, 1998-1999, 1999-2001 editions	✓	✓	\$10
o 1994-1995, 1995-1996, 1996-1997 editions	✓	x	\$5

Item	Format		Cost
	Hard Copy	Download from web	
Posters dealing with responsible service of alcohol and underage drinking			
o un laminated	✓	x	Free
o laminated	✓	x	\$5
Management signs			
o un laminated (minimum of 10)	✓	x	\$1 each
o laminated	✓	x	\$5 each
Racing			
Racing publications are available from the department's website at www.dtrf.qld.gov.au or by telephoning (07) 3224 2018.			
Racing Bill 2002		✓	Free

Body	Role	Constituting Act	Annual Reporting Requirement	Cost	Members (at 30 June 2002)	Notes
Computer Games and Images Appeals Tribunal	Hears appeals against decisions made under the Act	<i>Classification of Computer Games and Images Act 1995</i>	See notes	Nil	No current membership	No appeals were lodged during 2001-2002
Consumer Safety Committee	Provides advice to the Minister for Fair Trading on consumer safety and product safety issues	<i>Fair Trading Act 1989</i>	See notes	Nil	No current membership	A review of the functions and strategic directions of the committee was undertaken during 2001-2002. Following the appointment of new members, the reconstituted committee was due to meet for the first time by the end of 2002.
Disaster Appeals Trust Fund Committee	Receives surplus monies from unused disaster relief funds and may elect to make payments into any current disaster relief fund	<i>Collections Act 1966</i>	See notes	See notes	David Williams (Chair) Dr Rosemary Clarkson Norelle Deeth Simmone Webb Greg Klein	The committee met in November 2001 to consider a number of issues including one application, a review of the guidelines for the allocation of money in the fund and the investment of unused monies. Costs associated with the committee are minimal as members and the administrative support officer are government employees.
Films Appeals Tribunal	Hears appeals against decisions made under the Act	<i>Classification of Films Act 1991</i>	See notes	Nil	No current membership	No appeals were lodged during 2001-2002
Funeral Benefit Trust Fund Committee	Administers the Funeral Benefit Trust Fund by hearing claims made by contributors to the fund	<i>Funeral Benefit Business Act 1982</i>	See notes	\$23,194	Paul Kerr Michelle Skene Robert Ahern Brian Gill	The committee met 12 times during 2001-2002 and processed 302 claims, down from 345 in the previous year, resulting in \$68,435 being paid from the fund. Also during that period 153 contributors surrendered their agreements resulting in a payout to contributors of \$25,487.

Body	Role	Constituting Act	Annual Reporting Requirement	Cost	Members (at 30 June 2002)	Notes
Greyhound Racing Authority (GRA)	Responsible for controlling, supervising, regulating and promoting greyhound racing throughout Queensland	<i>Racing and Betting Act 1980</i>	Separate report to Parliament	See GRA annual report	Rodney Lowe (Chair) Kerry Watson (Deputy Chair) Phillip Bennett Christopher Williams	See GRA annual report
Liquor Appeals Tribunal	Hears appeals lodged by parties aggrieved by decisions of the chief executive relating to liquor licences	<i>Liquor Act 1992</i>	See notes	\$174,621	Jeffrey Rolls (Chair) Anne Lindon (Deputy Chair) Jessica Harrington Glenice Spender Fay O'Donnell David Stitt	On 14 January 2002, the Liquor Appeals Tribunal registry relocated to the Central Tribunals Registry at Level 9, 15 Adelaide Street, Brisbane. Amendments to the <i>Liquor Act 1992</i> took effect on 1 July 2001. There were 76 appeals lodged which represents a 62% increase compared with the previous year. 66% of the appeals involved objectors. The tribunal heard 29 appeals (15 of which were regional matters) and published 21 decisions. Appeals were determined in an average of 10.2 weeks from lodgement.
Property Agents and Motor Dealers Tribunal (formerly the Auctioneers and Agents Committee)	Hears disputes between buyers and property agents or motor dealers	<i>Property Agents and Motor Dealers Act 2000</i>	Separate report to Parliament	\$330,329	Barry Cotterell (Chair) Molly Robson Kathleen Keating Iain Herriot Barry Vickers Brett Codd Eric Eastment John Gallagher Sharon Christensen	See PAMDT annual report at www.tribunals.qld.gov.au
Publications Appeals Tribunal	Hears appeals against decisions made under the Act	<i>Classification of Publications Act 1991</i>	See notes	Nil	No current membership	No appeals were lodged during 2001-2002

Body	Role	Constituting Act	Annual Reporting Requirement	Cost	Members (at 30 June 2002)	Notes
Queensland Building Tribunal	Resolves domestic and commercial building and related disputes and reviews decisions of the Queensland Building Services Authority (BSA) and conducts disciplinary and other proceedings brought by the BSA.	<i>Queensland Building Tribunal Act 2000</i>	Separate report to Parliament	See QBT annual report	Wendy Cull (Chair) Linda Bradford-Morgan Christine Roney Jennifer McVeigh Susan Burke Peter Lohrisch Anthony Moon Kerrie O'Callaghan Robert Wensley QC	See QBT annual report at www.tribunals.qld.gov.au
Queensland Harness Racing Board (QHRB)	Responsible for controlling, supervising, regulating and promoting harness racing throughout Queensland	<i>Racing and Betting Act 1980</i>	Separate report to Parliament	See QHRB annual report	Keith Hamburger (Chair) Helen Boyd Andrea Sage Ian Millard	See QHRB annual report
Queensland Thoroughbred Racing Board (QTRB) (formerly the Queensland Principal Club)	Responsible for controlling, supervising, regulating and promoting thoroughbred racing throughout Queensland	<i>Racing and Betting Act 1980</i>	Separate report to Parliament	See QTRB annual report	Robert Bentley (Chair) Stephen Lonie Anthony Hanmer Michael Lambert George Pippas	See QTRB annual report

Body	Role	Constituting Act	Annual Reporting Requirement	Cost	Members (at 30 June 2002)	Notes
Racing Appeals Authority (RAA)	Hears appeals lodged against decisions to refuse or revoke licences or against penalties imposed by stewards. The RAA hears appeals for all three racing codes - thoroughbred, harness and greyhound.	<i>Racing and Betting Act 1980</i>	See notes	\$53,279	Leo Williams (Chair) Sir James Killen Dennis Standfield	<p>The RAA was relocated to 15 Adelaide Street, Brisbane, and from 1 January 2002 registry services were provided by the Central Tribunals Registry as part of an amalgamation of service delivery for five portfolio tribunals. There was a 30% decrease in the number of appeals for 2001-2002 (35) compared with 2000-2001(50).</p> <p>Of the appeals received 22 related to the harness code, 6 to greyhounds, 3 to thoroughbreds and 4 to licences. On average applications were resolved within 18 days of lodgement of the appeal.</p> <p>Of the 35 appeals received 31 were finalised, with 11 dismissed, 14 dismissed with the penalty varied, 3 upheld and 3 withdrawn.</p> <p>Eight appeals were from regional areas. Hearings for regional matters were conducted from the RAA hearing room in Brisbane where parties either appeared in person or by video link.</p>
Racing Codes Advisory Board	Supervises and reports on activities associated with drug control in the racing industry, including collection, transportation and analysis of race-day samples.	<i>Racing and Betting Act 1980</i>	See notes	\$7,957	Dr Frederick Manahan (Chair) Dr Leslie Johnson Dr Chris Baldock	The Board provided advice and assistance to control bodies in Queensland and promoted uniform national approaches to the issues of drug control, animal welfare and disease management in the racing industry.

Body	Role	Constituting Act	Annual Reporting Requirement	Cost	Members (at 30 June 2002)	Notes
Retirement Villages Tribunal (RVT)	Hears disputes between a resident and operator by way of a three-step dispute resolution process. Parties must first attempt to settle the dispute within the village by following the procedures in the Act and can only file a Dispute Notice to have the matter referred to mediation after attempting to resolve the dispute by negotiation within the village. If the mediation is not successful an application then can be made to the Tribunal for a hearing.	<i>Retirement Villages Act 1999</i>	See notes	\$46,573	Legal Member Barry Cotterell (Chair) Operator Representatives Jane Arthur OAM John Blackwood Elizabeth Forbes Dulcie Newman Barrie Peach Kim Teudt Peter Toohey Residential Representatives Myrtle Green John Guy Ronald Haley Peter Hogan Frank Lyndon Christopher Normoyle Joan Petherick Mary Presotto Marcia Wilson Dudley Woodhead Yvonne Zardani OAM	<p>The RVT has operated for two years.</p> <p>From 1 January 2002 registry services were provided by the Central Tribunals Registry as part of an amalgamation of service delivery for the RVT and the five other portfolio tribunals.</p> <p>When an Application for Tribunal Hearing is filed, a panel of three members is constituted with a legal members who chairs the panel, one resident representative and one operator representative.</p> <p>The RVT received 22 applications in 2001-2002 compared with 10 the previous year. Of the 12 applications sent to mediation, 8 were successfully mediated.</p> <p>The Tribunal's policy is to encourage parties to settle disputes whenever possible. Ten applications were determined by hearing and 4 withdrawn. Fifteen were received from regional areas and the tribunal conducted 4 regional hearings.</p>

Body	Role	Constituting Act	Annual Reporting Requirement	Cost	Members (at 30 June 2002)	Notes
Tourism Queensland	Responsible for developing and marketing Queensland's tourism destinations and arranging tourism and travel to and within Queensland	<i>Tourism Queensland Act 1979</i>	Separate report to Parliament	See Tourism Queensland annual report	Terry Jackman (Chair) Grant Kenny OAM John Menzies Sarina Russo Max Shepherd Bob Gleeson Peter Wade Lorna Hempstead Ashley Kerr	See Tourism Queensland annual report
Trustees of Albion Park Raceway (TAPR)	Responsible for maintaining and operating the Albion Park Paceway complex	<i>Racing Venues Development Act 1982</i>	Separate report to Parliament	See TAPR annual report	Donald Davies (Chair) Keith Hamburger Rodney Lowe	See TAPR annual report

Office of Fair Trading

Defendant	Act/Section	Offence	Court / Date	Result/Order
Chilton, Robert Brett	SPA s.9	Operating as an unlicensed security provider	Ingham MC 21 September 2001	Convicted and fined \$1800 in default 30 days imprisonment.
Neil Phillip MacNellie - Trading as MacNellies Oxenford Bakery	TMA s.32(i)(a)	Short-weighing bread products by up to 15.6%	Southport MC 24 September 2001	Convicted and fined a total of \$3000 + \$58 court costs. Three months to pay in default three months imprisonment.
Humphrys, Craig Colin George	Security Providers s9(1)(a)	Operating as an unlicensed security provider	Southport MC 1 October 2001	Fined \$600 + \$58 court costs. 3 months to pay in default 22 days imprisonment. No conviction recorded.
Two's Company Australia Pty Ltd	FTA s40(k)	Making false or misleading representations regarding the exclusion of rights or remedy	Southport MC 18 October 2001	Fined \$750 + \$58 court costs. Ordered to pay \$259.70 professional costs and \$350 consumer compensation. No conviction recorded.
KORMAN, Tracey Anne	FTA s96	Making false or misleading representations regarding the exclusion of rights or remedy	Southport MC 18 October 2001	Fined \$750. 4 months to pay in default levy in distress. No conviction recorded.
Stella International Pty Ltd - Trading As Stellas Of Newstead	CPA s.12(a)	Sale of prohibited publications	Brisbane MC 3 October 2001	Fined \$750 + \$60.25 court costs. No conviction recorded.
RBM Plastic Extrusions Pty Ltd - Trading as Paramount Plastics (Aust)	TMA s32(1)(a)	Two separate charges relating to the packing for sale short-measure 7.5 metre plastic soaker hoses	North Quay MC 3 October 2001	Fined a total of \$2000 + \$120.50 court costs. 30 days to pay in default seizure of assets and goods. No conviction recorded.
Sinclair, Geoffrey - Trading As Phoenix Books	CPA s.12(a) s.12(b)	Sale of prohibited publications	Sandgate MC 9 October 2001	Convicted and fined \$4000 + \$1058 court costs. Six months to pay in default 3 months imprisonment.
Tien Dung Le - Trading as Thornside Four Square Seven Day Food	CPA s.12(a)	Sale of prohibited publications	Cleveland MC 5 October 2001	Convicted and fined \$1000 + \$59 court costs. One month to pay in default 20 days imprisonment.
Forrest, Sermone Louise	SPA s.9(i)(a)	Operating as an unlicensed security provider	Oakey MC 25 October 2001	Convicted and fined \$1200 + \$59 court costs. 28 days to pay in default 38 days.

Office of Fair Trading

Defendant	Act/Section	Offence	Court / Date	Result/Order
Prince, Karen Ann – Trading as Cleopatras Adult World	CPA s.12 CFA s. 39	Sale of prohibited publications and sale of objectionable film	Cleveland MC 02 November 2001	Fined \$750 + \$59 court costs. Three months to pay in default 16 days imprisonment.
Adult Industries (Australia) Pty Ltd – Trading As The Love Shack	CPA s.12 CFA s. 539	Sale of prohibited publications and sale of objectionable film	Brisbane MC 7 November 2001	Fined total of \$2400. Three months to pay. No conviction recorded.
Conn, Steven and Qsd New Cars P/L (Formerly Australian Fleet Services Pty Ltd)	FTA s.40(a) x 40 FTA s.40(a) x 40	Misrepresenting history of motor vehicle - odometer tampering	Brisbane District Court 12 December 2001	Convicted and fined total of \$100,000 Two years to pay.
Clayson, Danielle	A&A s.104(1)(a)	Failure to bank trust monies forthwith x 15	Beenleigh MC 2 November 2001	Convicted and fined \$1000+ \$59 court costs. No conviction recorded.
Warwick Wholesale Wheels & Commercials Pty Ltd	A&A s19(2)	Unlicensed motor dealing	Warwick MC 13 November 2001	Fined \$800 + court costs. No conviction recorded.
Wynne, Kirk John	FTA s.52(3)	Failure to provide a warning statement	Southport MC 10 December 2001	Fined \$2650. Three months to pay in default 26 days imprisonment. No conviction recorded.
Hudson, Robert Gary – trading as Superhitch	FTA s.40(e)	Making false representations as to standard of adjustable towing hitch and alleged engineering approval	Caboolture MC 7 December 2001	Convicted and fined \$16000 + \$18500 in compensation. 28 days to pay in default 40 days imprisonment.
Hudson, Robert Gary – trading as Superhitch	FTA s.40(e)	Making false representations as to standard of adjustable towing hitch and alleged engineering approval	Southport MC 10 December 2001	Convicted and fined \$4500 + \$58 court costs. In default four months imprisonment
Hudson, Robert Gary – trading as Superhitch	FTA s.40(e)	Making false representations as to standard of adjustable towing hitch and alleged engineering approval	Townsville MC 13 December 2001	Convicted and fined \$8000 + \$10000 in compensation. In default four months imprisonment
Hudson, Robert Gary – trading as Superhitch	FTA s.40(e)	Making false representations as to standard of adjustable towing hitch and alleged engineering approval	Gayndah MC 19 December 2001	Convicted and fined \$8000. In default four months imprisonment

Office of Fair Trading

Defendant	Act/Section	Offence	Court / Date	Result/Order
Wheeler, Graeme John	Criminal Code 408C	Misappropriation of trust monies	Brisbane District Court 30 January 2002	Convicted and sentenced to six years imprisonment. Eligible for parole after two years.
Sorrensen, Leslie Carl	Criminal Code 408C	Misappropriation of trust monies received on sale of consigned used motor vehicle	Brisbane District Court 30 January 2002	Convicted and sentenced to six years imprisonment. Eligible for parole after two years.
Hudson, Robert Gary - trading as Superhitch	FTA s.40(e)	Making false representations as to standard of adjustable towing hitch and alleged engineering approval	Mackay MC 21 January 2002	Convicted and fined \$8000 + \$2000 in compensation. 28 days to pay in default two months imprisonment.
Gracie, Susan Jane trading as Intimate Connections	CFA s. 39 CPA s. 12	Sale of objectionable film and sale of prohibited publication	Inala MC 18 January 2002	Fined \$1500 + \$59 court costs. Four months to pay in default 31 days imprisonment. No conviction recorded.
Access Auto Sales Pty Ltd	PAMDA s.295(5) & (6) s.591 & Reg 20(2)	Charging in excess of the prescribed amount for Security Interest Certificates	Beenleigh MC 1 February 2002	Convicted and fined \$1000.
Thorn, Glen Raymond	PAMDA s.295(5) & (6) s.591 & Reg 20(2)	Charging in excess of the prescribed amount for Security Interest Certificates	Beenleigh MC 1 February 2002	Convicted and fined \$1000.
Eddleston, Anthony And Wendy And Wenton Australia Enterprises Pty Ltd	Consumer Credit Code	Loan sharking activities	Supreme Court 1 February 2002	Ordered to cease consumer credit operations in Queensland. Ordered to pay \$68,000 into consumer credit fund and in consumer compensation.
Demald Pty Ltd	A&A s.19(2)(a) s.104(1)(a)	Operating as an unlicensed real estate corporation	Ipswich MC 25 February 2002	Convicted and fined \$3300.
O'Dempsey, Mervyn Otto	A&A s.19(7)	Unlicensed working director of real estate corporation	Ipswich MC 25 February 2002	Fined \$500 + court costs. Six months to pay in default nine days imprisonment. No conviction recorded.
Auto Group Springwood Pty Ltd	A&A s.104 & Reg 26	Failure to bank trust money and failure to issue receipts	Beenleigh MC 20 - 21 February 2002	Convicted and fined \$5000 + \$60 court costs \$60 and \$250 professional costs.

Office of Fair Trading

Defendant	Act/Section	Offence	Court / Date	Result/Order
Tuckey, Vivian Lloyd	FTA s.40(e)	Making false representations about performance characteristics of a laundry product	Holland Park MC 20 February 2002	Fined \$10000 + \$58 court costs. 12 months to pay in default 4 months imprisonment.
Morning Star Pty Ltd - Trading as Sinsation	CPA s. 12	Sale of prohibited publications	Beenleigh MC 1 February 2002	Fined \$1000 + \$59 court costs. No conviction recorded
Magique Pty Ltd - trading as Magique's Lingerie Adult Shop (2 Matters)	CPA s. 12 CFA s. 39	Sale of prohibited publications and sale of objectionable film.	Ipswich MC 25 February 2002	Convicted and fined a total of \$1800 + \$70.40 court costs.
Joromar Pty Ltd	CPA s. 12	Sale of prohibited publications	Southport MC 4 February 2002	Fined \$750 + \$59 court Costs. No conviction recorded
Goodrich, Peter Edward	CFA S.39	Sale of objectionable films	Bundaberg MC 26 February 2002	Fined \$1500. In default 31 days imprisonment. No conviction recorded
Bell, Caroline Mary	S/Hand Dealers S40	Operating as an unlicensed second hand dealer	Townsville MC 21 February 2002	Convicted and fined \$400 + court costs. One month to pay.
Bynon, Jodie William	PAMDA S 576	Misrepresenting history of motor vehicle - odometer tampering	Cairns MC 11 February 2002	Fined \$1000 + \$62 court costs. 3 months to pay in default 21 days imprisonment. No conviction recorded
Magique Pty Ltd	CPA s. 12	Sale of prohibited publications	Beenleigh MC 1 March 2002	Convicted and fined \$200.
Wardle, Christine Theresa & Anthony - trading as Ms Therese Lingerie & Adult Shop	CPA s. 12 CFA s. 39	Sale of prohibited publications and sale of objectionable film	Brisbane MC 13 March 2002	Charged conjointly. Convicted and fined total of \$3600 + \$102 court costs. Four months to pay in default 30 days imprisonment. Conviction recorded.
Cook, Peter Leslie - trading as Naughty But Nice	CPA s. 12 CFA s. 39	Sale of prohibited publications and sale of objectionable film at two Queensland premises	Redcliffe MC 13 March 2002	Convicted and fined a total of \$2000 + \$60 court costs. Ordered to pay \$123.90 restitution.

CRIMINAL JUSTICE

Defendant	Act/Section	Offence	Court / Date	Result/Order
SMITH, Larry Elliott and Robyn Lesley	PAMDA s. 160(2)	Operating as an unlicensed real estate agent	Mossman MC 25 March 2002	Fined a total of \$1500 + \$58 court costs. Three months to pay in default 14 days imprisonment. No conviction recorded.
Gilbert, Ian Joseph	SPA s. 9(2) X2	Employing unlicensed crowd controllers	Cairns MC 11 March 2002	Fined \$650 + \$61 court costs. No conviction recorded.
Satrick, Thomas David	SPA s. 9(1)	Operating as an unlicensed security provider (crowd control)	Cairns MC 11 March 2002	Fined \$800 + \$61 court costs. No conviction recorded.
Dickenson, Cory Joseph	SPA s. 9(1)	Operating as an unlicensed security provider (crowd control)	Cairns MC 11 March 2002	Fined \$800 + \$61 court costs. No conviction recorded.
Buchmann, Andrew	SPA s. 9(1)(a)	Operating as an unlicensed security provider (crowd control)	Hervey Bay MC 25 March 2002	Fined \$500. Three months to pay in default 20 days imprisonment. No conviction recorded.
Corrie, Pamela (2 Matters)	CFA s. 39 CPA s. 12	Sale of objectionable film and sale of prohibited publications	Noosa MC 13 March 2002	Fined \$750 + \$59 court costs.
Mckenzie, Grant – trading as Intra Leather	CPA s. 12 CFA s. 39	Sale of objectionable film and sale of prohibited publication	Brisbane MC 17 April 2002	Fined \$1500 + \$59 court costs. Ordered to pay \$155 reimbursement of purchaser's costs. Three months to pay in default three months imprisonment.
O'Connell, Steven	FTA 40(k)	Making false representations about the existence of a guarantee	Southport MC 22 April 2002	Convicted and fined \$3500 + \$1652 compensation. One month to pay in default 100 days imprisonment.
Smith, Joseph	FTA s. 61(2), 62(2), 64(6)(2), 90(4)	Breach of door-to-door trading provisions	Cairns MC 15 April 2002	Convicted and fined \$6000 + \$59 court costs. One month to pay in default 101 days imprisonment. One penalty for all offences.
Chaffey, Barry John	PAMDA s.334(1)(a)	Operating as an unlicensed motor dealer	Holland Park MC 10 May 2002	Convicted and fined \$3000.
Winn, Kevin James – trading as The Range Realty	PAMDA s.573(2)(a)	Dishonestly using money from property sale for own use.	Maroochydore MC 27 June 2002	Convicted and fined \$3000. No conviction recorded.

Office of Fair Trading

Defendant	Act/Section	Offence	Court / Date	Result/Order
Quantum Direct P/L	PAMDA s.160(1) s.132(2)	Operating as an unlicensed real estate corporation Having an unlicensed working director real estate corporation	Hervey Bay MC 12 June 2002	Convicted and fined \$7500. Ordered to forfeit \$36,133.75 commission. 12 months to pay. Convicted and fined \$2500. 12 months to pay in default five months imprisonment.
Buttriss, Phillip Kingsley	PAMDA s.160(2)	Operating as an unlicensed real estate agent	Hervey Bay MC 12 June 20	Convicted and fined \$2500. 12 months to pay in default five months imprisonment.
Timothy Ward And Shark Financial Services P/L	Consumer Credit Code	Loan sharking activities	Supreme Court 14 June 2002	Convicted on all counts and ordered to pay \$270,000 + court costs. Prohibited from providing consumer credit in Queensland permanently.

Liquor Licensing Division

Defendant	Liquor Act 1992	Offence	Date	Result/Order
Shaun Lee International Pty Ltd (licensee) Cleo Restaurant Karaoke Surfers Paradise	s147	Allow after hours consumption - Good Friday 2001	August 2001	Fined \$300
Jun Woo Cho (nominee) Cleo Restaurant Karaoke Surfers Paradise	s147	Allow after hours consumption - Good Friday 2001	August 2001	Fined \$300
Kerrie Ellis (licensee) Lakes Creek Hotel	s146	After hours trading	August 2001	Convicted and fined \$750
Glenda Ellis (nominee) Lakes Creek Hotel	s146	After hours trading	August 2001	Convicted and fined \$1200
Kerry Agius (employee) Lakes Creek Hotel	s146	After hours trading	August 2001	Convicted and fined \$1000
Surjit Dhillon (manager) Tandarra Place Gold Coast	s169 s171	Sell liquor without a licence Expose liquor for sale without a licence	August 2001	Fined \$500

Defendant	Liquor Act 1992	Offence	Date	Result/Order
Marilyn Elizabeth Durovic (licensee) Gladstone Hotel Toowoomba	s155	Allow a minor on licensed premises (2 charges)	August 2001	Convicted and fined \$2500
Drinkere Pty Ltd (licensee) McGuire's Hotel Mackay	s155	Allow a minor on licensed premises (3 charges)	August 2001	Fined \$1200
Michael Desmond Pope (nominee) McGuire's Hotel Mackay	s155	Allow a minor on licensed premises (3 charges)	August 2001	Fined \$300
Jimmy Hsu (employee) JJ's Karaoke Lounge Fortitude Valley	s155	Allow a minor on licensed premises	August 2001	Fined \$500
Marinecroft Pty Ltd (licensee) Bunga Raya Gold Coast	s147	Allow after hours consumption - Anzac Day 2001	August 2001	Fined \$300
Sammy Tang (nominee) Bunga Raya Gold Coast	s147	Allow after hours consumption - Anzac Day 2001	August 2001	Fined \$300
Margarita Bar and Grill Pty Ltd (licensee) Margaritas on the Water Bundall	s147	Allow after hours consumption - Good Friday 2001	August 2001	Fined \$500
Leo Renai (nominee) Margaritas on the Water Bundall	s147	Allow after hours consumption - Good Friday 2001	August 2001	Fined \$300
Hollywood Legends Pty Ltd (licensee) Incas Nite Club Hervey Bay	s155	Allow a minor on licensed premises	August 2001	Convicted and fined \$500

Defendant	Liquor Act 1992	Offence	Date	Result/Order
Debbie Lee Villari (licensee) Glitz Nightclub Surfers Paradise	s146 s155 s156	After hours trading Allow a minor to be on licensed premises (3 charges)	September 2001 November 2001 January 2002	Convicted and fined \$1400 -September 2001 Convicted and fined \$1200 - November 2001 Convicted and fined \$1000 - January 2002
Bradley Robertson (nominee) Glitz Nightclub Surfers Paradise.	s146 s156 s155	After hours trading Allow a minor to be on licensed premises (3 charges) Allow liquor to be consumed by a minor	September 2001 November 2001 January 2002	Convicted and fined \$1400 -September 2001 Convicted and fined \$1200 - November 2001 Convicted and fined \$1000 - January 2002
Robert Neil Boler (licensee) Club "B" Resorts South Stradbroke Island	s146 s156 s155	Trade in an unauthorised way - take away liquor Allow a minor to be on licensed premises Allow liquor to be consumed by a minor	January 2002	Fined \$1500
Tim Payne (employee) Club "B" Resorts South Stradbroke Island	s146 s156 s155	Trade in an unauthorised way - take away liquor Allow liquor to be consumed by a minor Allow a minor to be on licensed premises	September 2001	Fined \$3000
Shooters Bar Pty Ltd (licensee) Shooters Saloon Bar Surfers Paradise	s146	After hours trading - Christmas 1998	September 2001	Convicted and fined \$400
Yarraman Hotel Motel Pty Ltd (licensee) Yarraman Hotel	s155 s156	Allow a minor on licensed premises Allow supply of liquor to a minor	September 2001	Fined \$1000
Pauline Doris Skinner (nominee) Yarraman Hotel	s155 s156	Allow a minor on licensed premises Sell liquor to a minor	September 2001	Fined \$350

Liquor Act 1992 - Offences

Defendant	Liquor Act 1992	Offence	Date	Result/Order
Erwin Norman Turner (nominee) Racecourse Hotel Mungindi	s147 s156	Allow after hours consumption Allowing consumption of liquor by a minor	September 2001	Fined \$600
Paul Venturato (licensee) Waverley Hotel Charters Towers	s146	After hours trading	October 2001	Convicted and fined \$375
Kim Maree Venturato (employee) Waverley Hotel Charters Towers	s146	After hours trading	October 2001	Convicted and fined \$375
Rembrook Pty Ltd (licensee) Royal George Hotel Fortitude Valley	s146 s147	After hours trading - Anzac Day 2001 Allow after hours consumption - Anzac Day 2001	October 2001	Fined \$1000
Franklin Export Pty Ltd (licensee) JJs Karaoke Lounge Fortitude Valley	s147	Allow after hours consumption - Anzac Day 2001	October 2001	Fined \$250
Tweed Heads & Coolangatta SLS Supporters Association Inc (licensee)	s146	Supplied liquor in an unauthorised way - sale to non-members	September 2001	Fined \$450
Steven Patterson (nominee) Tweed Heads & Coolangatta SLS Supporters Association Inc	s146	Supplied liquor in an unauthorised way - sale to non-members	September 2001	fined \$200
Jocelyn Lorraine Henry (licensee) McCluskey's Hotel (Imperial) Dalby	s155 s156	Allow a minor on licensed premises Allow liquor to be consumed by a minor	November 2001	Fined \$1150
William Barry Henry (nominee) McCluskey's Hotel (Imperial) Dalby	s155 s156	Allow a minor on licensed premises Allow liquor to be consumed by a minor	November 2001	Fined \$1100

Table 14: Liquor Act 1992

Defendant	Liquor Act 1992	Offence	Date	Result/Order
Garyn Pty Ltd (licensee) Mossman Hotel	s146 s147	After hours trading Allow after hours removal of liquor	November 2001	Fined \$700
Phillip Land (nominee) Mossman Hotel	s146 s147	After hours trading Allow after hours removal of liquor	November 2001	Fined \$300
Quentin Dalziell (licensee) Madisson Brasserie Caloundra	s146 s147	After hours trading Allow after hours consumption	November 2001	Convicted and fined \$500
Mary Dalziell (licensee) Madisson Brasserie Caloundra	s146 s147	After hours trading Allow after hours consumption	November 2001	Convicted and fined \$500
Camille Dalziell (licensee) Madisson Brasserie Caloundra	s146 s147	After hours trading Allow after hours consumption	November 2001	Convicted and fined \$500
Ken Dalziell (licensee) Madisson Brasserie Caloundra	s146 s147	After hours trading Allow after hours consumption	November 2001	Convicted and fined \$500
Stephen Burge (licensee) Zest Café & Bar Sunshine Beach	s146	Supplied liquor in an unauthorised way - Good Friday 2001	November 2001	Convicted and fined \$1000
Sean Hunt (employee) Sheraton Noosa Resort	s155	Allow a minor on licensed premises - 2 charges	November 2001	Fined \$750
Freemont Blues Pty Ltd (licensee) Home-Bar, Grill & Café Cairns	s147	Allow after hours consumption - Good Friday 2001	November 2001	Fined \$1500
Hyper Bowl Australia Pty Ltd (licensee) Hyper Bowl Chermside	s146	Supplied liquor in an unauthorised way - Good Friday 2001	January 2002	Fined \$300

Under the Liquor Act 1992

Defendant	Liquor Act 1992	Offence	Date	Result/Order
Powerlink Corporation Pty Ltd (licensee) Eastwest Café Bar New Farm	s147	Allow after hours consumption	February 2002	Fined \$200 + \$56 costs
Patrick Ip (nominee) Eastwest Café Bar New Farm	s147	Allow after hours consumption	February 2002	Fined \$200 + \$56 costs
CC Carphone Company Pty Ltd (operator) Tutto Caffè Espresso Bar Ashgrove	s169 s171	Sell liquor without a licence Expose liquor for sale without a licence	February 2002	Convicted and fined \$1000 + \$56 costs
Enrico Mina (licensee) Victoria Hotel Ingham	s155	Allow a minor on licensed premises	March 2002	Fined \$500 + \$1718 in costs
R & J Thumm Pty Ltd (operator) Thumm Estate Wines Coomera	s169	Sell liquor without a licence	March 2002	Fined \$1000 + \$59 costs
George Simmins (operator) G-Clef Restaurant	s169	Sell liquor without a licence	March 2002	Fined \$1500 + \$56 costs
Burrito Brothers Pty Ltd (licensee) Burrito Brothers Surfers Paradise	s155 s156	Allow a minor on licensed premises Allow liquor to be consumed by a minor	April 2002	Fined \$800
Strand Resorts Pty Ltd (licensee) Surfers Chateau Motor Inn Surfers Paradise	s146	Supplied liquor in an unauthorised way - Indy Carnival 2001	April 2002	Fined \$450
Kym Hearnden (employee) VIP Shooting Club (Hillcrest) Pty Ltd	s169 s171	Sell liquor without a licence Carry or expose liquor for sale without a licence (2 charges)	May 2002	Fined \$1000 + \$59 costs

Liquor Licensing Division

Defendant	Liquor Act 1992	Offence	Date	Result/Order
Karok Pty Ltd (licensee) Fitzroy Hotel Nanango	s147 s149A s156	Allow after hours consumption Conduct adult entertainment without a permit Allow minor to be on licensed premises	May 2002	Fined \$2000 + \$56 costs
Peter Colin Fisk (nominee) Fitzroy Hotel Nanango	s147 s149A s156	Allow after hours consumption Conduct adult entertainment without a permit Allow minor to be on licensed premises	May 2002	Fined \$1000 + \$56 costs
Emicove Pty Ltd (licensee) Settlers Inn Biloela	s146 s147	After hours trading Allow after hours consumption	June 2002	Fined \$1500 + \$62 costs
AVS Catering Pty Ltd (licensee) Dairy Farmers Stadium Townsville	s156	Supply liquor to an intoxicated person	June 2002	Fined \$200 + \$65 costs
Kay Shirley O'Farrell (nominee) Dairy Farmers Stadium Townsville	s156	Supply liquor to an intoxicated person	June 2002	Fined \$200 + \$65 costs

Waste and energy management

A draft Waste Management Strategic Plan was developed and consultation began on the scope and timing of the initial round of initiatives.

The department will build on existing energy conscious and waste-wise attitudes of many of our staff and the responsible policies and practices that are already in place. Emphasis in the Plan is on areas where we can make a difference although we will contribute to significant broader issues through our participation in whole-of-government forums.

Features of the Plan include a Conservation Code of Practice, an expanded reuse and recycling program, an environmentally-friendly approach to disposal, and where practicable, buying "green".

The 2002-2003 phase of the Plan will get underway in December 2002 with a department-wide education campaign and the establishment of a workplace waste advisory group.

The department spent \$185,023 on electrical energy consumption in 2001-2002. The department continued to support energy conservation to meet its obligations and minimise consumption. All areas of the department are encouraged to use energy-efficient systems and to routinely monitor consumption. Careful consideration also is given to energy consumption whenever new equipment is purchased or office refurbishment is planned.

Consultancies

The total amount awarded to consultants during the 2001-2002 financial year was \$444,973 including \$220,646 for management consultancies and \$224,327 for human resources management consultancies. Consultants were engaged to work on a variety of activities including specialist recruitment services, corporate governance structures, development and delivery of training programs, strategic performance measurement systems, and service level agreements between the department and industry.

Overseas Travel

Four officers travelled overseas in 2001-2002 at the request of industry organisations. *Travel costs were met by these organisations. Overseas travel by officers representing the department must be supported by the Director-General and approved by the Minister.

Officer	Position	Area	Destination	Purpose	Date	Cost to Dept.
David Auer	Director, Integrity Services, Racing Science Centre	Racing Division	Bangkok	To attend the Asian Racing Conference at the request of the Queensland Principal Club to present a paper on emergency disease preparedness	11-16 November 2001	*Nil
Allen Stenhouse	Chief Analyst, Racing Science Centre	Racing Division	Japan	To undertake a technical assessment of the Mitsubishi Kagaku Bio-Chemical Laboratory in Tokyo at the request of the National Association of Testing Authorities	18-23 November 2001	*Nil
Darryl Hines	Senior Trade Measurement Inspector	Office of Fair Trading	Pretoria, South Africa	To deliver a training program, at the request of the National Standards Commission, on the pattern approval and verification of fuel dispensers as part of the South African Rebuilding Project	11-15 March 2002	*Nil
Greg Buckley	Senior Trade Measurement Officer, Measurement Standards Laboratory	Office of Fair Trading	Papua New Guinea	At the request of the National Association of Testing Authorities to accompany a laboratory assessor and provide advice on an accreditation assessment of the National Measurement Standards Laboratory	16-18 April 2002	*Nil

Financial statements

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Financial snapshot

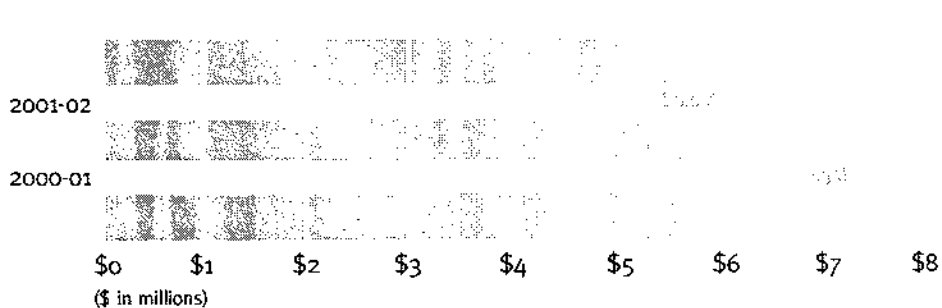
Total Assets



The 51.8% decline in assets relates to:

- transfer of the Willows Sports Complex to the Department of Innovation and Information Economy, Sport and Recreation Queensland (\$21 million); and
- a cash equity withdrawal payment to Government (\$10.4 million).

Total Liabilities



The 17.8% decline in liabilities was the result of timelier processing of expenditure claims prior to 30 June 2002.

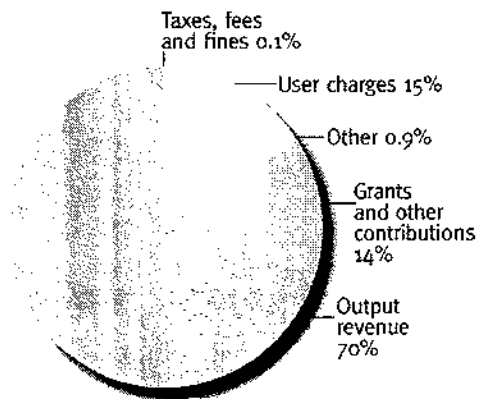
Total Equity



The 59.2% decline in equity mainly relates to:

- transfer of the Willows Sports Complex to the Department of Innovation and Information Economy, Sport and Recreation Queensland (\$21 million); and
- a cash equity withdrawal payment to Government (\$10.4 million).

Revenue from ordinary activities

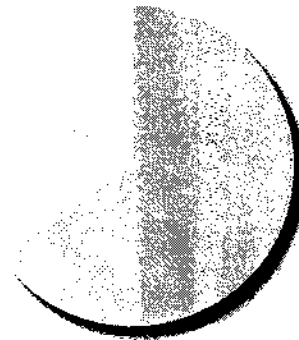


Total revenue from ordinary activities totalled \$53.9 million during 2001-2002. Output revenue, which represents contributions from the State Government, was the largest revenue source for the department at \$37.7 million. This equates to 70% of total revenue.

The department levied \$8.1 million in user charges for a range of services including drug testing and other integrity services provided by the Racing Science Centre to the racing industry and searches of the Office of Fair Trading's Register of Encumbered Vehicles. User charges represented 15% of total revenue.

The department also received grants and other contributions totalling \$7.4 million, which equates to 14% of total revenue. This largely relates to the recognition of racecourses acquired by the department prior to their transfer at no cost to the racing industry.

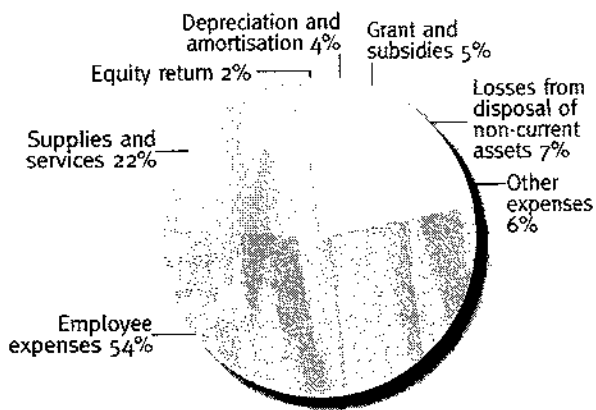
Revenue by output



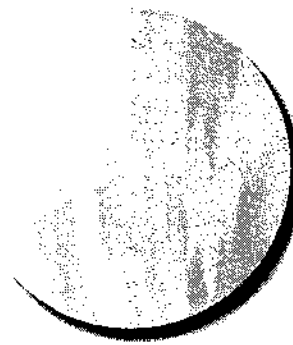
A. Fair trading services	*\$26.4M	48.9%
B. Liquor industry services	\$8.8M	16.4%
C. Racing industry services	\$12.0M	22.3%
D. Strategic policy advice	\$6.7M	12.4%

* This figure represents Controlled Revenue. On behalf of Government, the Office of Fair Trading collects an additional \$43.6 million in Administered Revenue from registration and licensing fees and interest paid by financial institutions on Trust Account balances.

Expenses from ordinary activities



Expenses by output



Total expenses from ordinary activities totalled \$53.4 million during 2001-2002. The main expense item for the department was \$28.6 million for employee expenses, which represented 54% of total expenses.

A. Fair trading services	\$27.0M	50.6%
B. Liquor industry services	\$8.9M	16.7%
C. Racing industry services	\$10.9M	20.4%
D. Strategic policy advice	\$6.6M	12.3%

Understanding our financial statements

The financial statements enable readers to access the department's financial results and cash flows for the 2001-2002 financial year and its financial position as at 30 June 2002.

The Department of Tourism, Racing and Fair Trading is a departmental agency within the meaning of the *Financial Administration and Audit Act 1977*. Section 40 of the *Financial Administration and Audit Act 1977* requires each department to prepare general purpose financial statements.

The financial statements have been prepared in accordance with the *Financial Administration and Audit Act 1977*, the *Financial Management Standard 1997* and other prescribed requirements.

The statements include separate information on resources controlled by the department and resources administered on behalf of the Queensland Government.

The financial statements are composed of a number of components, including:

- Statement of Financial Performance – shows expenses and revenue and the results of operations for the financial year.
- Statement of Financial Position - provides information concerning assets, liabilities and the department's equity at the end of the financial year. Assets shown are current as they are reasonably expected to be converted to cash, sold or consumed in the operations of the department in the next financial year. Similarly, current liabilities are expected to consume cash in the next financial year.
- Statement of Cash Flows - provides information concerning sources and uses of cash during the financial year and available cash at the end of the financial year.
- Statement of Financial Performance by output/major activities - provides information on operating revenues and expenses for each output.

A full set of the above statements are completed for both Controlled and Administered transactions for the financial year.

To gain a complete understanding, the financial statements should be read in conjunction with their accompanying notes.

Statement of financial performance

For the financial year ended 30 June 2002

	<i>Notes</i>	2002 \$'000
Revenues from ordinary activities		
Output revenue	4	37,686
User charges	5	8,134
Taxes, fees and fines	6	48
Grants and other contributions	7	7,380
Other	8	607
Total revenues from ordinary activities		<u>53,855</u>
Expenses from ordinary activities		
Employee expenses	9	28,571
Supplies and services	10	11,960
Equity return expense	11	1,205
Depreciation and amortisation	12	2,004
Grant and subsidies	13	2,771
Losses from disposal of non-current assets	14	3,975
Other	15	2,942
Total expenses from ordinary activities excluding borrowing costs		<u>53,428</u>
Borrowing costs expense	16	4
Surplus from ordinary activities		<u>423</u>
Surplus or deficit from extraordinary items		-
Net surplus		<u>423</u>
Non-Owner transaction changes in equity		
Net increase in asset revaluation reserve	26	1,083
Total valuation adjustments recognised directly in equity		<u>1,083</u>
Total changes in equity other than those resulting from transactions with owners as owners	26	<u>1,506</u>

This Statement of Financial Performance should be read in conjunction with the accompanying notes.

Statement of financial position

31 December 2002

	<i>Notes</i>	<i>2002</i> <i>\$'000</i>
CURRENT ASSETS		
Cash	17	6,252
Receivables	18	1,228
Other	19	122
Total current assets		<u>7,602</u>
NON-CURRENT ASSETS		
Property, plant and equipment	20	9,033
Intangibles	21	3,095
Total non-current assets		<u>12,128</u>
TOTAL ASSETS		<u>19,730</u>
CURRENT LIABILITIES		
Payables	22	1,844
Interest-bearing liabilities	23	75
Provisions	24	2,766
Other	25	1,015
Total current liabilities		<u>5,700</u>
NON-CURRENT LIABILITIES		
Interest-bearing liabilities	23	344
Total non-current liabilities		<u>344</u>
TOTAL LIABILITIES		<u>6,044</u>
NET ASSETS		<u><u>13,686</u></u>
EQUITY		
Contributed equity	26	(40,226)
Retained surpluses	26	52,724
Reserves		
- Asset revaluation reserve	26	1,188
TOTAL EQUITY		<u><u>13,686</u></u>

This Statement of Financial Position should be read in conjunction with the accompanying notes.

Statement of cash flows

For the year ended 30 June 2002

	Notes	2002 \$'000
CASH FLOWS FROM OPERATING ACTIVITIES		
<i>Inflows:</i>		
Output receipts		38,480
User charges		8,621
Taxes, fees and fines		48
Grants and other contributions		1,703
Interest received		1,890
GST collected on sales		350
GST input tax credits received		1,628
Other		141
<i>Outflows:</i>		
Employee costs		(28,314)
Supplies and services		(14,528)
Grants and subsidies		(2,771)
Equity return		(1,554)
GST paid on purchases		(1,613)
GST remitted to ATO		(357)
Other		(2,944)
Net cash provided by (used in) operating activities	27	<u>780</u>
CASH FLOWS FROM INVESTING ACTIVITIES		
<i>Inflows:</i>		
Sales of property, plant and equipment		703
<i>Outflows:</i>		
Payments for property, plant and equipment		(1,850)
Net cash provided by (used in) investing activities		<u>(1,147)</u>
CASH FLOWS FROM FINANCING ACTIVITIES		
<i>Inflows:</i>		
<i>Borrowings</i>		415
<i>Outflows:</i>		
Equity withdrawals		(10,348)
Net cash provided by (used in) financing activities		<u>(9,933)</u>
Net decrease in cash held		(10,300)
Cash at beginning of financial year		16,552
Cash at end of financial year	17	<u>6,252</u>

This Statement of Cash Flows should be read in conjunction with the accompanying notes.

Statement of financial performance by outputs/major activities - controlled

For the year ended 30 June 2002

	Liquor Industry Services	Racing Industry Services	Fair Trading	Strategic Policy Advice	Corporate Services	Office of Director-General	Queensland Building Tribunal	Tourism	Total
	2002	2002	2002	2002	2002	2002	2002	2002	2002
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Revenues from ordinary activities									
Output revenue	6,336	3,733	16,745	4,672	5,320	880	-	-	37,686
User charges	97	2,050	5,917	58	10	2	-	-	8,134
Taxes, fees and fines	-	7	41	-	-	-	-	-	48
Grants and other contributions	227	5,978	677	420	78	-	-	-	7,380
Other	7	6	508	6	80	-	-	-	607
Corporate services allocation	2,017	133	1,915	1,423	(5,488)	-	-	-	-
Office of Director-General allocation	157	47	568	110	-	(882)	-	-	-
Total revenues from ordinary activities	8,841	11,954	26,371	6,689	-	-	-	-	53,855
Expenses from ordinary activities									
Employee expenses	4,406	1,847	14,810	3,839	3,298	371	-	-	28,571
Supplies and services	1,520	1,391	6,330	1,050	1,465	204	-	-	11,960
Equity return expense	32	519	594	-	60	-	-	-	1,205
Depreciation and amortisation	305	315	928	44	371	41	-	-	2,004
Grants and subsidies	-	2,631	140	-	-	-	-	-	2,771
Losses from disposal of non-current assets	7	3,881	79	4	4	-	-	-	3,975
Other	482	83	1,763	152	363	99	-	-	2,942
Corporate services allocation	2,044	135	1,941	1,441	(5,561)	-	-	-	-
Office of Director-General allocation	127	38	461	89	-	(715)	-	-	-
Total expenses from ordinary activities excluding borrowing costs	8,923	10,840	27,046	6,619	-	-	-	-	53,428
Borrowing costs expense	-	4	-	-	-	-	-	-	4
Surplus or Deficit from ordinary activities	(82)	1,110	(675)	70	-	-	-	-	423
Extraordinary items	-	-	-	-	-	-	-	-	-
Net surplus or deficit	(82)	1,110	(675)	70	-	-	-	-	423
Non-Owner transaction changes in equity									
Net increase in asset revaluation reserve	-	1,083	-	-	-	-	-	-	1,083
Total valuation adjustments recognised directly in equity	-	1,083	-	-	-	-	-	-	1,083
Total changes in equity other than those resulting from transactions with owners as owners	(82)	2,193	(675)	70	-	-	-	-	1,506

This Statement of Financial Performance by Outputs/Major Activities - Controlled should be read in conjunction with the accompanying notes.

Statement of financial performance

5 - year period to 30 June 2002

	<i>Notes</i>	2002 \$'000
EXPENSES AND REVENUES ADMINISTERED ON BEHALF OF THE WHOLE OF GOVERNMENT		
Revenues		
Grants	31	1,176
Taxes, fees and fines	32	31,248
Administered item revenue	33	47,412
Interest revenue	34	13,891
Other	35	531
Total revenues		<u>94,258</u>
Expenses		
Employee expenses	36	1,376
Supplies and services	37	904
Depreciation and amortisation	38	28
Grants and subsidies	39	45,205
Other	40	929
Total expenses		<u>48,442</u>
Net surplus before transfers to Government		<u>45,816</u>
Transfers of Administered Revenue to Government		45,730
Net Surplus		<u><u>86</u></u>

This Statement of Administered Expenses and Revenues should be read in conjunction with the accompanying notes.

Statement of financial position

31 July 2002

	<i>Notes</i>	2002 \$'000
ASSETS AND LIABILITIES ADMINISTERED ON BEHALF OF THE WHOLE OF GOVERNMENT		
Current Assets		
Cash	41	700
Receivables	42	1,618
Total current assets		<u>2,318</u>
Non-current Assets		
Property, plant and equipment	43	175
Total non-current assets		<u>175</u>
TOTAL ADMINISTERED ASSETS		<u>2,493</u>
Current Liabilities		
Payables	44	1,365
Provisions	45	91
Other	46	827
Total current liabilities		<u>2,283</u>
TOTAL ADMINISTERED LIABILITIES		<u>2,283</u>
ADMINISTERED NET ASSETS		<u>210</u>
Equity		
Contributed equity	47	(3,287)
Retained surpluses	47	3,497
TOTAL ADMINISTERED EQUITY		<u>210</u>

This Statement of Administered Assets and Liabilities should be read in conjunction with the accompanying notes.

Statement of cash flows

For the year ended 30 June 2002

	Notes	2002 \$'000
CASH FLOWS ADMINISTERED ON BEHALF OF THE WHOLE OF GOVERNMENT		
CASH FLOWS FROM OPERATING ACTIVITIES		
<i>Inflows:</i>		
Administered item receipts		48,127
Taxes, fees and fines		31,382
Grants and other contributions		1,128
GST collected on sales		1
GST input tax credits received		113
Interest received		12,998
Other		247
<i>Outflows:</i>		
Transfers to Government		(47,299)
Employee expenses		(1,350)
Supplies and services		(1,424)
Grants and subsidies		(45,326)
GST paid on purchases		(107)
GST remitted to ATO		(1)
Other		(528)
Net cash provided by (used in) operating activities	48	<u>(2,039)</u>
CASH FLOWS FROM INVESTING ACTIVITIES		
<i>Outflows:</i>		
Payments for property, plant and equipment		(57)
Net cash provided by (used in) investing activities		<u>(57)</u>
CASH FLOWS FROM FINANCING ACTIVITIES		
<i>Inflows:</i>		
Equity injections		100
Net cash provided by (used in) financing activities		<u>100</u>
Net increase in cash held		(1,996)
Cash at beginning of financial year		2,696
Cash at end of financial year	41	<u>700</u>

This Statement of Administered Cash Flows should be read in conjunction with the accompanying notes.

Statement of financial performance by outputs/major activities - administered

(Continued)

	Liquor Industry Services 2002 \$'000	Racing Industry Services 2002 \$'000	Fair Trading 2002 \$'000	Strategic Policy Advice 2002 \$'000	Corporate Services 2002 \$'000	Office of Director-General 2002 \$'000	Queensland Building Tribunal 2002 \$'000	Tourism 2002 \$'000	Total 2002 \$'000
EXPENSES AND REVENUES ADMINISTERED ON BEHALF OF THE WHOLE OF GOVERNMENT									
Revenues									
Grants	808	-	-	-	-	-	368	-	1,176
Taxes, fees and fines	3,032	-	28,070	-	-	-	146	-	31,248
Administered item revenue	-	-	353	-	-	-	2,662	44,397	47,412
Interest revenue	-	-	13,891	-	-	-	-	-	13,891
Other	4	-	518	-	-	-	9	-	531
Total revenues	3,844	-	42,832	-	-	-	3,185	44,397	94,258
Expenses									
Employee expenses	-	-	-	-	-	-	1,376	-	1,376
Supplies and Services	-	-	36	-	-	-	868	-	904
Depreciation and amortisation	-	-	-	-	-	-	28	-	28
Grants and subsidies	808	-	-	-	-	-	-	44,397	45,205
Other	-	-	524	-	-	-	405	-	929
Total expenses	808	-	560	-	-	-	2,677	44,397	48,442
Net Surplus or Deficit before transfers to Government	3,036	-	42,272	-	-	-	508	-	45,816
Transfers of administered revenue to Government	2,865	-	42,400	-	-	-	465	-	45,730
NET SURPLUS OR DEFICIT	171	-	(128)	-	-	-	43	-	86

This Statement of Financial Performance Outputs/Major Activities - Administered should be read in conjunction with the accompanying notes.

Notes to and forming part of the financial statements

2011-12 Queensland Government Annual Report

1. Objectives of the Department

The Department of Tourism, Racing and Fair Trading exists to implement the Queensland Government's policies to enhance the social and economic value of the State's tourism, liquor and racing sectors as well as improve the integrity of the Queensland marketplace.

2. Summary of Significant Accounting Policies

The significant policies which have been adopted in the preparation of the financial statements are:

(a) Basis of Accounting

The financial statements are a general purpose financial report that have been prepared in accordance with applicable Australian Accounting Standards, the *Treasurer's Minimum Reporting Requirements for Departmental Financial Statements for 2001-02* and other authoritative pronouncements.

Except where stated, the financial statements have been prepared in accordance with the historical cost convention.

The accounting policies adopted are generally consistent with those of the previous year.

The accrual basis of accounting has been adopted for both controlled transactions and balances and those administered on a whole-of-Government basis.

(b) Reporting Entity

The financial statements include the value of all assets, liabilities, equities, revenues and expenses of the department.

The following body is within the Minister's portfolio, but is not deemed a controlled entity of the department in accordance with AAS 24 "*Consolidated Financial Reports*".

- Tourism Queensland (TQ) - Statutory Body

(c) Transactions and Balances Administered on a whole-of-Government basis

The department administers, but does not control, certain resources on a whole-of-Government basis. In doing so, it is responsible and accountable for the transactions involving such administered items, but does not have the discretion to deploy the resources for the achievement of the department's objectives.

Transactions and balances relating to administered resources are identified separately in shaded administered statements and notes.

(d) Trust Transactions and Balances

The department administers transactions and balances in a trust or fiduciary capacity on behalf of the *Funeral Benefits Trust Fund* and the *Queensland Building Tribunal Trust Fund*.

Notes to and forming part of the financial statements

Notes to the Statement of Financial Position

As the department performs only a custodial role in respect of these transactions and balances, they are not recognised as departmental revenues, expenses, assets or liabilities, but are identified separately in Note 29 together with applicable audit arrangements.

(e) **User Charges, Taxes, Fees and Fines**

User charges, fees and fines controlled by the department are recognised as revenues when invoices for the related services are issued. User charges, fees and fines are controlled by the department where they can be deployed for the achievement of departmental objectives.

Taxes, fees and fines collected but not controlled by the department are reported as administered revenue in the applicable statements.

(f) **Grants and other Contributions**

Grants, donations, and gifts that are non-reciprocal in nature are recognised as revenue in the year in which the department obtains control over them. Where grants are received that are reciprocal in nature, revenue must be accrued over the term of the funding arrangements.

Contributions of assets are recognised at their fair value. Contributions of services are only recognised when a fair value can be reliably determined and the services would be purchased if they had not been donated.

(g) **Output Revenue/Administered Item Revenue**

Appropriation payments to the department were based on the value of the outputs that it has delivered in the year.

Amounts appropriated to the department for transfer to other entities in accordance with legislation or other requirements are not controlled by the department and such amounts are reported as administered transactions.

(h) **Cash**

For the purposes of the Statement of Financial Position and the Statement of Cash Flows, cash includes all cash and cheques received but not banked as well as deposits at call with financial institutions.

(i) **Receivables**

Trade debtors are recognised at the nominal amounts due at the time of the sale or service delivery, settlement on trade debtors being generally required within 30 days from the invoice date.

The collectability of receivables is assessed periodically with provision being made for doubtful debts. All known bad debts have been written off at 30 June 2002.

(j) **Acquisitions of Assets**

Actual cost is used for the initial recording of all acquisitions of assets controlled and administered by the department unless these have been received as a result of a machinery-of-Government restructure.

In the latter case, the assets are recognised at their gross carrying amount in the books of the transferor immediately prior to the transfer together with any

Notes to and forming part of the financial statements

Property, plant and equipment

accumulated depreciation offset.

Assets acquired at no cost or for nominal considerations are recognised at their 'fair value' at date of acquisition in accordance with AAS 21 – *Acquisition of Assets*.

Cost is determined as the value given as consideration plus costs incidental to the acquisition, including all other costs incurred in getting the assets ready for use, including architects' fees and engineering design fees.

(k) Property, Plant and Equipment

All items of property, plant and equipment except intangibles with a cost or other value in excess of \$2,000 are recognised in the financial statements in the year of acquisition.

Items with a lesser value are expensed in the year of acquisition.

(l) Amortisation and Depreciation of Intangibles, Property, Plant and Equipment

Land, being an asset with an unlimited useful life, is not depreciated.

Depreciation on property, plant and equipment is calculated on a straight line basis so as to write off the net cost or revalued amount of each depreciable asset, less its estimated residual value, progressively over its estimated useful life to the Department.

Work-in-Progress is not depreciated until it reaches service delivery capacity.

Where assets have separately identifiable components that are subject to regular replacement, these components are assigned useful lives distinct from the asset to which they relate. Any expenditure that increases the originally assessed capacity or service potential of an asset is capitalised and the new depreciable amount is depreciated over the remaining useful life of the asset to the Department.

The depreciable amount of improvements to or on a leasehold property is progressively allocated over the estimated useful lives of the improvements to the Department or the unexpired period of the lease, whichever is the shorter.

The cost of software development has been amortised over the estimated useful life of the software.

During the financial year ended 30 June 2002 the following depreciation rates were used for each class of depreciable assets:

<i>Class</i>	<i>Depreciation / Amortisation Rates</i>
Buildings	1.4 – 2.0%
Leasehold improvements	10.0%
Plant and Equipment	
- computers	20.0 – 33.3%
- motor vehicles	14.3 – 20.0%
- furniture and fittings	6.7%
- other equipment	10.0 – 14.3%
Infrastructure	5.0%
Intangibles	10.0%

Notes to and forming part of the financial statements

For the year ended 30 June 2014

(m) Revaluation of Non-Current Physical Assets

From 1 July 2001 land and buildings are measured using 'fair values' principles in accordance with AASB 1041 *Revaluation of Non-Current Assets* and Queensland Treasury's *Non Current Asset Accounting Guidelines for the Queensland Public Sector*.

All other non-current assets principally plant and equipment and intangibles are measured at cost.

Non-current physical assets measured at fair value are comprehensively revalued at least once every five years with interim valuations, using appropriate indices, being otherwise performed on an annual basis.

(n) Leases

A distinction is made in the financial statements between finance leases, which effectively transfers from the lessor to the lessee substantially all the risks and benefits incidental to ownership, and operating leases under which the lessor effectively retains substantially all risks and benefits.

No non-current assets have been acquired by means of a finance lease.

Operating lease payments are representative of the pattern of benefits derived from the leased assets and accordingly, are charged to the Statement of Financial Performance in the periods in which they are incurred.

(o) Intangibles

All intangible assets with a cost or other value greater than \$50,000 are recognised in the financial statements, items with a lesser value being expensed. Each intangible asset is amortised over its estimated useful life.

(p) Payables

Trade creditors are recognised upon receipt of the goods or services ordered and are measured at the agreed purchase/contract price gross of applicable trade and other discounts. Amounts owing are unsecured and are generally settled on 30 day terms.

(q) Interest-Bearing Liabilities

Loans payable are recognised at the face value of the principal outstanding, interest being expensed or otherwise recognised as it accrues. The fair value of these loans is disclosed in Note 23.

(r) Employee Entitlements

Wages, Salaries and Annual Leave

Wages, salaries and annual leave due but unpaid at reporting date recognised in the Statement of Financial Position include related on-costs such as payroll tax, workcover premiums and employer superannuation contributions.

Long Service Leave

Under Queensland Treasury's long service leave scheme a levy is made on the department to cover this expense. Amounts paid to employees for long service leave are claimed from the scheme as and when leave is taken.

Notes to and forming part of the financial statements

Provision for long service leave

No provision for long service leave is recognised in the financial statements, the liability being held on a whole-of-Government basis and reported in the financial report prepared pursuant to AAS 31 *Financial Reporting by Governments*.

Superannuation

Employer contributions for superannuation expenses are paid to QSuper, the superannuation plan for Queensland Government employees at rates determined by the State Actuary.

No liability is recognised for accruing superannuation benefits in these financial statements, the liability being held on a whole-of-Government basis and reported in the financial report prepared pursuant to AAS 31 *Financial Reporting by Governments*.

(s) Taxation

The department's activities are exempt from all forms of Commonwealth taxation except Fringe Benefits Tax and Goods and Services Tax ("GST"). As such, input tax credits receivable and GST payable from/to the Australian Tax Office are recognised and accrued.

(t) Allocation of Overheads to Departmental Activities

The Department of Tourism, Racing and Fair Trading has the necessary information systems to allocate items to outputs and this is reflected in the Statement of Financial Performance by Outputs/Major Activities.

The revenues and expenses of the department's Corporate Services and Office of the Director-General are allocated to outputs/activities on a cost recovery basis.

(u) Insurance

The department's non-current physical assets and other risks are insured through the Queensland Government Insurance Fund, premiums being paid on a risk assessment basis. In addition, the department pays premiums to Workcover Queensland in respect of its obligations for employee compensation.

(v) Rounding

Amounts included in the financial statements have been rounded to the nearest \$1,000 or, where that amount is \$500 or less, to zero.

(w) Services Received Free of Charge or For Nominal Value

Contributions of services are recognised only if the services would have been purchased if they had not been donated and their fair value can be measured reliably. Where this is the case, an equal amount is recognised as a revenue and an expense.

(x) Comparative Information

Comparative amounts have not been disclosed due to the effect of machinery of government changes on the prior reporting period. These changes were effective from 28 February 2001.

Notes to and forming part of the financial statements

2014-15 Budget

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(y) Contributed Equity

Non-reciprocal transfer of assets and liabilities between wholly-owned Queensland public sector entities, including as a result of machinery-of-Government changes, are accounted for as adjustments to contributed equity in accordance with UIG Abstract 38 *Contributions by Owners Made to Wholly-Owned Public Sector Entities*. Appropriations for equity adjustments are similarly designated.

(z) Borrowing Costs

Borrowing Costs are recognised as expense in the period in which they are incurred, except where they are included in the costs of qualifying assets.

Borrowing Costs include interest on bank overdrafts and short-term and long-term borrowings.

3. Outputs/Major Activities of the Department

The identity and purpose of each major output/activity undertaken by the department during the year is summarised below:

Liquor Industry Services

This output's role is to promote the economic development of the liquor industry within a socially responsible framework. It provides services such as policy development and advice; education of the liquor industry licensees, licensee staff and consumers in the legislative requirements covering the industry, and responsible trading practices; issuing liquor and wine licences and permits; maintaining a register of licensed premises; and complaint investigation and resolution.

Racing Industry Services

This output provides a regulatory and policy framework for the development of the racing industry in an accountable and responsible manner through research and monitoring of local and global developments; and provision of drug testing and other scientific services.

Fair Trading Services

This output's role is to promote the marketplace integrity and build consumer and business confidence in marketplace outcomes. It provides services such as information and advice on fair trading matters; licensing and registration for business and non-profit organisations; access to appropriate redress by consumers, and monitoring compliance with fair trading standards and legislation.

Strategic Policy Advice

This output provides high level advice on corporate policy, strategic and legislative issues, departmental planning & reporting framework and processes, strategic leadership regarding the delivery of the Government's policy agenda, strategic and future direction and assists the Director-General in managing complex and sensitive strategic policy, legal and legislative matters.

Notes to and forming part of the financial statements

2001-02 Annual Report

Queensland Building Tribunal

The Tribunal provides an independent, impartial and accessible judicial system for resolving domestic building and related disputes. It also has jurisdiction to review decisions of the Queensland Building Services Authority (BSA) and to conduct disciplinary, debt recovery, stop work hearings and public examinations on application by the BSA.

Tourism

The department manages a grant payable to Tourism Queensland that is to assist in the operation of the Tourism industry within Queensland.

Information about the department's expenses and revenues that are reliably attributable to these outputs/activities, is set out in the Statement of Financial Performance by Outputs/Major Activities.

2002
\$'000

4. Reconciliation to Payments from Consolidated Fund and Output Revenue Recognised in Statement of Financial Performance

Budgeted output appropriation	37,142
Plus supplementary appropriation	410
Total output receipts	<u>37,552</u>
Less: opening balance of output revenue receivable	-
Plus: closing balance of output revenue receivable	134
Output revenue recognised in Statement of Financial Performance	<u>37,686</u>

Reconciliation of Payments from Consolidated Fund and Equity Adjustment Recognised in Contributed Equity (Note 26)

Budgeted equity adjustment appropriation	(10,501)
Plus supplementary appropriation	153
Equity adjustment recognised in Contributed Equity (Note 26)	<u>(10,348)</u>

The supplementary appropriation of \$0.41M is comprised as follows:

- Marketeering investigation and enforcement \$1.0M;
- Enterprise bargaining \$0.32M;
- National Competition Policy activities, \$0.375M;
- Deferred 2000-01 funds paid in 2001-02 \$0.77M;
- Qld Government Insurance Fund premiums supplementation \$0.033M;
- Transfer to the Department of Innovation and Information Economy, Sport and Recreation Queensland reflecting depreciation and equity return costs of the Willows Sports Complex (\$0.478M); and
- 2001-02 revenue deferred until 2002-2003 (\$1.61M).

The supplementary equity adjustment appropriation of \$0.153M relates to the transfer of Willows Sports Complex, where the equity withdrawal was transferred to the Department of Innovation and Information Economy, Sport and Recreation Queensland.

Notes to and forming part of the financial statements

continued from page 10

	2002
	\$'000
5. User Charges	
Racing Science Centre charges	2,017
Register of encumbered vehicles	5,267
Trade measurement regulations	94
Publications and resource materials	97
Commonwealth Censorship Board charges	55
Racing sample analysis testing	34
Sale of other goods and services	570
	<u>8,134</u>
6. Taxes, Fees and Fines	
Auctioneers and Agents licence fees	1
Appeal fees Racing Appeal Tribunal	7
Consumer Credit Fines	40
	<u>48</u>
7. Grants and Contributions Revenue	
Commonwealth contributions	45
Contributed assets – below fair value:	
Remodelling of leased premises	275
Racecourses	5,978
Resources received free of charge or below fair value:	
Remodelling of leased premises	36
Criminal search	458
Storage	69
Other contributions	519
	<u>7,380</u>
8. Other Revenue	
Interest received from bank accounts	307
Legal fees recovered	48
Plant and equipment write on	82
Proceeds from disposal of low value assets	6
Profit on disposal of plant and equipment	78
Miscellaneous revenue	86
	<u>607</u>

Notes to and forming part of the financial statements

2001-2002 financial year

2002
\$'000

9. Employee Expenses/Number of Employees/Chief Executive's Remuneration

• Employee Expenses:

Wages and salaries	23,248
Employer superannuation contributions	3,002
Long service leave levy	291
Annual leave expenses	1,655
Other	375
	<u>28,571</u>

• Number of Employees: 560

The number of employees includes both full-time employees and part-time employees measured on a full-time equivalent basis.

• Chief Executive Remuneration p.a.:

The Director-General of the department was paid in the following salary band:

Level:	CEO2	Min. \$156,327	Max. \$177,133
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In addition to the above base superannuable salary, the Director-General is eligible for a bonus of up to 15% p.a., based on a performance assessment by the Premier and Minister for Trade.

The total of such bonuses paid to the chief executive of all departments is published in the Annual Report of the Office of Public Service Merit and Equity.

2002
\$'000

10. Supplies and Services

Consultants and contractors	1,069
Materials	1,537
Travel	512
Other	8,842
	<u>11,960</u>

11. Equity Return Expense

Equity return	<u>1,205</u>
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An equity return of 6 percent was set by the Government for 2001-2002. Queensland Treasury invoices the department for this amount on a quarterly basis. The return is calculated on a pro-rata basis using the opening net asset position of the department for each quarter, plus or minus equity injections or withdrawals.

Notes to and forming part of the financial statements

Financial statements for the year ended 30 June 2012

2002
\$'000

12. Depreciation and Amortisation

Depreciation and amortisation incurred in respect of:

Buildings	109
Leasehold improvements	198
Plant and equipment	1,222
Internal use software	475
	<u>2,004</u>

13. Grants and Subsidies Expense

Recurrent:

Racing Club assistance grants	2,631
Fair Trading grants	140
	<u>2,771</u>

14. Losses from Disposal of Non-Current Assets

Losses from the disposal of non-current assets	<u>3,975</u>
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Losses from the disposal of non-current assets include losses incurred by the transfer of the Ooralea Park Racecourse Mackay to the Mackay Turf Club \$3,837.

15. Other Expenses

External audit fees	83
Bad and doubtful debts	4
Operating Lease Rentals	2,803
Insurance	33
Special Payments	
Ex-gratia payments	19
	<u>2,942</u>

16. Borrowing Cost Expense

Interest	<u>4</u>
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No borrowing costs were recognised during the period as part of the carrying amount of any qualifying assets.

17. Cash

<i>Current:</i>	
Imprest accounts	14
Cash at bank	6,206
Trust funds	32
	<u>6,252</u>

Notes to and forming part of the financial statements

2001/02 Financial Statements for 2001/02

Note: The total for cash assets reconciles to cash at the end of the financial year as disclosed in the Statement of Cash Flows.

Cash deposited with the Queensland Treasury Corporation earned interest at rates between 3.23% - 4.01%.

	2002
	\$'000
18. Receivables	
<i>Current:</i>	
Trade debtors	739
GST input tax credits receivable	279
GST payable	<u>(73)</u>
Net GST receivable	206
Long service leave reimbursements	98
Output revenue receivable	134
Interest receivable	50
Travel advances	1
	<u>1,228</u>
19. Other Current Assets	
Prepayments	115
Other	7
	<u>122</u>

Notes to and forming part of the financial statements

2002-2003 Financial Report

	2002
	\$'000
20. Property, Plant and Equipment	
<i>Non-Current:</i>	
Land:	
At independent valuation 2002	1,250
	<u>1,250</u>
Leasehold improvements:	
Work in progress	37
At Cost	2,215
Accumulated depreciation	697
	<u>1,555</u>
Buildings:	
At Cost	10
At independent valuation 2002	3,290
Accumulated depreciation	655
	<u>2,645</u>
Plant and Equipment	
At cost	9,323
Accumulated Depreciation	5,743
	<u>3,580</u>
Infrastructure:	
At cost	3
	<u>3</u>
Total Property, Plant and Equipment – net book value	<u>9,033</u>

Independent valuation of land and buildings was performed as at 1 July 2001 by the Department of Natural Resources and Mines using 'fair value' principles.

The valuation of land and buildings is based on current market values.

Infrastructure assets were procured during the year ended 30 June 2002 therefore are valued at cost.

Plant and equipment and leasehold improvements are valued at cost in accordance with Queensland Treasury's *Non-current Asset Accounting Guidelines for the Queensland Public Sector*.

Notes to and forming part of the financial statements

2002-2003 ANNUAL REPORT 2003-2004

	Land	Leasehold Improvement	Buildings	Plant and Equipment	Infrastructure	Total
	2002 \$'000	2002 \$'000	2002 \$'000	2002 \$'000	2002 \$'000	2002 \$'000
Carrying amount at start of year	2,085	1,315	10,311	3,867	-	17,578
Acquisitions	-	186	-	1,470	3	1,659
Contributed Assets	2,163	275	3,815	-	-	6,253
Stocktake adjustments	-	-	-	82	-	82
Disposals	1,793	23	2,662	123	-	4,601
Transfer assets to other Department	2,000	-	8,998	25	-	11,023
Transfer assets from Administered	-	-	-	13	-	13
Transfer to another asset class (intangibles)	-	-	-	483	-	483
Revaluation Increments (Note 26)	795	-	288	-	-	1,083
Depreciation	-	198	109	1,221	-	1,528
Carrying amount at end of year	1,250	1,555	2,645	3,580	3	9,033

2002
\$'000

21. Intangibles

Internal Use Software:

Works in Progress	387
At cost	4,146
Accumulated amortisation	1,438
	<u>3,095</u>

22. Payables

Current:

Long service leave levy payable	94
Trade creditors and accruals	1,750
	<u>1,844</u>

23. Interest-Bearing Liabilities

Current:

Queensland Treasury Corporation borrowings	75
	<u>75</u>

Non-Current:

Queensland Treasury Corporation borrowings	344
	<u>344</u>

No assets have been pledged as security for any liabilities.

All Departmental loans are carried at face value, interest being recognised as an expense as it accrues. All borrowings are in \$A denominated amounts. Repayments dates vary from 15 September 2002 to 15 June 2007.

Notes to and forming part of the financial statements

1. 06 years 00 months 00 days

Principal and interest repayments are made quarterly in arrears at the rate of 5.77%.

The market value of the loan as notified by the Queensland Treasury Corporation was \$417,950.25. This represents the value of the debt if the department repaid it in full at balance date.

As it is the intention of the department to hold the debt for its full term, no adjustment provision is made in these accounts.

	2002 \$'000			
24. Provisions				
Annual leave			<u>2,766</u>	
25. Other Current Liabilities				
Unearned revenue			<u>1,015</u>	
26. Changes in Equity				
	Accumulated Surplus	Contributed Equity	Asset Revaluation Reserve	General Reserve
	2002 \$'000	2002 \$'000	2002 \$'000	2002 \$'000
Opening Balance	17,111	(18,795)	1,934	33,361
Net surplus	423	-	-	-
Non – Owner changes in equity recognised in the Statement of Financial Performance:				
- Increase in Asset Revaluation Reserve	-	-	1,083	-
- Transfers between reserves	35,190	-	(1,829)	(33,361)
Transactions with Owners as Owners				
- Equity Withdrawal (Note 4)	-	(10,348)	-	-
- Net assets/liabilities transferred to other departments	-	(10,998)	-	-
- Net assets/liabilities transferred to Administered	-	(85)	-	-
Closing Balance	<u>52,724</u>	<u>(40,226)</u>	<u>*1,188</u>	<u>-</u>
* Closing Balance of Asset Revaluation Reserve by Class				
Land			795	
Buildings			393	
			<u>1,188</u>	

Notes to and forming part of the financial statements

	2002 \$'000
27. Reconciliation of Net Surplus/Deficit to Net Cash Provided by (Used in) Operating Activities	
Surplus from ordinary activities	423
Non-cash items:	
Depreciation/amortisation	2,004
Net assets assumed/relinquished	(26)
Net liability assumed/relinquished	25
Assets write ons	(6,335)
Loss on sale of non current assets	3,975
Profit on sale of non current assets	(78)
Capitalised assets subsequently transferred to expense	4
Change in assets and liabilities:	
(Increase)/Decrease in receivables	487
(Increase)/Decrease in advance receivable	9
(Increase)/Decrease in LSL reimbursements receivables	(63)
(Increase)/Decrease in interest revenue receivable	1,584
(Increase)/Decrease in GST input tax credits receivable	40
(Increase)/Decrease in output revenue receivable	(134)
(Increase)/Decrease in grant revenue receivable	538
(Increase)/Decrease in other assets	(1)
(Increase)/Decrease in prepayments	3
Increase/(Decrease) in creditors	(2,959)
Increase/(Decrease) in employee provisions	313
Increase/(Decrease) in unearned revenue	965
Increase/(Decrease) in LSL payable	6
Net cash provided by (used in) operating activities	<u>780</u>
28. Commitments for Expenditure	
Non-cancellable Operating Lease Commitments	
Commitments in relation to non-cancellable operating leases are inclusive of GST and are payable as follows:	
Not later than one year	3,542
Later than one year and not later than five years	5,777
Later than five years	696
	<u>10,015</u>
GST – Input tax credits anticipated	910

Operating leases are entered into as a means of acquiring access to office accommodation and storage facilities. Lease payments are generally fixed, but with inflation escalation clauses on which contingent rentals are determined.

No renewal or purchase options exist in relation to operating leases and no operating leases contain restrictions on financing or other leasing activities.

Notes to and forming part of the financial statements

2001-02 to 2002-03

29. Trust Transactions and Balances

As the department performs only a custodial role in respect of these transactions and balances, they are not recognised in the financial statements, but are disclosed here for information purposes.

Funeral Benefits Trust Fund

The Funeral Benefits Trust Fund is authorised under the *Funeral Benefits Act 1982*, Section 9 (1).

Fees received by the department for providing trustee services are included in user charges, sale of other goods and services (Note 5) and totalled \$23,194.41.

	2002 \$'000
TRUST EXPENSES AND REVENUES	
<i>Expenses</i>	
Grants and subsidies	110
Other	36
Total Expenses	<u>146</u>
<i>Revenues</i>	
Accrued Interest (QTC)	177
Total Revenues	<u>177</u>
Net Surplus	<u>31</u>
TRUST ASSETS AND LIABILITIES	
<i>Current Assets</i>	
Cash	2
Investment	3,782
Total Current Assets	<u>3,784</u>
Total Assets	<u>3,784</u>
<i>Current Liabilities</i>	
Payables	23
Total Current Liabilities	<u>23</u>
Net Assets	<u>3,761</u>

The Queensland Audit Office performed the audit of the department's trust transactions for 2001-02.

Notes to and forming part of the financial statements

2001-02 financial year ended June 2002

Queensland Building Tribunal Trust Fund

The Queensland Building Tribunal Trust Fund is authorised under the *Queensland Building Tribunal Act 2000*, Section 163.

	2002 \$'000
TRUST EXPENSES AND REVENUES	
<i>Expenses</i>	
Bank Fees	-
Total Expenses	-
<i>Revenues</i>	
Interest on Bank	4
Total Revenues	4
Net Surplus	4
TRUST ASSETS AND LIABILITIES	
<i>Current Assets</i>	
Cash	194
Total Current Assets	194
Total Assets	194
<i>Current Liabilities</i>	
Security Deposits	184
Total Current Liabilities	184
Net Assets	10

The Queensland Audit Office performed the audit of the department's trust transactions for 2001-02.

Notes to and forming part of the financial statements

2002 financial year ended 30 June 2002

30. Financial Instruments

Interest Rate Risk Exposure

The department's exposure to interest rate risk and the effective interest rates of financial assets and financial liabilities are shown in the following table. All other assets and liabilities have no interest rate risk exposure.

	Maturity Date:					Total	Weighted Average Rate
	Floating Rate	1 year or less	1 to 5 years	More than 5 years	Non Interest Bearing		
	\$'000	\$'000	\$'000	\$'000	\$'000		
Financial Assets							
Cash	6,252	-	-	-	-	6,252	3.66
Receivables	-	-	-	-	1,228	1,228	N.A.
Total	6,252	-	-	-	1,228	7,480	-
Financial Liabilities							
Payables	-	-	-	-	1,844	1,844	N.A.
Interest-bearing liabilities	-	75	344	-	-	419	5.77
Total	-	75	344	-	1,844	2,263	-

- The floating rate represents the most recently administered market rate applicable to the instrument at 30 June 2002
- The fixed interest rates represent weighted average market interest rates.

Credit Risk Exposure

The maximum exposure to credit risk at balance date in relation to each class of recognised financial assets is the carrying amount of those assets net of any provision for doubtful debts as indicated in the Statement of Financial Position.

No significant credit risks have been identified for financial year ended 30 June 2002.

Net Fair Value

The net fair value is determined as follows:

- The net fair value of cash and cash equivalents and non-interest bearing monetary financial assets and financial liabilities approximate their carrying amounts.
- The net fair value of other monetary financial assets and financial liabilities is based on market prices where a market exists, or has been determined by discounting expected future cash flows by the current interest rate for financial assets and liabilities with similar risk profiles.

Notes to and forming part of the financial statements

Financial statements for the year ended 30 June 2002

The carrying amounts and estimated net fair values of financial assets and financial liabilities held at balance date are given below:

	Total Carrying Amount	Net Fair Value
	2002	2002
	\$'000	\$'000
Financial Assets		
Cash	6,252	6,252
Receivables	1,228	1,228
Financial Liabilities		
Payables	1,844	1,844
Queensland Treasury Corporation Borrowings	419	418
	2002	
	\$'000	

31. Grants & Other Contributions

ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS	
Liquor wine equivalence tax subsidy	808
Qld Building Services Authority	305
Contributed assets - below fair value:	
Remodelling of leased premises	48
Resources received free of charge or below fair value:	
Remodelling of leased premises	15
	<u>1,176</u>

32. Taxes, Fees and Fines

ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS	
Liquor licences and permits	2,297
Fair Trading fees	12,046
Other regulatory fees	16,158
Fines	747
	<u>31,248</u>

Notes to and forming part of the financial statements

Financial Statements for the year ended 30 June 2002

2002
\$'000

33. Administered Item Revenue

ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS	
Budgeted administered item appropriation	46,677
Plus supplementary appropriation	642
Total administered item revenue	<u>47,319</u>
Less: Opening balance of appropriation receivable	(40)
Plus: Closing balance of appropriation receivable	133
Total	<u>47,412</u>
Reconciliation of Payments from Consolidated Fund and Equity Adjustment recognised in General Equity	
Budgeted equity adjustment appropriation	-
Plus supplementary appropriation	26
Equity Adjustment recognised in General Equity	<u>26</u>
<p>The supplementary appropriation of \$0.642M is comprised as follows:</p> <ul style="list-style-type: none"> - Tourism Queensland for the Goodwill Games \$2.0M; - Deferred 2000-01 funds paid in 2001-02 \$0.2M; - Lapsed claims funding in respect of the <i>Property Agents and Motor Dealers Act 2000</i> (\$1.243M); and - 2001-02 Queensland Building Tribunal revenue which is to be deferred until 2002-03 (\$0.315M). <p>The supplementary equity adjustment appropriation of \$0.026M reflects deferred recurrent revenue for Queensland Building Tribunal from 2000-01 which was paid as an equity injection in 2001-02.</p>	

34. Interest Revenue

ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS	
Interest revenue	<u>13,891</u>

35. Other Revenue

ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS	
User charges	6
Subrogation recoveries	492
Miscellaneous	33
	<u>531</u>

Notes to and forming part of the financial statements

Department of Tourism, Racing and Fair Trading

2002
\$'000

36. Employee Expenses

ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS	
Wages and salaries	1,110
Employer superannuation contributions	162
Long service leave levy	19
Annual leave expenses	63
Other	22
	<u>1,376</u>

37. Supplies and Services

ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS	
Materials	70
Travel	39
Other	795
	<u>904</u>

38. Depreciation and Amortisation

ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS	
Depreciation and amortisation was incurred in respect of:	
Plant and equipment	<u>28</u>

39. Grants and Subsidies

ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS	
Tourism Queensland	44,397
Liquor Licensing Rebate	808
	<u>45,205</u>

40. Other Expenses

ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS	
Operating Lease Rentals	404
Bad & Doubtful Debts	172
Claims Expenses	353
	<u>929</u>

Notes to and forming part of the financial statements

for the year ended 30 June 2002

2002
\$'000

41. Cash

ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS	
Petty Cash	1
Cash at bank	699
	<u>700</u>

42. Receivables

ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS	
<i>Current:</i>	
Trade debtors	1,014
Less: provision for doubtful debts	431
	<u>583</u>
GST input tax credits receivable	9
GST payable	-
Net GST receivable	<u>9</u>
Output revenue receivable	133
Interest receivable	893
	<u>1,618</u>

43. Property, Plant and Equipment

ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS	
Plant and equipment	
At Cost	451
Accumulated depreciation	276
Total property, plant and equipment	<u>175</u>

44. Payables

ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS	
<i>Current:</i>	
Long service leave levy payable	4
Trade and other creditors	155
Equity injection payable	74
Administered revenue payable	1,132
	<u>1,365</u>

Notes to and forming part of the financial statements

Financial Statements for the Year ended June 2002

2002
\$'000

45. Provisions

ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS	
Annual leave	<u>91</u>

46. Other Current Liabilities

ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS	
Unearned Revenue	<u>827</u>

47. Changes in Equity

	Accumulated Surplus	Contributed Equity	Asset Revaluation Reserve	General Reserve
	2002 \$'000	2002 \$'000	2002 \$'000	2002 \$'000
Opening Balance	1,172	(3,392)	-	2,239
Net surplus	86	-	-	-
Non-Owner changes in equity recognised in the Statement of Financial Performance:				
- Transfers between reserves	2,239	-	-	(2,239)
Transactions with Owners as Owners				
- Equity Injections (Note 33)	-	26	-	-
- Net assets/liabilities transferred to other departments	-	(6)	-	-
- Net assets/liabilities transferred from Controlled	-	85	-	-
Closing Balance	<u>3,497</u>	<u>(3,287)</u>	-	-

Notes to and forming part of the financial statements

1. Financial Statements 2002

2002
\$'000

48. Reconciliation of Net Surplus/Deficit to Net Cash Provided by (Used in) Operating Activities

ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS	
Net Surplus	86
Non-cash items:	
Depreciation/amortisation	28
Net assets assumed/relinquished	101
Net liability assumed/relinquished	(6)
Asset write-ons	(51)
Change in assets and liabilities	
(Increase)/Decrease in receivables	(477)
(Increase)/Decrease in interest revenue receivable	(517)
(Increase)/Decrease in output revenue receivable	(93)
(Increase)/Decrease in LSL reimbursements receivables	2
(Increase)/Decrease in GST input tax credits receivable	2
Increase/(Decrease) in creditors	(1,826)
Increase/(Decrease) in employee provisions	24
Increase/(Decrease) in unearned revenue	827
Increase/(Decrease) in administered revenue payable	(139)
Net cash provided by (used in) operating activities	<u>(2,039)</u>

49. Commitments for Expenditure

Non-cancellable Operating Lease Commitments

Commitments in relation to non-cancellable operating leases are inclusive of GST and are payable as follows:	
Not later than one year	447
Later than one year and not later than five years	109
Later than five years	-
	<u>556</u>
GST – Input tax credits anticipated	51
Operating Leases are entered into as a means of acquiring access to office accommodation and storage facilities. Lease payments are generally fixed, but with inflation escalation clauses on which contingent rentals are determined.	
No renewal or purchase options exist in relation to operating leases and no operating leases contain restrictions on financing or other leasing activities.	

Notes to and forming part of the financial statements

2002/03 - 2003/04

50. Contingencies

Litigation in Progress

Receivables

As at 30 June 2002, there were 51 claims paid under the *Property Agents and Motor Dealers Act 2000*, for which the right to recovery was subrogated to the department, awaiting recovery determination.

As at 30 June 2002, the following cases were before the courts for recovery from licensees claims paid under the *Property Agents and Motor Dealers Act 2000* :

	Cases
Magistrates Court	5
District Court	1

The department believes that it would be misleading to estimate the final amounts receivable (if any) in respect of these claims.

Liabilities

As at 30 June 2002, 412 claims under the *Property Agents and Motor Dealers Act 2000* that were awaiting determination.

Due to the rejection of claims under the *Property Agents and Motor Dealers Act 2000* the following cases against the department were in progress as at 30 June 2002:

	Cases
Supreme Court	1
District Court	4

The department believes that it would be misleading to estimate the final amounts payable (if any) in respect of these claims.

Notes to and forming part of the financial statements

for the year ended 30 June 2002

CERTIFICATE OF THE DEPARTMENT OF TOURISM, RACING AND FAIR TRADING

These general purpose financial statements have been prepared pursuant to section 40(1) of the *Financial Administration and Audit Act 1977* (the Act), and other prescribed requirements. In accordance with Section 40(3) of the Act we certify that in our opinion:

- (a) the prescribed requirements for establishing and keeping the accounts have been complied with in all material respects; and
- (b) the statements have been drawn up to present a true and fair view, in accordance with prescribed accounting standards, of the transactions of the Department of Tourism, Racing and Fair Trading for the financial year ended 30 June 2002 and of the financial position of the department at the end of that year.



Ian Warren

Director, Finance and Administration

24 September 2002



Matt Miller
A/Director-General

24 September 2002

Notes to and forming part of the financial statements

INDEPENDENT AUDIT REPORT

To the Accountable Officer of Department of Tourism, Racing and Fair Trading

Scope

I have audited the general purpose financial statements of Department of Tourism, Racing and Fair Trading prepared by the Accountable Officer for the year ended 30 June 2002 in terms of s.40 of the *Financial Administration and Audit Act 1977*. The financial statements comprise the Statement of Financial Performance, Statement of Financial Position, Statement of Cash Flows, Statement of Financial Performance by Outputs/Major Activities, Notes to and forming part of the financial statements and certificates given by the Accountable Officer and officer responsible for the financial administration of the Department.

The Accountable Officer is responsible for the preparation and the form of presentation of the financial statements and the information they contain. I have audited the financial statements in order to express an opinion on them.

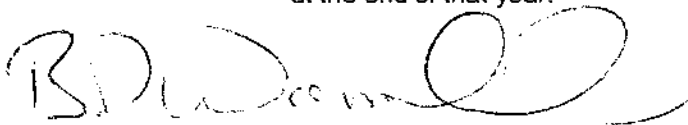
The audit has been conducted in accordance with *QAO Auditing Standards*, which incorporate Australian Auditing Standards to provide reasonable assurance as to whether the financial statements are free of material misstatement. Audit procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial statements, and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion whether, in all material respects, the financial statements are presented fairly in accordance with the prescribed requirements in Australia which include Australian Accounting Standards so as to present a view which is consistent with my understanding of the entity's financial position and the results of its operations and its cash flows.

The audit opinion expressed in this report has been formed on the above basis.

Audit Opinion

In accordance with section 40 of the *Financial Administration and Audit Act 1977* I certify that -

- (a) I have received all the information and explanations which I have required; and
- (b) in my opinion -
 - (i) the prescribed requirements in respect of the establishment and keeping of accounts have been complied with in all material respects; and
 - (ii) the Statements have been drawn up so as to present a true and fair view, in accordance with the prescribed accounting standards and other mandatory professional reporting requirements in Australia, of the transactions of the Department of Tourism, Racing and Fair Trading for the financial year 1 July 2001 to 30 June 2002 and of the financial position as at the end of that year.



Brendan Worrall, FCPA
Assistant Auditor General
(Delegate of the Auditor-General)



Queensland Audit Office
Brisbane

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Annual Report 2001-2002 Reader Survey

Your feedback helps us to improve our annual reporting and meet your information needs. Return your response by facsimile (07) 3224 7700 or complete the electronic form on our website at www.dtrft.qld.gov.au Thank you for completing this survey.

Name: _____ Position: _____
 Organisation: _____ Address: _____
 Tel: _____ Email: _____

Mailing list: Remove / Add / Correct my name/organisation

1. Please rate the following elements of the Annual Report 2001-2002

	Excellent	Good	Satisfactory	Poor
Overall				
How effectively does the report communicate the department's performance and achievements for 2001-2002?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Content				
How useful is the information?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How easy is it to find information?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is enough detail provided?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How well is the information grouped and categorised?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Style				
How well is the document designed and presented?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rate the simplicity of the writing?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How clear and useful are the tables and graphs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Which section(s) of the report did you find most useful? _____
3. Which section(s) of the report did you find least useful? _____
4. How could the annual report be improved? _____

5. For what purpose did you read or refer to the Annual Report 2001-2002?

(If more than one, please indicate)

- To understand the impact of initiatives on you/your interest group
- Information for an industry
- Information for a community organisation
- Information for a government agency
- To prepare media coverage
- Research
- General interest
- Job application
- Other (please specify) _____

6. About you

Please indicate the group which best describes you:

- MP
- Community group
- Business sector
- Industry association
- Media representative
- Private individual
- Staff member
- Queensland Government employee
- Other Government employee
- Research institution
- Other (please specify) _____