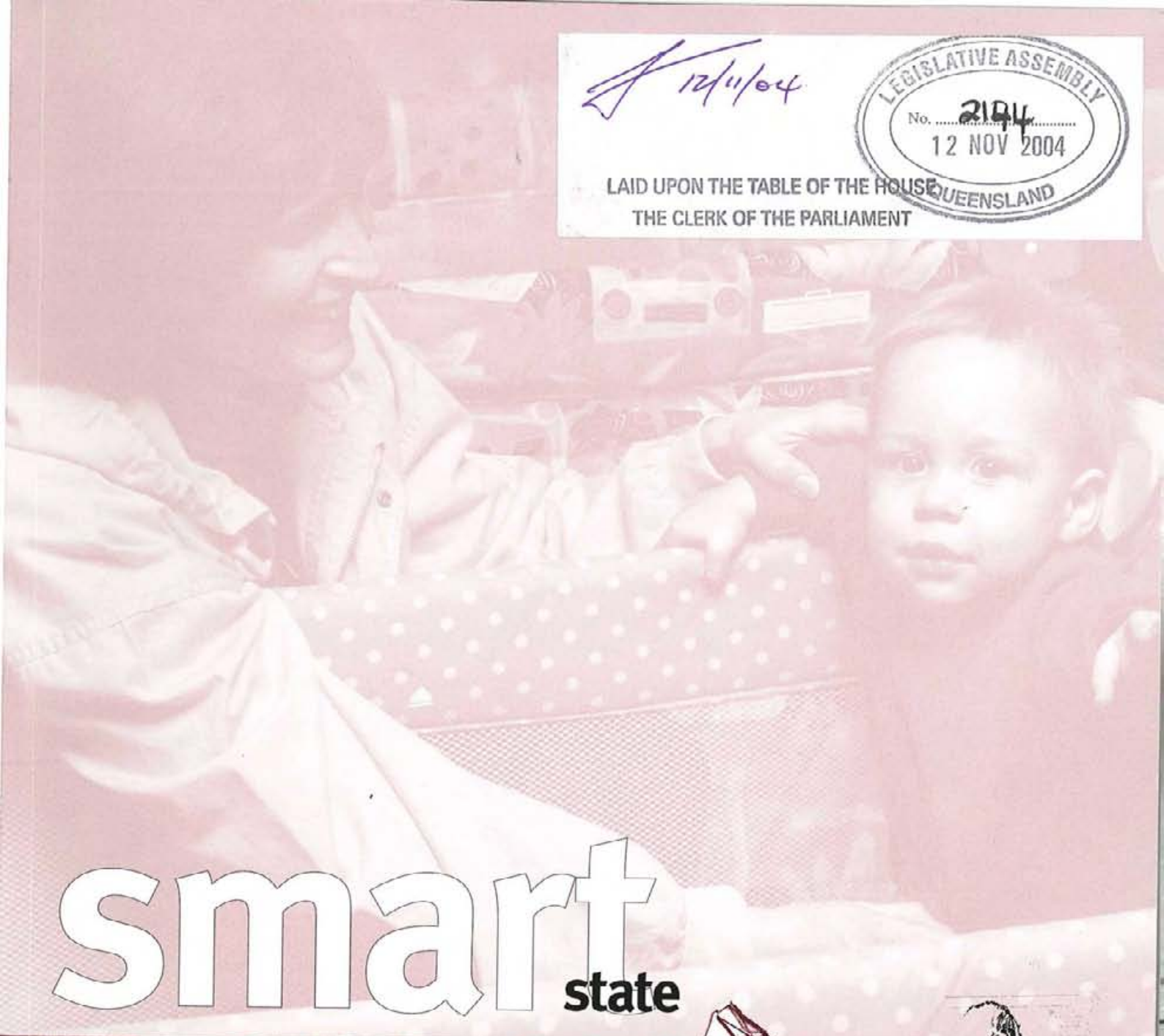


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Annual Report 2003-04

Department of Tourism, Fair Trading
and Wine Industry Development



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Department overview

Our purpose

The role of the Department of Tourism, Fair Trading and Wine Industry Development is to foster a fair and dynamic marketplace and encourage responsible practices and sustainable growth in the tourism, wine, liquor and hospitality industries in Queensland.

Our resources

The department employed the fulltime equivalent of 509 staff and had an operating budget of \$52 million at 30 June 2004.

Corporate history

Machinery-of-government changes following the election in February 2004 led to the department, formerly the Department of Tourism, Racing and Fair Trading (incorporating Liquor Licensing), becoming the Department of Tourism, Fair Trading and Wine Industry Development.

The racing industry functions were transferred from the department to the Public Works and Housing portfolio, and wine industry development was transferred to the department from State Development and Innovation.

This report, prepared on the basis of the current administrative arrangements for the department applying for the whole of the 2003-04 financial year, reflects the structure, operations and performance of the department as it now exists.

Structure

The department consists of:

- the Office of Fair Trading
- the Liquor Licensing Division
- the Service Delivery and Development Division
- the Wine Industry Development Division
- the Tourism Strategy Division
- the Executive and Corporate Services Division
- Dispute resolution bodies - the Commercial and Consumer Tribunal and the Office of the Commissioner for Body Corporate and Community Management.

The **Office of Fair Trading** (OFT) has overarching responsibility for the regulation of Queensland's marketplace and specific regulatory responsibility for a wide range of industries and occupations including real estate, motor trade and security providers. OFT works to achieve fair trading in the marketplace by:

- maintaining a contemporary fair trading regulatory framework that balances the needs of business and consumers
- monitoring compliance with fair trading standards and legislation
- resolving disputes, investigating complaints and taking enforcement action against non-compliers
- providing access to appropriate redress for consumers
- providing effective registration, licensing and trade measurement services
- informing and educating business and consumers.

The **Liquor Licensing Division** regulates the sale and supply of liquor with the aim of encouraging responsible consumption of liquor and liquor industry practices throughout Queensland. The division undertakes projects and communications activities to minimise harm associated with excessive consumption of liquor.

The **Service Delivery and Development Division** provides designated customer services on behalf of the Office of Fair Trading and Liquor Licensing Division through a Brisbane Customer Service Centre and nine Queensland regional client contact offices in Cairns, Hervey Bay, Mackay, Maroochydore, Mount Isa, Rockhampton, Southport, Toowoomba and Townsville.

The **Wine Industry Development Division** and the **Tourism Strategy Division** contribute to the development of the wine and tourism industries through strategy development and activities aimed at building the capacity of the industries, facilitating effective communication and consultation among government, industry and relevant community stakeholders, researching and analysing industry issues, monitoring emerging trends and anticipating future needs.

The **Executive and Corporate Services Division** provides corporate governance and support services that enable the delivery of the department's business objectives. The division provides executive support services to the offices of the Minister, Director-General and Deputy Director-General. Support for operational areas includes human resource management, legal, financial, facilities, purchasing, policy coordination, strategic planning, performance reporting, corporate communication, and information management and technology services.

The **Commercial and Consumer Tribunal** has jurisdiction to handle dispute resolution services across the following groups: architects, builders, building certifiers, engineers, gaming, liquor, manufactured homes, property agents and motor dealers, plumbers and drainers, residential services, retirement villages and tourism services.

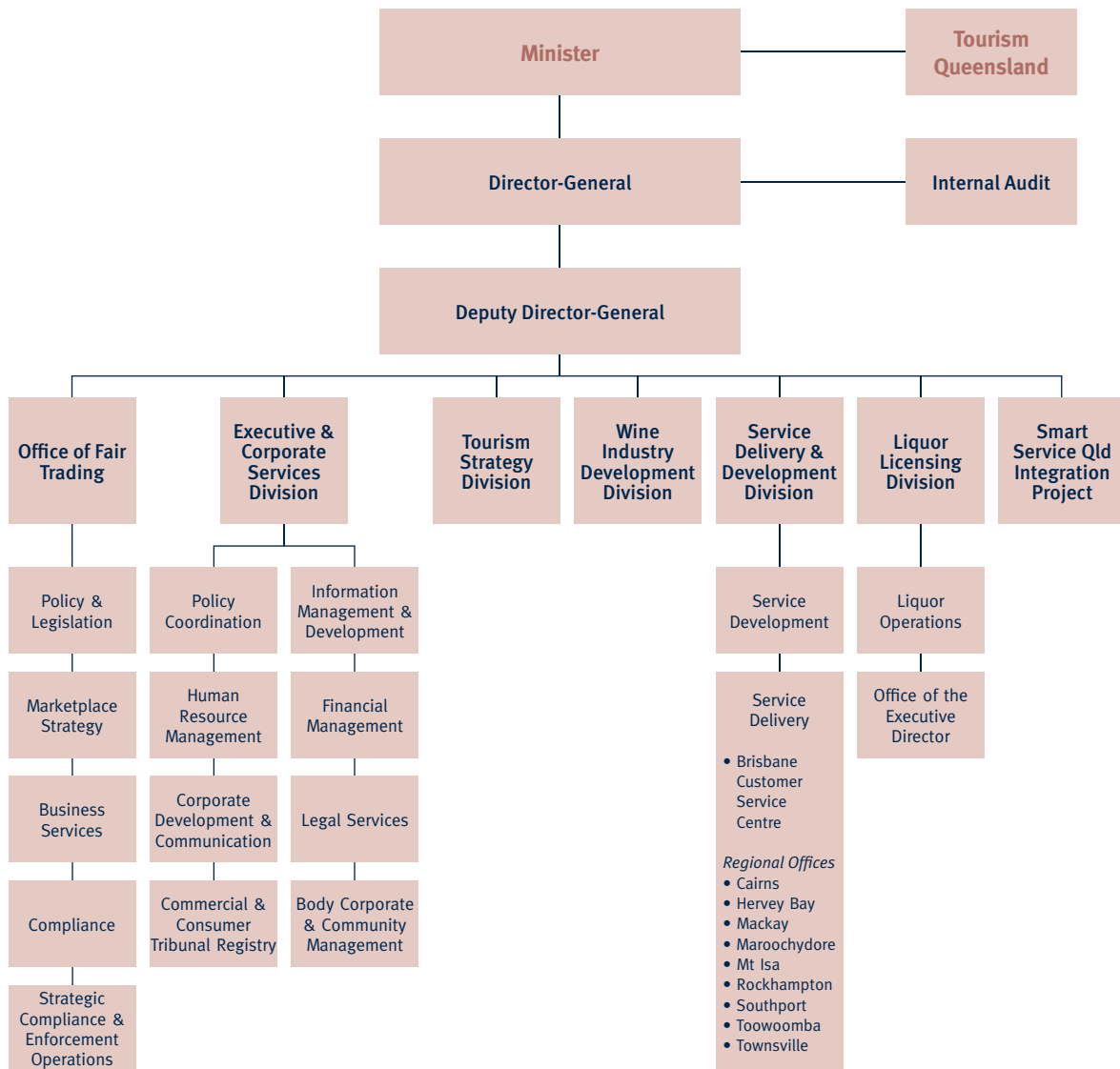
The **Office of the Commissioner for Body Corporate and Community Management** is responsible for determining body corporate disputes pursuant to the *Body Corporate and Community Management Act 1997*. It also provides information services to the community living sector which includes unit owners and occupiers, body corporate committees, managers and caretakers.

Statutory and other bodies associated with the portfolio

Advisory Boards and Committees	<ul style="list-style-type: none"> ○ Consumer Safety Committee ○ Disaster Appeals Trust Fund Committee ○ Funeral Benefit Trust Fund Committee ○ Tourism Queensland Board
Dispute Resolution Bodies	<ul style="list-style-type: none"> ○ Commercial and Consumer Tribunal ○ Office of the Commissioner for Body Corporate and Community Management ○ Computer Games and Images Appeals Tribunal ○ Films Appeals Tribunal ○ Publications Appeals Tribunal ○ Racing Appeals Tribunal
Statutory Body	<ul style="list-style-type: none"> ○ Tourism Queensland ○ Travel Compensation Fund

Departmental structure

(Current at October 2004)



Legislation administered

(Current at October 2004)

Copies of legislation can be downloaded from the Office of the Queensland Parliamentary Counsel website at www.legislation.qld.gov.au

Fair Trading

- *All Saints Church Lands Act 1924*
- *All Saints Church Lands Act 1960*
- *Anglican Church of Australia (Diocese of Brisbane) Property Act 1889*
- *Anglican Church of Australia Act 1895*
- *Anglican Church of Australia Act 1895 Amendment Act 1901*
- *Anglican Church of Australia Act 1977*
- *Anglican Church of Australia Constitution Act 1961*
- *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 (Queensland) Act 1994 (including Consumer Credit Code)*
- *Cooperatives Act 1997*
- *Credit (Rural Finance) Act 1996*
- *Credit Act 1987*
- *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*
- *Introduction Agents Act 2001*
- *Land Sales Act 1984*
- *Liens on Crops of Sugar Cane Act 1931*
- *Manufactured Homes (Residential Parks) Act 2003*
- *Mercantile Act 1867*
- *Motor Vehicles and Boats Securities Act 1996*
- *Partnership (Limited Liability) Act 1988*
- *Partnership Act 1891*
- *Presbyterian Church of Australia Act 1900*
- *Presbyterian Church of Australia Act 1971*
- *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 (Northern Lands) Vesting Act 1941*
- *Roman Catholic Church Lands Act 1985*
- *Roman Catholic Relief Act 1830*
- *Sale of Goods (Vienna Convention) Act 1986*
- *Sale of Goods Act 1896*
- *Salvation Army (Queensland) Property Trust Act 1930*
- *Scout Association of Australia Queensland Branch Act 1975*
- *Sea-Carriage Documents Act 1996*
- *Second-hand Dealers and Pawnbrokers Act 2003*
- *Security Providers Act 1993*
- *Storage Liens Act 1973*
- *Tourism Services Act 2003*
- *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 Methodist Trust Property Act 1853*
- *Wesleyan Methodists, Independents, and Baptists Churches Act 1838*

Liquor Licensing

- *Liquor Act 1992*
- *Wine Industry Act 1994*

Tourism

- *Tourism Queensland Act 1979*
- *Traveller Accommodation Providers (Liability) Act 2001*

Dispute Resolution

- *Body Corporate and Community Management Act 1997*
- *Building Units and Group Titles Act 1980*
- *Commercial and Consumer Tribunal Act 2003*



Director-General's message

A strong drive to forge strategic alliances and partnerships with our stakeholders characterised the work of this diverse department during the past year.

Because our stakeholders play such a critical role in helping identify what we should be doing and how we should be doing it, every area of the department focused on strengthening existing partnerships and forging new ones at all levels of government, business, industry and the community.

Liquor licensing moving forward

The Liquor Licensing Division's role is to facilitate the growth of the liquor industry within a socially-responsible framework. To deliver excellent customer service the industry needs staff properly trained in responsible service of alcohol and the requirements of the law. In 2003-04 the division, with the help of key industry representatives, developed a mandatory training package for all new licensees. Already 500 people have successfully completed the "Responsible Management of Licensed Venues" training. In time, this program will strengthen the industry through increased professionalism and awareness of regulatory obligations.

The success of the division's collaborative approach during the year was also evident in the work it undertook in partnership with Indigenous communities and the Department of Aboriginal and Torres Strait Islander Policy to assist these communities to improve their quality of life.

The division progressively declared alcohol restrictions in 14 of Queensland's Indigenous communities. Limiting the supply of alcohol is helping these communities to fight chronic problems associated with alcohol abuse.

To ensure these strong relationships with business and the community continue, the division has established an ongoing Liquor Industry Consultative Forum with members drawn from the liquor, wine and hospitality industries, community and government. In 2004-05, forum members will work with the division to develop meaningful and progressive liquor laws, and to promote and enhance industry development and consumer protection.


Wine industry views canvassed

The department established a Wine Industry Development Division in March, which immediately began working with the Queensland wine industry to develop the State's first-ever wine industry development strategy.

The views of thousands of participants of the wine and related industries, canvassed by the division at a series of workshops and meetings throughout Queensland, will be at the heart of the strategy, which is to be released in late 2004.

It will be an important step in taking Queensland wines to Australia and the world, and ensuring Queenslanders reap the benefits of sustainable growth in the wine industry, including more jobs, export opportunities, and regional growth.

The establishment of this department as Australia's first government department for Wine Industry Development caught some by surprise. But anyone watching Queensland's wine and tourism industries in recent times would have instantly recognised what a master stroke it is.



Our wine industry is experiencing rapid growth with the number of wineries quadrupling in the past decade, and is now producing many top quality and award-winning wines. And Queensland continues to maintain its standing as Australia's leader in tourism, with wine tourism one of its fastest growing niches.

The tourism industry has the potential, with its strong, well-established visitor base, to provide the wine industry with excellent opportunities to showcase its product. Tourists love visiting wineries, particularly ones close to existing popular tourist destinations; and already many Queensland wine producers have embraced wine tourism, with several wineries attracting more than 100,000 visitors a year.

Clearly, there are major gains for the Queensland economy to be made in building strong partnerships between the wine and tourism sectors and also with the food and hospitality sectors.

Tourism industry forums

The department's Tourism Strategy Division coordinates the Queensland Government's involvement in tourism and implementation of the Growing Tourism Strategy.

The division also coordinates the Tourism Industry Consultative Forum, which was established in November 2001 with government and industry representation. The forum maximises government, industry and community participation in the identification of strategies to ensure continued growth of the State's tourism industry.

Earlier this year the division, with assistance from Tourism Queensland, negotiated a Tourism Intergovernmental Arrangement with the Australian Government, which will improve national and state-level collaboration on tourism issues.

It also hosted a backpacking forum to identify issues impacting growth of the industry such as touting and illegal operators. The division is now working with the backpacking industry and the Tourism Queensland to devise solutions to these barriers to growth of the sector.

Fair trading sets pace

The Office of Fair Trading (OFT) continued to be actively involved at a national level in fair trading regulation and consumer protection in 2003-04.

Recognising Indigenous Queenslanders are among our most vulnerable consumers, OFT liaised with Indigenous communities during the past year to develop a range of culturally-sensitive and tailored service delivery, compliance and communication activities as part of a "Fair Go" strategy designed to help Indigenous consumers get a fair go when spending their money.

OFT also maintained a very strong focus on improving the effectiveness of its compliance and enforcement activities, a focus that will remain a key strategic priority in 2004-05. It will also continue to participate in regulatory reform with an emphasis on securing more nationally-harmonised approaches to regulation to address the increasingly borderless marketplace.

Improving service delivery

Client expectations are changing. There is a need to better integrate service delivery across the department and the government. So during 2003-04 we've been reviewing and modifying various business processes and systems to ensure research data, trends analysis, performance information and reporting frameworks support innovative and seamless client service. A number of services were identified for transitioning to Smart Service Queensland, the government's service delivery agency, to provide more efficient and easy access to those services for customers through a variety of channels.

The department aims to earn the respect of the community, industry and government at all levels for the manner in which its employees develop policy, resolve issues, educate and communicate, deliver services and enforce compliance with relevant legislation.

To achieve this, we plan to further develop staff skills in relationship management, facilitation, negotiation, information and knowledge management, as well as providing them with the best systems and tools available within budget.

I am confident that through collaborative working relationships at all levels the department will continue to make an important contribution to developing a strong and diversified economy, and safer and more supportive communities in Queensland.

Helen Ringrose
Director-General

Highlights 2003-04

The department administers an extensive range of legislation, more than 75 acts. To ensure the most effective legislation is in place for the protection of Queenslanders at all times, the department continually reviews and examines its regulatory regime. This also ensures laws are keeping pace with emerging industry and community trends.

In 2003-04 the department supported the introduction of six Bills into Parliament, including key reforms to address the practices of inbound tour operators and guides, manufactured homes and residential parks, residential services providers, and second-hand dealers and pawnbrokers. Thirty one regulations were also amended or introduced.

Fair trading

- Finalised more than 2,000 enforcement actions against traders, including more than 60 actions before the courts and the Commercial and Consumer Tribunal, resulting in more than \$460,000 in penalties. In addition, 10 licensees lost their licences for a total of 95 years and a further three were permanently disqualified from holding a licence.
- Began enforcement action against 10 defendants for marketeering-related offences under the *Property Agents and Motor Dealers Act 2000* seeking a range of orders including fines, loss of licence, bans from operating in the real estate industry and compensation for consumers.
- Funded the establishment of the Centre for Credit and Consumer Law in conjunction with Griffith University to:
 - conduct research into credit and financial services affecting Queensland consumers

- develop policy proposals on consumer credit issues
- coordinate consumer group input into relevant government and industry policy development
- undertake consumer advocacy.
- Achieved more than \$3.3 million in redress for consumers.
- Reached an estimated 80.4% of Queenslanders through statewide communication campaigns.
- Led the development of national regulatory responses to fringe credit providers, property investment advisors, and unfair terms in contracts.

Liquor licensing

- In implementing the Queensland Government's *Meeting Challenges, Making Choices* response to Justice Fitzgerald's *Cape York Justice Study*, the Liquor Licensing Division declared and implemented alcohol restrictions under the *Liquor Act 1992* in the following 14 Indigenous communities: Bamaga, Hope Vale, Injinoo, Kowanyama, Lockhart River, Mapoon, Mornington Island, New Mapoon, Pormpuraaw, Seisia, Umagico, Woorabinda, Wujul Wujul and Yarrabah.

The *Meeting Challenges, Making Choices* strategy seeks to minimise the impact of alcohol on Queensland's Indigenous communities. The Liquor Licensing Division has worked in close partnership with the communities and the Department of Aboriginal and Torres Strait Islander Policy in developing and implementing these restrictions which limit the supply of alcohol in communities.

- The Liquor Licensing Division provided clear legislative guidance to licensees regarding their obligations to provide for the responsible service of alcohol by amending the Liquor Regulation 2002. Through the inclusion of examples of acceptable and unacceptable practices and promotions in the Regulation, the division has made it clear it will not tolerate skolling games, promotion of rapid or excessive consumption, or the retention of patrons' financial institution cards or other property pending payment for liquor. Examples of responsible service include making available non-alcoholic and low alcohol beverages and helping patrons to arrange transport home from the premises. Penalties under the *Liquor Act 1992* have also been increased. Licensees who promote or encourage rapid or excessive consumption now face a maximum fine of \$7,500.

- New laws have been introduced requiring all new licensees and nominees to complete a *Responsible Management of Licensed Venues* training program. This two-day program, developed by the Liquor Licensing Division in consultation with industry, focuses on Queensland's liquor laws and best practice in venue management. The program is being delivered throughout Queensland by approved trainers. Between 1 January 2004 and 30 June 2004 more than 500 people successfully completed the program. In time this program will strengthen the industry through increased levels of professionalism and a greater awareness of legislative requirements.
- The Liquor Licensing Division significantly increased its presence during Schoolies 2003 festivities with a strong focus on the Gold Coast. By adopting a visible presence, Liquor Licensing Officers were able to act as a strong deterrent to the many minors partaking of the carnival-like atmosphere. The 12 Liquor Compliance officers worked in conjunction with the Queensland Police Service issuing 220 infringement notices for fines of \$67,200. The division also prepared a range of new resources to assist licensees to deal with the influx of school leavers and to inform them of their obligations in regard to minors, responsible service and other key issues.

Wine industry development

- Established a Wine Industry Development Division within the department to progress strategies to help the industry achieve its potential as an increasingly prominent industry sector and contributor to the economic growth of Queensland.
- Undertook widespread and detailed industry consultation to underpin development and implementation of a Wine Industry Development Strategy to clearly articulate the vision and direction for sustainable growth in the Queensland wine industry.
- Successfully lobbied the Australian Government for the abolition of the Wine Equalisation Tax after 1 October 2004, a move that will contribute to increased profitability for the State's small wineries.
- Promoted Queensland wines at key Queensland Government functions and wine events to help the industry to raise the profile and consumers' knowledge of Queensland wine.

Dispute resolution

Body Corporate and Community Management

- Conducted an internal review of the Office of the Commissioner for Body Corporate and Community Management (BCCM), which became the responsibility of the department on 1 July 2003. The review provided insight into the range of issues affecting the community titles industry to underpin preparation of a future policy agenda.
- Implemented amendments to regulation modules under the *Body Corporate and Community Management Act 1997* which came into effect from 12 December 2003, following an extensive legislative review. The amendments resulted in more flexible and practical legislation for the operation of community titles schemes while also protecting people's rights.
- BCCM resolved almost 1,000 dispute resolution applications and dealt with 22,505 requests for information averaging around 90 client contacts each working day, including 15,000 telephone calls, 68 personal interviews, 885 letters and 6,500 searches of adjudicators' orders.

Commercial and Consumer Tribunal

- Implemented the *Commercial and Consumer Tribunal Act 2003*, amalgamating four former tribunals, namely the Property Agents and Motor Dealers Tribunal, Queensland Building Tribunal, Retirement Villages Tribunal and the Liquor Appeals Tribunal, and established the CCT from 1 July 2003.
- CCT expanded its services and capacity to be able to handle matters for 12 industry areas.
- CCT also collocated with BCCM in improved hearing and mediation facilities in new Brisbane CBD premises.
- Streamlined case management processes to ensure disputes and other applications were resolved in a timely and cost effective manner.
- Resolved approximately 1,100 tribunal applications, including successfully mediating more than 70% of domestic and minor commercial building disputes ensuring a cost effective resolution without the need for a full hearing.

Our contribution to Queensland Government outcomes

The department plays a key role in the establishment and maintenance of a contemporary regulatory framework which helps build consumer and business confidence and encourages responsible and sustainable expansion of the tourism, wine and liquor industries in Queensland. The department delivers three key outputs – Fair Trading Services, Liquor Industry Services and Dispute Resolution Services.

Departmental output	Related whole-of-government outcome	Contribution
Fair Trading Services	A strong diversified economy	<ul style="list-style-type: none"> ○ A fair marketplace helps drive economic growth and job creation. The department helps build business and consumer confidence in the marketplace by working collaboratively across all sectors of the Queensland community, industry and government in regulating marketplace conduct and ensuring businesses adopt responsible trading practices.
Liquor Industry Services	Safe and secure communities	<ul style="list-style-type: none"> ○ Developing effective regulatory systems and delivering preventative and responsive consumer protection strategies, 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 enhance community safety. As well, assisting the tourism, liquor and wine industries to grow and develop in a responsible and sustainable manner helps stimulate business investment and job creation in these and related industries. The department works with Indigenous communities to find practical and effective ways to address consumer detriment and the impact of alcohol on people living in these communities.
Dispute Resolution Services	A fair socially cohesive and culturally vibrant society	<ul style="list-style-type: none"> ○ Setting policy and standards on behalf of the community living sector and providing access to impartial and responsive dispute resolution services in respect of body corporate and trades, occupations and industries supports those industries' continued growth and standing in the community.

Output performance summary

Output: Fair Trading Services

Related Government outcome: A strong diversified economy

Key performance measures 03-04	Target 03-04	Actual 03-04	Target 04-05	Comments
Quantity				
Customers provided with information and advice	2 million	2.9 million	2.5 million	This measure contains items that are customer driven, therefore the 2004-05 target allows for fluctuations in customer demand.
Number of licensing and registration services provided to business and community groups	385,000	430,140	390,000	During 2003-04 there was a significant increase in the number of registrations of securities over motor vehicles. This measure is customer driven, therefore the 2004-05 target allows for fluctuations in customer demand.
Number of complaints finalised	13,500	12,323	11,500	The 2003-04 actual and 2004-05 target have decreased cognisant of an over-estimation of the 2003-04 target and because: <ul style="list-style-type: none"> ○ OFT increasingly assists clients by phone rather than receiving formal complaints ○ OFT is educating consumers about their rights and responsibilities and to seek redress with traders before submitting a complaint ○ new legislation has been introduced regulating industries previously the subject of many complaints.
Number of enforcement actions initiated	2,000	2,106	2,000	
Number of businesses monitored for compliance	35,000	33,491	35,000	Actual is lower than the target because the business names compliance program was delayed pending the outcome of negotiations between the Queensland Government and the Australian Taxation Office.
Amount of redress achieved for consumers	\$3 million	\$3.4 million	\$3 million	

Output: Fair Trading Services (cont.)

Related Government outcome: A strong diversified economy

Key performance measures 03-04	Target 03-04	Actual 03-04	Target 04-05	Comments
Quality				
% of complaints satisfactorily finalised	80%	77%	80%	
Extent of complying businesses	95%	85%	85%	The extent of business compliance is based on compliance efforts focused on both high risk industries and traders (e.g. industries subject to new regulation and traders/ industries with a complaint history) and a random sample of businesses.
Estimated reach of awareness and education initiatives	75%	80.4%	75%	
% of licensing decisions appealed	0.05%	0.001%	Discontinued	This measure has been replaced with “percentage of licensing decisions upheld on appeal” which is considered to be a more meaningful measure about the appropriateness of the licensing decision that was appealed.
% of licensing decisions upheld on appeal	New measure	100%	95%	
Extent of consumer confidence in marketplace integrity	New measure	73%	75%	
Extent of business confidence in marketplace integrity	New measure	85%	75%	
Timeliness				
Average advice line wait time	60 seconds	48 seconds	60 seconds	
Licensing and registration applications processed within an average of 15 days	95%	80%	Discontinued	The time taken to process certain applications has increased due to new procedures to capture more data to more effectively support OFT’s compliance program and to bring greater probity to the database. This measure has been replaced with “percentage of licensing applications processed within targets” and “percentage of registration services processed within targets” due to variations in processing times.

Key performance measures 03-04	Target 03-04	Actual 03-04	Target 04-05	Comments
% of licensing applications processed within targets	New measure	New measure	95%	<p>The targets for the different licensing services vary depending upon the legislative, administrative or policy requirements and for complete applications range from:</p> <ul style="list-style-type: none"> ○ 15 days for licensing applications related to real estate agent, pastoral house, auctioneer, property developer, motor dealer and commercial agent ○ 30 days for licensing applications related to restricted letting agents and security providers.
% of registration services processed within targets	New measure	New measure	95%	<p>The targets for the different registration services vary depending upon the legislative, administrative or policy requirements and for complete applications range from:</p> <ul style="list-style-type: none"> ○ 10 days for registration services related to business names ○ 15 days for registration services related to cooperatives, land sales exemptions and associations ○ 20 days for registration services related to charities ○ 60 days for registration services related to retirement villages and residential services.

Output: Fair Trading Services (cont.)

Related Government outcome: A strong diversified economy

Key performance measures 03-04	Target 03-04	Actual 03-04	Target 04-05	Comments
% of investigations completed within:				This measure has been replaced with “percentage of investigations completed within targets”. A new strategic compliance and enforcement framework was introduced that has altered the categorisation of investigation files. Preliminary targets for the completion of investigation files are as follows and will be subject to an internal review:
○ 180 days for major legislative breaches	75%	73%	Discontinued	
○ 120 days for less serious legislative breaches	75%	72%	Discontinued	<ul style="list-style-type: none"> ○ 365 days for category 0 ○ 180 days for category 1 and 2 medium complexity ○ 90 days for category 1 and 2 low complexity ○ 60 days for category 3 ○ 30 days for category 4.
% of investigations completed within targets	New measure	New measure	75%	
% of mediations completed within 30 days	New measure	80%	75%	This is a new measure that provides data for mediations that do not involve a legislative breach.

Output: Liquor Industry Services

Related Government outcome: Safer and secure communities

Key performance measures 03-04	Target 03-04	Actual 03-04	Target 04-05	Comments
Quantity				
Number of major projects undertaken to minimise harm and crime associated with alcohol consumption	4	4	Discontinued	This measure has been discontinued as it does not reflect the size and complexity of the projects undertaken.
Number of Restricted Areas declared	16	14	2	Liquor restrictions have been declared for 17 of the 19 communities identified in the <i>Meeting Challenges, Making Choices</i> strategy. It is anticipated that the remaining 2 communities of Palm Island and Cherbourg will be considered in 2004-05.
Inspections of canteens in Indigenous communities and licensed premises in adjacent areas	240	240	Discontinued	This measure has been replaced with "Visits to Indigenous communities and licensed premises in adjacent areas".
Visits to Indigenous communities and licensed premises in adjacent areas	New measure	New measure	260	This new measure will enable the inclusion of visits by liquor licensing officers to all Indigenous communities including a number that do not have licensed canteens.
Number of industry information bulletins and liquor trade journal articles produced	30	31	30	
Number of orders for promotional and educative material received from licensees and other industry stakeholders	800	800	800	
Number of investigations of licensees conducted	7,900	7,900	Discontinued	This measure has been replaced with "Number of licensed premises checked for compliance" and "Number of complaints investigated". The new measures are more specific and the number of complaints investigated will relate directly to the existing quality measure "% of complaints finalised".

Output: Liquor Industry Services (cont.)

Related Government outcome: Safer and secure communities

Key performance measures 03-04	Target 03-04	Actual 03-04	Target 04-05	Comments
Number of licensed premises checked for compliance	New measure	8,500	8,500	
Number of complaints investigated	New measure	1,400	1,400	
Number of liquor, wine and adult entertainment applications processed:				
○ complex applications e.g. new licences, detached bottle shops, adult entertainment permits	1,400	1,435	1,400	The 2003-04 target decreased by 100 from the previous year and this trend of slightly fewer applications being received is expected to continue.
○ moderate applications e.g. no advertising required	6,700	6,564	6,550	
○ standard applications e.g. one-off permits	11,300	12,342	12,500	
Quality				
% of licensing decisions upheld on appeal	90%	44%	80%	Of 9 appeals, 4 were upheld.
% of complaints finalised	90%	95%	90%	
Timeliness				
% of front-end licensing activities completed within nominated timeframes	95%	95%	95%	Front-end licensing activities are carried out before an application is considered and include site visits and risk assessments by staff of the Liquor Licensing Division of premises making applications considered high risk e.g. new licences, extended hours.

Output: Dispute Resolution Services

Related Government outcome: A fair, socially cohesive and culturally vibrant society

Key performance measures 03-04	Target 03-04	Actual 03-04	Target 04-05	Comments
Quantity				
Number of applications lodged:				
○ BCCM	950	1,020	1,150	○ BCCM refers to the Office of the Commissioner for Body Corporate and Community Management
○ CCT	1,200	1,250	1,300	○ CCT refers to the Commercial and Consumer Tribunal.
Number of applications resolved:				
○ BCCM	900	993	990	
○ CCT	1,100	1,100	1,200	
BCCM caseload awaiting determination	170	312	Discontinued	Following the creation of the new Dispute Resolution Services output, BCCM and CCT aligned their performance measures to ensure consistency in performance monitoring and reporting, resulting in a number of the measures reported by BCCM while with the Department of Natural Resources and Mines being discontinued. Despite the target for “applications resolved” being exceeded, the substantial and sustained increase in applications made this performance measure unachievable.
Number of BCCM information service:				
○ client contacts	17,000	22,505	21,500	Following the creation of the new Dispute Resolution Services output, BCCM and CCT aligned their performance measures to ensure consistency in performance monitoring and reporting, resulting in a number of the measures reported by BCCM while with the Department of Natural Resources and Mines being discontinued. Information resources were fully extended in responding to requests for information, leaving limited capacity for seminars.
○ statewide information seminars held	25	6	Discontinued	

Output: Dispute Resolution Services (cont.)

Related Government outcome: A fair, socially cohesive and culturally vibrant society

Key performance measures 03-04	Target 03-04	Actual 03-04	Target 04-05	Comments
BCCM searches of orders	5,500	6,539	Discontinued	Following the creation of the new Dispute Resolution Services output, BCCM and CCT aligned their performance measures to ensure consistency in performance monitoring and reporting, resulting in a number of the measures reported by BCCM while with the Department of Natural Resources and Mines being discontinued. Reflects the increased number of lots created and or traded in this financial year.
Quality				
BCCM matters resolved before adjudication	45%	28%	Discontinued	Following the creation of the new Dispute Resolution Services output, BCCM and CCT aligned their performance measures to ensure consistency in performance monitoring and reporting, resulting in a number of the measures reported by BCCM while with the Department of Natural Resources and Mines being discontinued. This measure anticipated legislative amendments which did not eventuate.
BCCM matters appealed	2%	1%	Discontinued	Following the creation of the new Dispute Resolution Services output, BCCM and CCT aligned their performance measures to ensure consistency in performance monitoring and reporting, resulting in a number of the measures reported by BCCM while with the Department of Natural Resources and Mines being discontinued.
% of orders overturned or altered on appeal:				
○ BCCM	2%	<0.5%	2%	
○ CCT	2%	<1%	2%	



Key performance measures 03-04	Target 03-04	Actual 03-04	Target 04-05	Comments
Timeliness				
% of applications resolved within established timeframes: <input type="radio"/> BCCM <input type="radio"/> CCT	85% 80%	49% 84%	80% 80%	BCCM target timeframes are for matters referred to departmental adjudication to be resolved within 60 days of the close of the applicant's reply to submissions. CCT target times from lodgement of the application are as follows: <input type="radio"/> matters referred to mediation resolved within 90 days <input type="radio"/> matters withdrawn/settled within 180 days <input type="radio"/> matters determined by hearing within 270 days <input type="radio"/> decisions handed down within 30 days of hearing.
BCCM matters resolved within 8 weeks from close of replies to submissions	85%	49%	Discontinued	Following the creation of the new Dispute Resolution Services output, BCCM and CCT aligned their performance measures to ensure consistency in performance monitoring and reporting, resulting in a number of the measures reported by BCCM while with the Department of Natural Resources and Mines being discontinued. This reflects the longer service times generated by the increased number and complexity of dispute resolution applications.

Fair trading services

The Office of Fair Trading (OFT) primarily contributes to the State's economic growth by building consumer and business confidence in fair marketplace outcomes. This is achieved through the delivery of an effective regulatory regime which improves the integrity of trading practices in Queensland.

Functions

OFT undertakes a range of regulatory activities and services, including:

- maintaining a contemporary fair trading regulatory framework that balances the needs of business and consumers
- monitoring compliance with fair trading standards and legislation
- resolving disputes, investigating complaints and taking enforcement action against non-compliers
- providing access to appropriate redress for consumers
- providing effective registration, licensing and trade measurement services
- informing and educating business and consumers.

"Three Cs Model"

OFT's regulatory strategy is based on an integrated approach to regulation, the "Three Cs" model:

- Context (setting rules of behaviour)
- Communication (communicating the rules)
- Compliance (motivating people to comply).

The most effective results are achieved when the "Three Cs" are strategically planned and implemented in the right balance as the impact of each element is heightened by its combined application in OFT's day-to-day business.

OFT works with stakeholders and the community to develop the most efficient and effective forms of regulation by proactively identifying marketplace issues and developing the most appropriate marketplace rules (context).

OFT educates traders about their obligations under the rules and advises consumers about how to shop smarter and know their rights (communication).

OFT undertakes compliance activities, including proactive spot checks, resolving disputes and investigating complaints, to ensure businesses are abiding by fair trading legislation and taking enforcement action (compliance), and ensures that everyone knows the consequences of not complying with the rules (communication).



Key stakeholders

OFT has a broad range of stakeholders with interest in its business activities and who also contribute to, and partner with, OFT to address fair trading issues in the marketplace, including:

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

Goals for 2003-04

- Contemporary fair trading framework
- Responsible businesses
- Consumer protection
- Informed businesses and consumers
- Effective administrative infrastructure for the marketplace

The Office of Fair Trading works closely with stakeholders and the community to develop the most efficient and effective forms of regulation. Regional Manager, Dorothy Woods, is pictured at a real estate industry forum with the Real Estate Institute of Queensland's (l to r) Chair, Peter McGrath; Sunshine Coast Zone Chair, Lloyd Edwards; and Managing Director, Don McKenzie. Photo courtesy of the *Sunshine Coast Daily*



Statistical snapshot

OFT undertook a comprehensive set of regulatory activities in 2003-04 to improve the integrity of the Queensland marketplace and to help build consumer and business confidence, all of which helped drive economic growth and minimise consumer detriment.

- Finalised more than 12,000 consumer complaints
- Monitored more than 33,000 businesses, community groups and individual licensees for compliance with legislative requirements
- Achieved more than \$3.3 million in redress for consumers
- Took more than 2,000 enforcement actions against traders resulting in penalties totalling more than \$460,000
- Provided information and advice to more than 2.9 million customers
- Maintained licensing and registration services to more than 430,000 businesses and community organisations
- Verified 8,665 measurement standards for business and government to promote correct measurement
- Issued 854,342 certificates from the Register of Encumbered Vehicles (REVS) and processed more than 1.1 million REVS transactions in total
- Issued 205 media releases and 44 media statements, and undertook 745 media interviews.

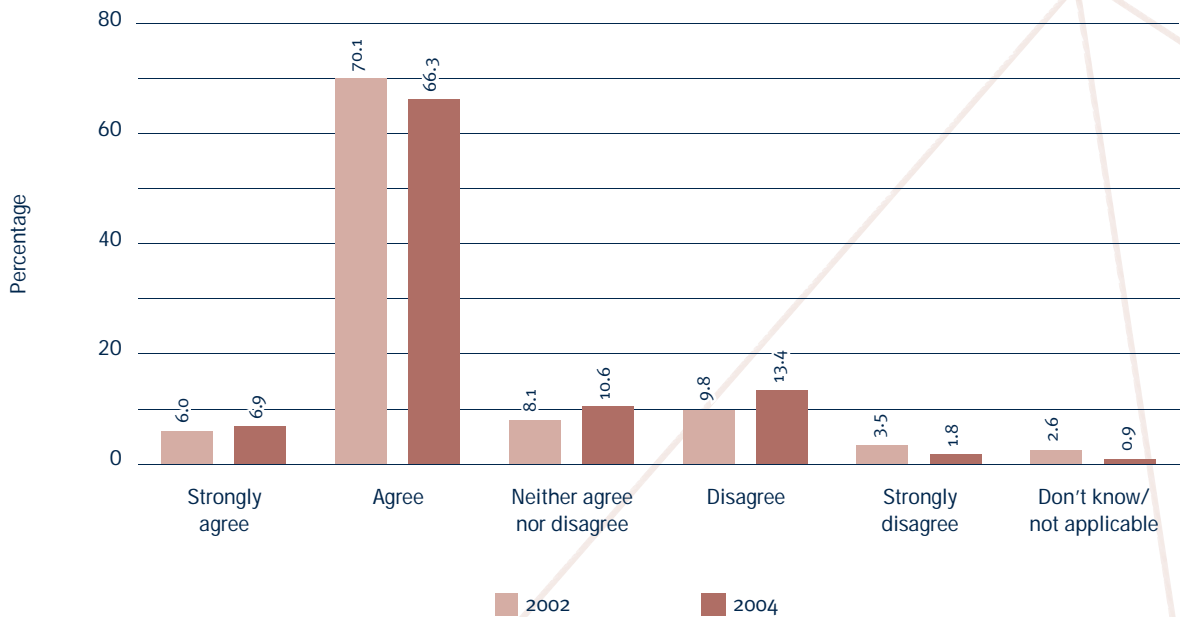
Results

OFT's programs continued to have positive impacts in the Queensland marketplace in 2003-04. Independent research through trader and consumer confidence surveys conducted in 2002 and 2004 confirmed that:

- 73.2% of Queensland consumers agreed or strongly agreed that in Queensland consumers could safely buy products and services knowing that most businesses or traders are fair and ethical.
- 85.6% of traders agreed or strongly agreed that consumers in Queensland can safely buy products and services knowing that most businesses and traders are fair and ethical compared with 81.4% in 2002.
- An estimated 80.4% (November 2003) of Queensland's adult population were reached through awareness and education activities.

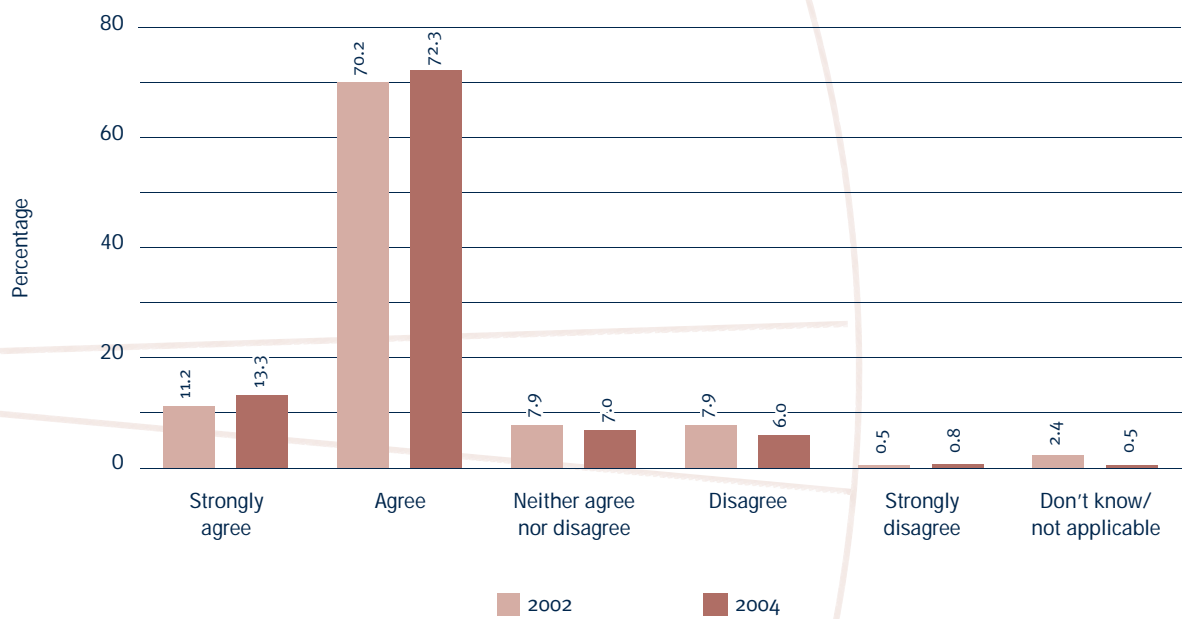
Consumer confidence

"In Queensland consumers can safely buy products and services knowing that most businesses and traders are fair and ethical."



Trader confidence

"In Queensland consumers can safely buy products and services knowing that most businesses and traders are fair and ethical."



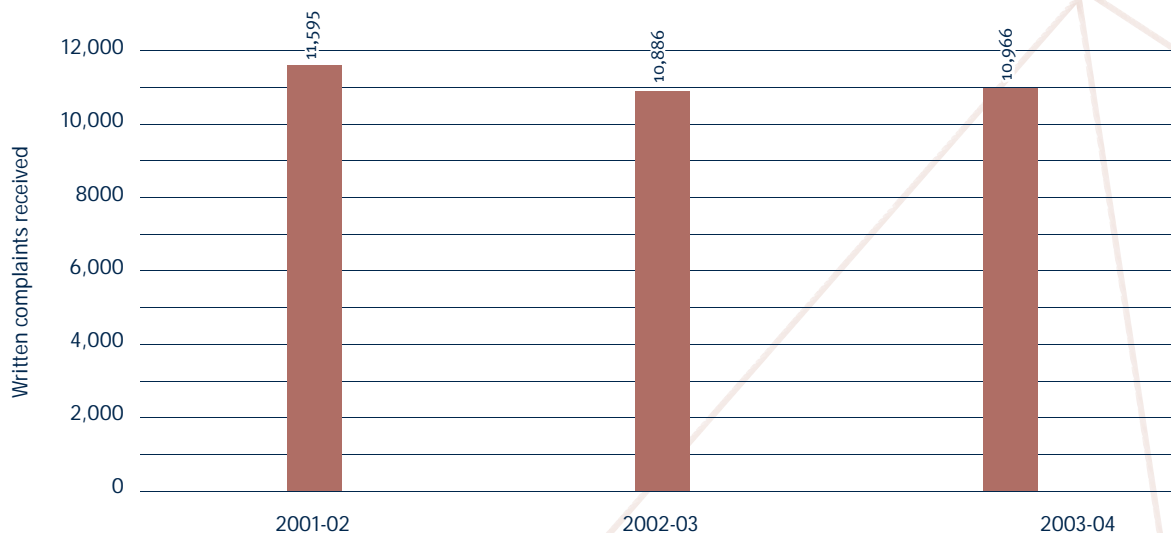
The Office of Fair Trading's "Consumerwise" booklet is packed with great tips for all consumers on how to Shop Smart.

The number of complaints received by OFT from the community has remained similar to that of previous years. OFT received 10,966 complaints from the community in 2003-04, up from 10,886 in 2002-03.

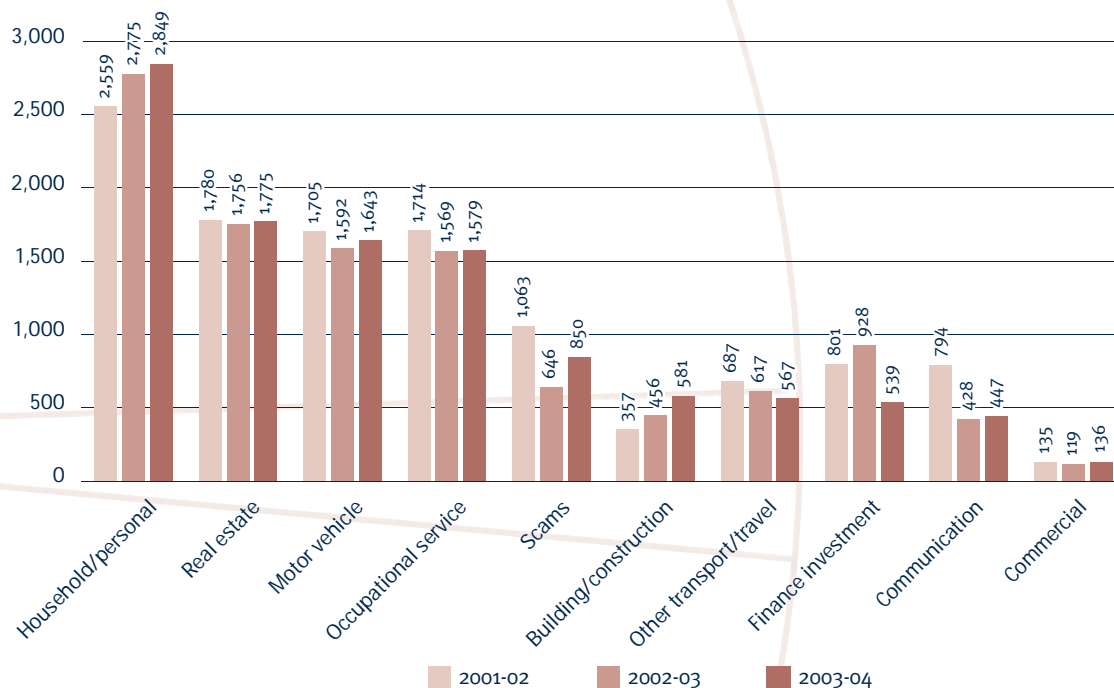
The household personal goods category was again the top complaint category, with real estate and motor vehicle complaints remaining in the top three in 2003-04.

There has been a significant decrease in the number of scam complaints over the last three years with consumers and businesses alike responding to OFT's advice to identify and discard scams.

Complaints to the Office of Fair Trading from the community



Top 10 complaints to the Office of Fair Trading



Val French, Chair of Older People Speak Out, is pictured (left) with the Minister for Fair Trading, Margaret Keech, at the launch of OFT's "Consumerwise" booklet, a must read for consumers of any age before making any major purchase.



Customer satisfaction

In 2004, 760 customers were asked about their satisfaction with a range of OFT services including the advice line, Register of Encumbered Vehicles (REVs), occupational licensing, business name registration and complaint handling.

Our customers rated our overall service quality at 78.2% in 2004 with high levels of satisfaction reported with our service on a range of factors including politeness and helpfulness of staff, staff knowledge and service efficiency.

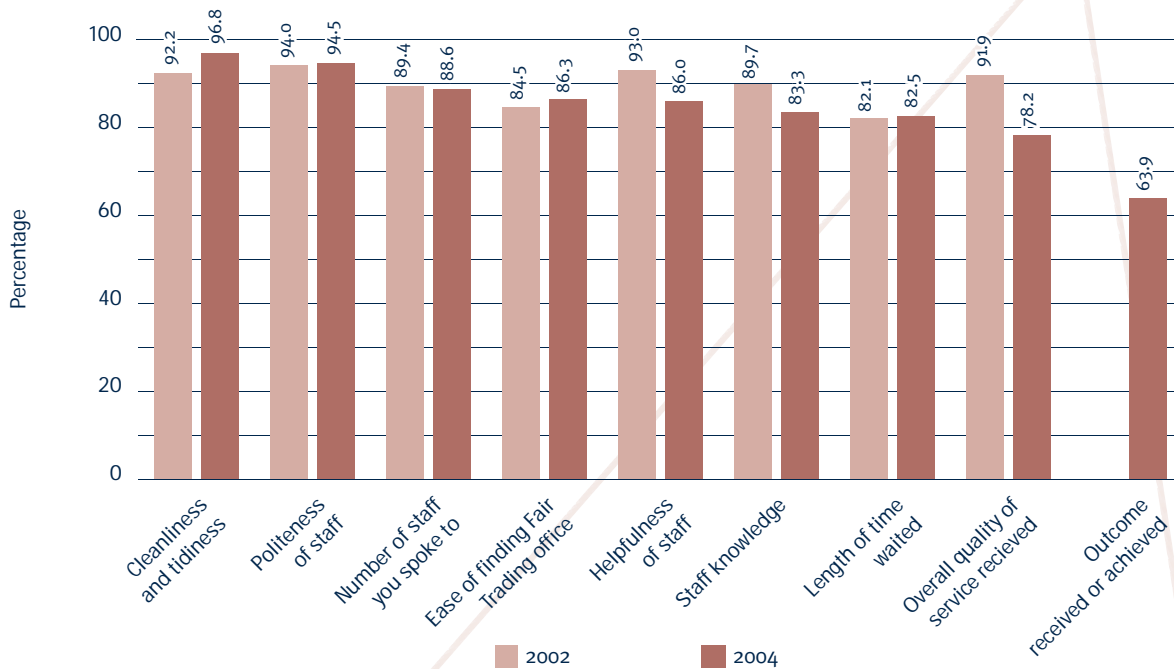
The decrease in customers' satisfaction with the overall quality of service received (from 92.8% in 2002 to 78.2% in 2004) can be attributed to a change in the range of customers surveyed.

Complaint and advice line customers surveyed increased from 33% to 66% of the total sample.

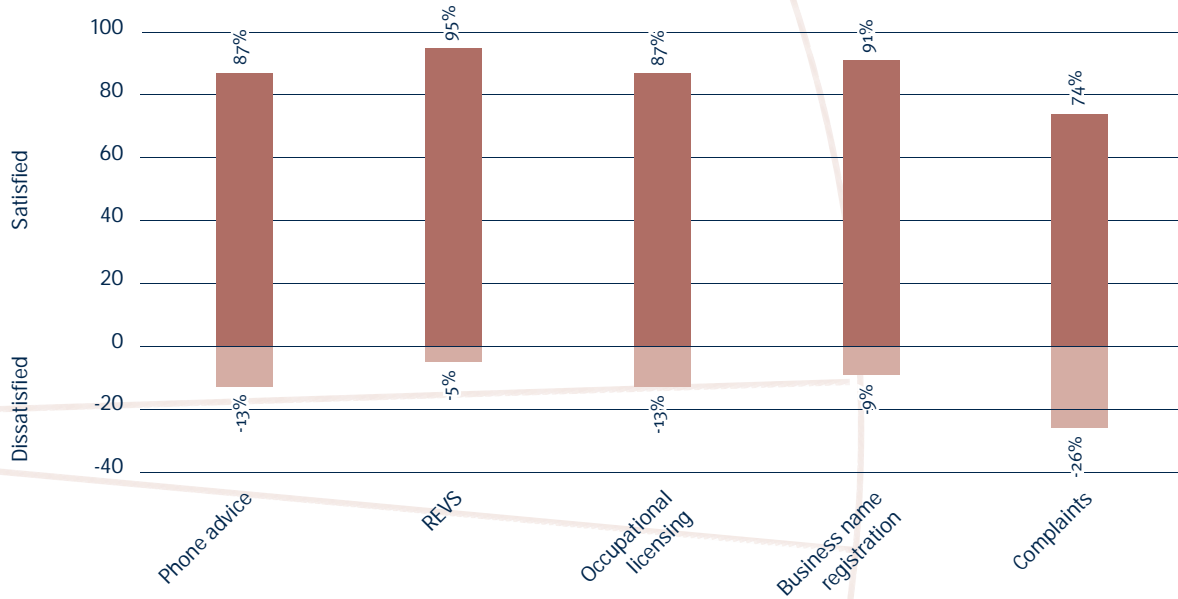
The nature of the services delivered by our complaint and advice line to customers can range from quite simple to very complex mediation cases between consumers and traders. Three-quarters (74%) of customers who used this service reported they were satisfied with the service they received.

For the first time in 2004, OFT asked customers to rate their satisfaction level with the outcome received or achieved. Almost two-thirds of our customers (64%) reported they were either satisfied or very satisfied with the outcome of their interaction with OFT.

Satisfaction with the service received from the Office of Fair Trading



Satisfaction with overall quality of service received, by service type (2004)

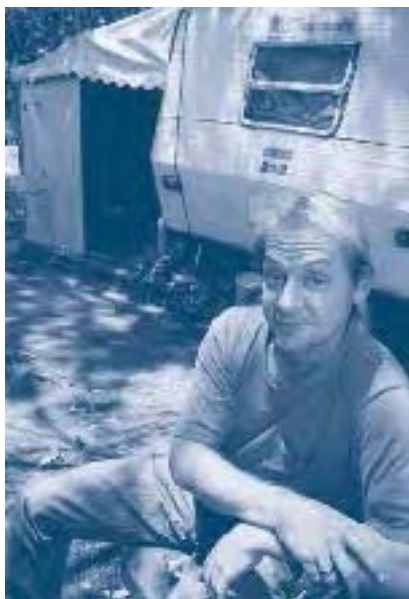


The Office of Fair Trading's "Consumerwise" booklet is packed with great tips for all consumers on how to Shop Smart.

Policy and legislation program

The policy and legislative program ensures that OFT has a regulatory framework that addresses current and emerging marketplace issues and balances the needs of business and consumers. It achieves this by:

- proactively researching emerging issues and developing timely, efficient and effective policy and legislative responses
- leading and contributing to national projects to achieve nationally-consistent regulation where appropriate
- undertaking a legislative review program
- providing the operational areas within OFT with high-quality, practical and timely legal advice on the legislation it administers.



Bundaberg's Jeff Hitzke featured in local media coverage when new manufactured homes legislation came into effect in March 2004. OFT conducted free information sessions for park owners and tenants to ensure they are aware of their rights and responsibilities. The new laws, which give greater security to an estimated 10,000 Queenslanders, require park owners to establish written site agreements. Photo courtesy of the *News Mail*, Bundaberg

Major achievements

- Through the Ministerial Council on Consumer Affairs, led or significantly progressed the development of national regulatory responses to fringe credit providers, property investment advisors, unfair terms in contracts and the car hire industry, and the development of a national regulatory response for finance brokers.
- Progressed significant policy scoping studies in relation to the review of the *Travel Agents Act 1988*, *Security Providers Act 1993* and *Collections Act 1966*.
- Undertook preliminary policy development in relation to the regulation of motor vehicle repairers and stage one of the review of the *Fair Trading Act 1989*.
- Finalised proposals regarding amendments to the *Retirement Villages Act 1999*, completed an internal review of the *Associations Incorporation Act 1981* and made substantial progress towards finalising the review of the *Property Agents and Motor Dealers Act 2000*.
- Implemented a register of security interests over boats.
- Amended the *Residential Services (Accreditation) Act 2002* to clarify the regulatory expectations relating to work-provided accommodation and student accommodation.

Compliance Program

The compliance program promotes responsible business practices and ensures consumer protection. This is achieved through:

- undertaking proactive compliance checks of industries and traders identified as high risk while also maintaining an appropriate level of non-targeted spot checks
- investigating consumer complaints, providing access to redress and taking appropriate enforcement action against non-compliant businesses
- working closely with other regulators to ensure effective coordination, maximum impact, and more effective enforcement

The major focus continues to be on better targeting of compliance and enforcement resources to matters involving the most serious instances of non-compliance and greatest detriment to consumers.

Major achievements

- Implemented the Compliance and Enforcement Framework.
- Conducted proactive compliance monitoring and targeted blitzes of a range of industries, including:
 - real estate agents, motor dealers, auctioneers, fitness providers, security providers, consumer credit providers, restricted letting agents, inbound tour operators, introduction agents, weekend market traders, general retailers, and residential services
 - property agents catering for Gold Coast “schoolies” accommodation
 - the furniture industry regarding mandatory country of origin labelling requirements and toy suppliers, market traders and discount stores regarding mandatory product safety standards
 - those reliant on accurate trade measurement, such as product price scanners, measuring and labelling.
- Finalised 69 actions before the Commercial and Consumer Tribunal and the Courts resulting in:
 - more than \$27,902 in compensation for consumers
 - more than \$0.17 million in fines
 - 10 licensees losing their licence for a total of 95 years and a further three permanently disqualified from holding a licence.



Stephanie Neil of Toowoomba helps daughter Brigitte, 4, buckle-up. OFT's Product Safety Branch helps parents keep their children safe by providing advice on how to select and correctly install a child car restraint. Photo courtesy of *The Chronicle*, Toowoomba

- Those court and tribunal actions were across a number of industries for a range of offences, including:
 - motor vehicle traders for tampering with vehicle odometer readings
 - adult shop operators for selling prohibited magazines and films
 - unlicensed real estate and motor dealers
 - introduction agents for non-compliance with legislation
 - seafood restaurant operators for selling short-weight live seafood.
- Began enforcement action against 10 defendants for marketeering-related offences under the *Property Agents and Motor Dealers Act 2000*, seeking a range of orders including fines, loss of licence, bans from operating in the real estate industry and compensation for consumers.
- Introduced regulations banning the sale of unsafe products in Queensland including potentially fatal yo-yo balls and a dangerous line-trimmer cutting head.
- Began major investigations, in conjunction with other regulatory agencies including the Australian Competition and Consumer Commission and Queensland Police Service, into a number of parties allegedly involved in systemic consumer fraud, including:
 - investigations of allegations of a company sending false or unauthorised invoices to consumers
 - a restricted letting agent alleged to have illegally withheld significant sums of money from property owners
 - a company alleged to be using false and misleading representations in the sale of computer gambling software.
- Implemented revised mandatory safety standards for sunglasses and toys for children under the age of three.

New compliance and enforcement framework implemented

OFT implemented a new Compliance and Enforcement Framework in 2003-04 to ensure resources are targeted to respond to the most serious complaints and traders who present the greatest risk to Queensland consumers.

The framework allows improved case management by assigning priority to complex and more serious cases by directing them to the more experienced senior investigators, and linking detriment and the seriousness of the breach to the extent and type of enforcement action.

By dealing with low-risk matters through non-investigative actions such as trader education, conciliation, future monitoring or annotation of the trader's file, OFT can better address the lesser number of complex but more time consuming cases.

OFT leads the way in stamping out odometer tampering

Odometer tampering is the practice of winding back odometers on used motor vehicles. It is an offence of misrepresentation under the *Fair Trading Act 1989*, the *Property Agents and Motor Dealers Act 2000* and can also constitute fraud under the Criminal Code.

Odometer tampering can cause significant financial detriment and safety concerns for consumers affected by this practice. OFT takes this type of activity very seriously and is committed to ensuring anyone involved in this fraudulent behaviour faces appropriate enforcement action. Queensland is leading the way nationally with its enforcement approach.

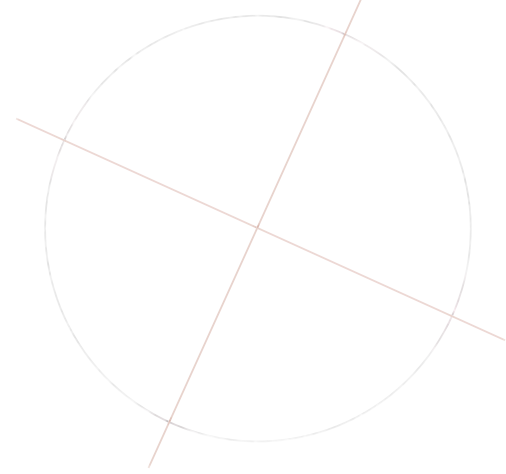
OFT undertook a systematic and comprehensive approach to address this issue including reviewing documents regarding vehicles purchased by dealers from major auction houses, focusing on late model vehicles with high odometer readings. This data was cross matched with Queensland Transport's odometer history records. More than 1,700 vehicles were checked during this exercise.

Enforcement proceedings relating to odometer tampering were finalised against 13 traders in 2003-04 resulting in penalties of over \$47,000, two traders having their licences cancelled, one trader being disqualified from holding a licence for five years, five traders being disqualified for 10 years each, and one trader being permanently disqualified.

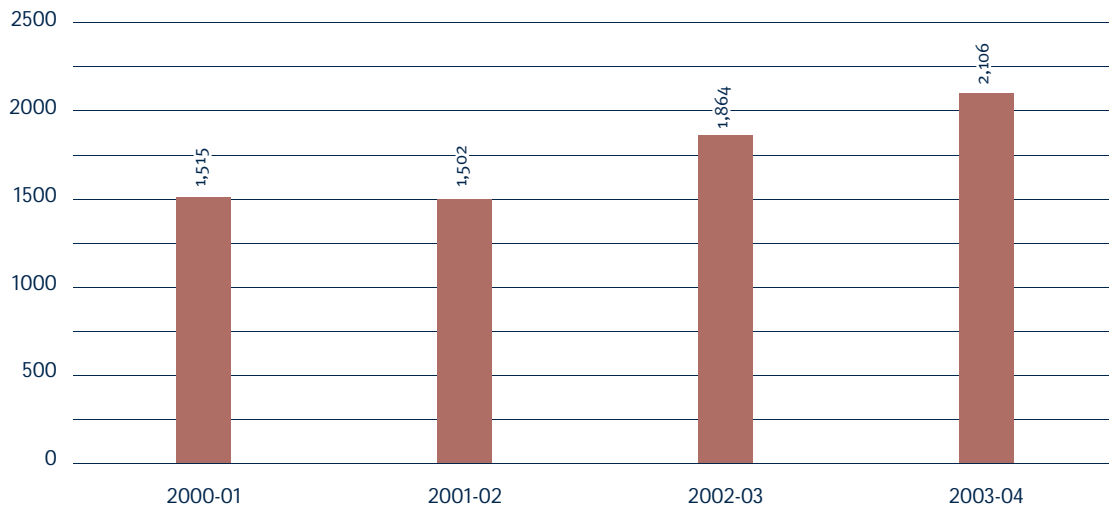
OFT successfully prosecuted Garry Sidney Cunningham in the Brisbane District Court under the Criminal Code for 64 counts of fraud in relation to the winding back of odometers on used vehicles. Mr Cunningham, an unlicensed motor dealer, was convicted and sentenced to 12 months imprisonment, to serve four months, with the condition that if he broke the law again within the next two years, he would serve an additional eight months. This was the first time a fair trading agency in Australia put an odometer tamperer in prison.

Consumers who have fallen victim to this type of activity as a result of purchasing a motor vehicle from a motor dealer are encouraged to lodge a claim for their financial loss against the Claim Fund established under the *Property Agents and Motor Dealers Act 2000*.

This work builds on a strong commitment to dealing with this issue. Since July 2001, 34 successful enforcement actions have been taken against licensed and unlicensed dealers, entities associated with car rental firms and private citizens who have engaged in this practice.



Enforcement actions initiated



Note: 2000-01 and 2001-02 court action data included number of Acts prosecuted, not legal proceedings initiated

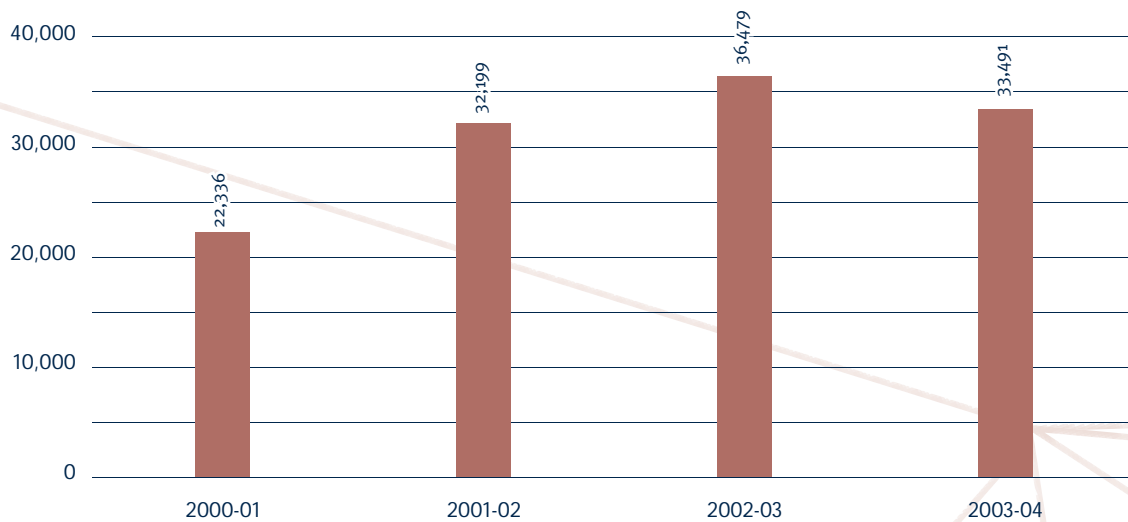
Consistent with its increased focus on compliance and enforcement, OFT has steadily increased the number of enforcement actions it has initiated since 2000-01, with 2,106 enforcement actions finalised in 2003-04. More importantly however, OFT improved its targeting of enforcement action by making greater use of infringement notices and undertakings for less serious legislative breaches.

These provide a quicker and more cost-effective enforcement tool. Undertakings also achieve trader acknowledgement of illegal or unethical practices, as well as securing commitment to various other remedies such as consumer compensation, changes in systems and practices, staff training and commitments to cease the behaviour. This has meant that while the number of court and tribunal actions finalised is similar to previous years, more serious offences have been prosecuted.

A full list of successful court and tribunal actions in 2003-04 is published in this report on pages 90 to 94. Some examples include:

- James Stewart was convicted and fined \$30,600 in the Toowoomba Magistrates Court for breaches of the door-to-door selling provisions of the *Fair Trading Act 1989*.
- Car dealer Mark Ryan was disqualified from holding a licence for 10 years and was fined \$5,008 for failing to pay out an encumbrance on a vehicle he had accepted as a trade-in.
- Car dealing father and son, Wally and Mark Taylor, and a related company, were disqualified for 10 years from holding a licence by the Commercial and Consumer Tribunal and penalised \$18,758 for odometer tampering.
- Carmine Senese was permanently disqualified from holding a licence as a result of fraud associated with rebirthing of a motor vehicle.
- Significant over-charging on seafood products at five Gold Coast restaurants resulted in court actions and fines of over \$20,000.

Proactive compliance



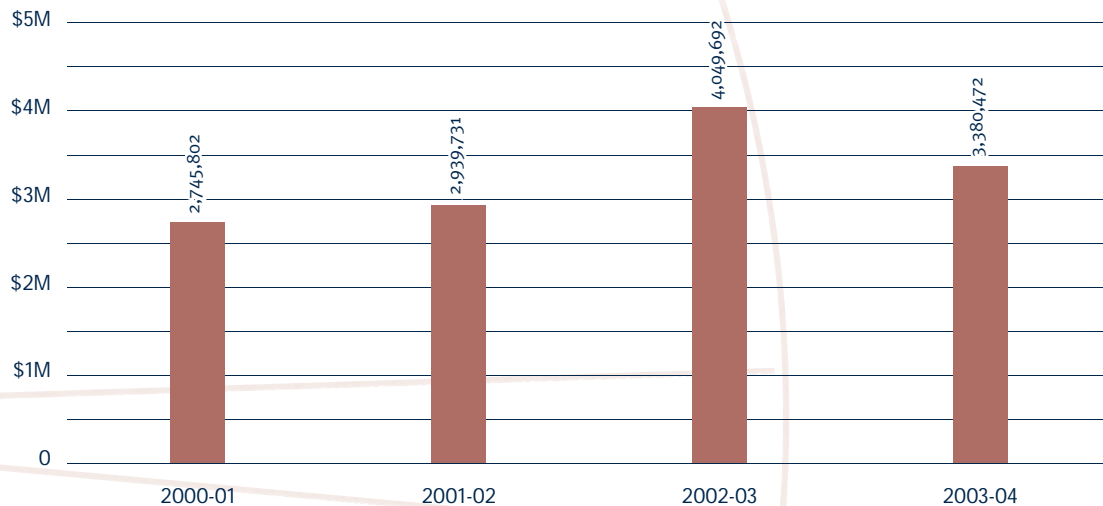
In addition to responding to complaints, OFT monitors compliance with its legislation through proactive spot checks of traders. In 2003-04, OFT checked more than 33,000 businesses, community groups and individual licensees for compliance with legislative requirements.

OFT has introduced a continual program of proactive compliance checks on newly regulated industries and those with higher levels of risk. This vital activity helps OFT to maintain a visible presence in the marketplace and to deter and address non-compliance with fair trading laws. It also provides important early warning of potentially serious marketplace problems.

OFT's proactive compliance program reduces the risk of these forms of misconduct going unaddressed and reinforces the need for compliance with the laws governing the marketplace.

The decrease in 2003-04 from 2002-03 was because the business names compliance program was delayed pending the outcome of negotiations between the Queensland Government and the Australian Taxation Office.

Consumer redress



Note: 2002-03 included significant payments from the Travel Compensation Fund due to the Ansett/Traveland collapse.

OFT achieved more than \$3.3 million in consumer redress in 2003-04, including more than \$1.8 million through conciliation of complaints that did not involve breaches of legislation. While less than 2002-03 on face value, when account is taken of the significant \$868,000 in consumer compensation from the Travel Compensation Fund in 2002-03, OFT actually achieved more consumer redress than in 2002-03.

OFT cannot direct a business to provide redress on the basis of a consumer complaint and can only prosecute or take other enforcement action where there is evidence of illegal activity, nevertheless it does have extremely skilled staff who work hard for consumers to at least achieve some form of redress. Some examples of redress achieved through conciliation include:

- \$250,000 refund to a Brisbane consumer for a second-hand motor home that had defects
- \$47,490 redress for Toowoomba consumer who did not realise she had signed a legally-binding contract for a new car

- \$21,000 refund for a Cairns consumer for a boat and outboard motor which were not fit for the purpose described prior to ordering
- \$19,900 refund and relief from contractual obligations for a Maryborough consumer relating to the purchase of a caravan.

Through OFT's formal investigations of alleged breaches of legislation and enforcement action undertaken, consumers received an additional \$886,654 in redress in 2003-04. This included a \$19,000 full redress for a Southport consumer from an unlicensed sports car motor dealer; and \$10,449 refund to a Sunshine Coast consumer who was not satisfied with the quality of furniture purchased.

Marketplace strategy program

The marketplace strategy program delivers more informed, responsible businesses and consumers which in turn improves marketplace integrity and builds consumer and business confidence in the marketplace. It achieves this by:

- providing access to information, advice and targeted education on fair trading issues for business and consumers
- increasing consumer and business awareness of OFT and its role and services
- ensuring the fair trading framework and business strategy is based on reliable information on marketplace issues and developments.

Major achievements

- An estimated 80.4% of Queensland's adult population reached through awareness and education activities.
- Implemented the Indigenous "Fair Go" strategy which included targeted compliance activities, a communication program, establishing service delivery agreements with Indigenous organisations and creating partnerships to address issues of consumer detriment for Aboriginal and Torres Strait Islander people.
- Funded the establishment of the Centre for Credit and Consumer Law in conjunction with Griffith University to conduct research into credit and financial services affecting Queensland consumers; develop policy proposals on consumer credit issues; coordinate consumer group input into relevant government and industry policy development; and undertake consumer advocacy.
- Implemented 12 statewide communication campaigns to build better business and consumer awareness and more responsible behaviour regarding shopping (\$shop \$mart), consumer credit, real estate and motor dealing transactions, scam avoidance (Scam \$mart), Register of Encumbered Vehicles (REVS), product safety and trade measurement.



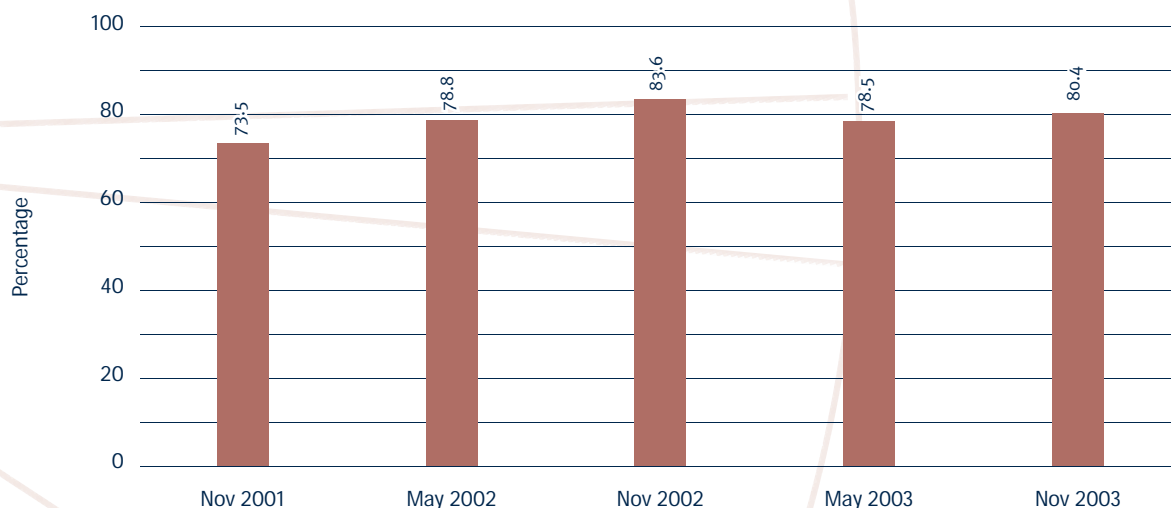
- Developed and implemented new campaigns to ensure consumers and businesses are aware of their rights and responsibilities for new or revised legislation and regulations, particularly in relation to fair trading (Trade \$mart), manufactured homes, tourism services, restricted letting agents, security interests and security providers.
- Developed and delivered a comprehensive range of activities to protect the consumer rights of young people including an expanded publication for young adults and school leavers, "Get Out There" (formerly titled "Post School Survival Tips") to include a broader range of relevant government agencies and information, and direct support and educative activities to provide improved outcomes for young people attending Schoolies 2003.
- Maintained an ongoing program of marketplace research and analysis on complaint statistics, levels of consumer and trader confidence, customer satisfaction and levels and sources of consumer and trader awareness.
- Promoted greater community awareness of fair trading issues throughout Queensland by implementing a comprehensive strategy involving:
 - issuing 205 media releases and 44 media statements
 - undertaking 745 media interviews
 - providing 895,000 consumers and businesses with information through education activities such as workshops, seminars and newsletters.

Awareness campaigns

OFT's awareness campaigns continue to be very effective with research showing that 80.4% of Queenslanders heard or read advice from OFT in 2003. These high levels of awareness reflect the well-planned, targeted approach to awareness

campaigns which primarily promote key messages and alerts through the media, and prompt people to contact OFT for more detailed information and assistance. OFT maintains a strong program of regional media outreach, with 73.5% or more of Queenslanders in all regions reporting hearing or reading a warning from OFT in the six months to November 2003.

Percentage of Queensland adults who heard or read advice from the Office of Fair Trading (November 2001 – November 2003)



OFT helps students get set for Schoolies Week

Schoolies Week 2003 saw an estimated 50,000 school leavers from Queensland, New South Wales and Victoria simultaneously converge on the Gold Coast in November 2003.

While the Gold Coast was a key focus for the week, OFT coordinated communication and compliance activities throughout the state. These activities resulted in 61% of Queenslanders reporting they had heard warnings or advice on Schoolies Week from OFT (*Source: November 2003 Queensland Householder Survey*).

In the lead up to Schoolies Week 2003, OFT:

- delivered information sessions for accommodation managers and more than 3,300 Year 12 students throughout south-east Queensland

Office of Fair Trading staff, Brooke Phelps, Tamara Robinson and Narelle Heckendorf, provided on-site assistance to school leavers at an advisory booth in Surfers Paradise throughout Schoolies Week 2003.



- produced and distributed the Restricted Letting Agents or Accommodation Managers' Good Business Guide to more than 3,200 licensees across Queensland
- distributed a weekly email newsletter to 900 Restricted Letting Agents licensees
- distributed *Post School Survival Tips* booklets to over 50,000 Year 12 students statewide.

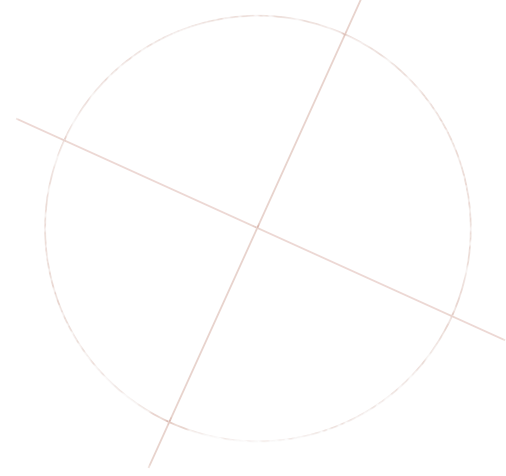
Queensland businesses urged to Trade \$mart

The Office of Fair Trading launched a Trade \$mart campaign in 2003 to increase Queensland businesses' awareness of, and compliance with, the Fair Trading Act, the Business Names Act and trade measurement laws.

OFT hosted 23 free seminars throughout the state on business fraud in conjunction with the Queensland Police Service and Suncorp. More than 450 people attended the seminars which provided information for small and medium-sized business owners and managers to help them to counteract being targeted for fraud and scams and, ultimately, to improve their bottom line.



46% of the attendees were small business people and 75% said they found the sessions relevant and useful or very relevant and useful. The vast majority (90%) of attendees said they would apply the information they learnt.



Building partnerships

Getting the word out to Indigenous communities

OFT established an agreement with the Cherbourg Community Council to trial the delivery of fair trading services in that community. OFT funded two officers on a casual basis to distribute fair trading information to community members. A memorandum of understanding between the Aboriginal Coordinating Council and OFT was also established to support the Council's consumer liaison officers and education programs in the Cape York region.

Communication activities aimed at increasing Indigenous Queenslanders' awareness of their fair trading rights included:

- distribution of more than 35,000 copies of the "Fair Go" consumer guide to Indigenous organisations, councils, schools, and health centres which received excellent feedback
- regular promotion in Indigenous media through 4AAA, Bumma Bipperra radio in Cairns and the *Koori Mail* newspaper
- radio advertising through the National Indigenous Radio Network and BRACs community network
- regular proactive media activity targeting Indigenous media
- working closely with service organisations such as Centrelink to deliver information to Indigenous people through trusted sources.

Improved services for customers from a non-English speaking background

In 2003-2004, OFT continued to build on its effectiveness in delivering services and information to people from a range of cultural backgrounds. OFT ensured a smooth introduction of the *Tourism Services Act 2003* by producing and distributing targeted translated information (Korean, Chinese, Japanese) for tour guides, inbound tour operators and tourists to assist these groups to understand their rights and obligations under the new Act.

Three new fact sheets - "We can help you – general information about OFT services", "Incorporated associations" and "Door-to-door sales" - were produced in several languages to assist customers understand the services OFT offers and to guide their activities in the Queensland marketplace.

OFT continues to conduct a monthly fair trading interview on ethnic radio 4EB in Brisbane and has further developed the "other languages" section of its website by translating text which will improve the ease with which customers access fair trading information.

Djarragun College students show off postcards on youth consumer rights written in Kriol for the Torres Strait Islander community. The postcards were designed by former students of the college as an entry in OFT's "Buy Smart" schools competition. Photo courtesy of *The Cairns Post*



Business services program

The business services program delivers an effective administrative infrastructure for the marketplace by providing high quality and client-focused licensing, registration and accreditation services to a range of individuals, corporations and groups.

Among others, this includes:

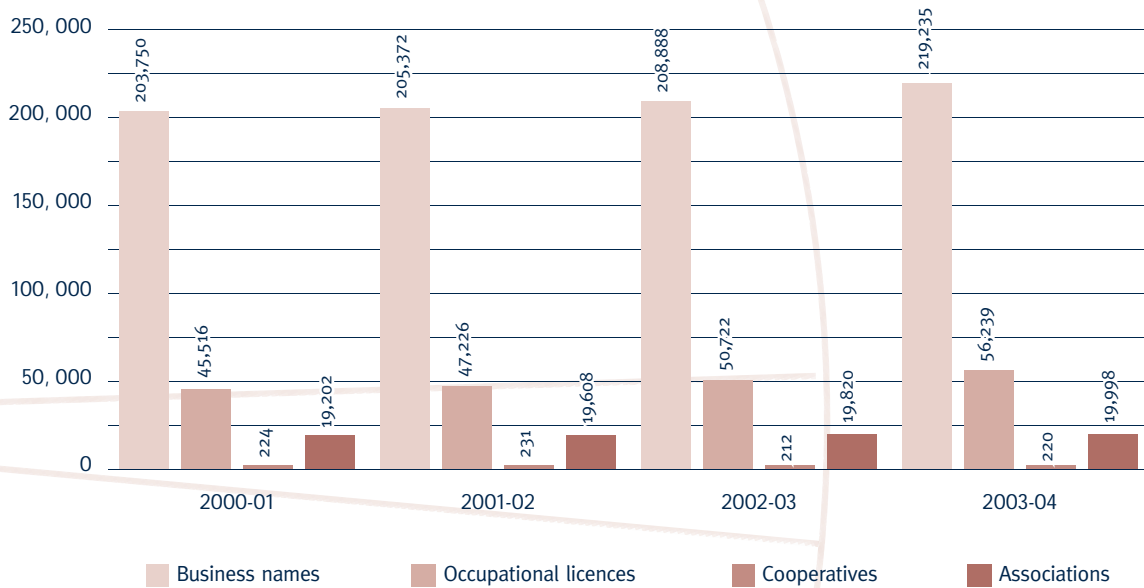
- real estate agents
- motor dealers
- security providers
- businesses
- charities
- incorporated associations
- cooperatives
- retirement villages
- travel agents
- inbound tourism operators
- residential service providers.

The program also delivers a cost-effective measurement standards service to government and industry through the Measurement Standards Laboratory, and manages the administration of deeds of agreement for trust funds under the *Property Agents and Motor Dealers Act 2000*.

Major achievements

- Introduced registration for residential services and developed an accreditation framework to significantly improve the quality of accommodation in boarding houses, supported accommodation/hostels and aged rental services.
- Successfully introduced the first stage of a Marketplace Accreditation and Compliance System for comprehensively managing licensing and compliance business information.
- Implemented a proof-of-identity scheme for registration of business names to improve the integrity of the Business Names Register.
- Significantly revised and implemented procedures, internal controls and quality assurance processes for reconciliation and collection of interest payable on *Property Agents and Motor Dealers Act 2000* trust accounts. This resulted in improved debt collection and more efficient management and control of agreements with financial institutions under the *Property Agents and Motor Dealers Act 2000* Trust Fund.
- Upgraded the system for calibrating weights for industry by integrating computer technology to provide significant benefits in client service delivery.
- Implemented a register of security interests over boats.
- Continued to provide cost-effective and efficient licensing and registration services to 430,000 individuals, community groups and businesses.

Business services



The number of business names and associations registered and total occupational licensees in Queensland in 2003-04 continued to increase, reflecting the growth of the marketplace generated through increased economic activity, and the steady increase in Queensland's population through interstate migration.

In 2003-04, 22% of OFT's business names customers took advantage of our phone-pay service. Our customers also have the option to register or renew their business names for one or three years. In 2003-04, 37% of new registrations and 20% of renewals were for a three-year period. Both of these services save businesses time and money.

These booklets for restricted letting agents and motor dealers are just two of a wide range of good business guides OFT produces to help business owners understand their rights and obligations under legislation relating to their business sector.



Fair Go workshops for Indigenous incorporated associations and cooperatives

There are more than 200 cooperatives registered in Queensland, 32 of which are identified as Indigenous organisations. There are also a significant number of Indigenous groups operating as incorporated associations in Queensland delivering services such as affordable housing to Indigenous communities.

As part of its "Fair Go" strategy OFT has developed to address marketplace issues facing Indigenous Queenslanders, three community workshops with Indigenous incorporated associations and cooperatives were held in 2003-04.

Held in Brisbane, Cairns and Townsville, the workshops attracted 37 Indigenous Queenslanders involved in operating incorporated associations and cooperatives.

The workshops delivered information to help these groups understand their rights and obligations, including the role of the management committee, funding and training, and advice about day-to-day operations such as holding meetings, keeping records and lodging annual returns.

Most participants said the content of the session was relevant and useful, increased their understanding of the topic and that they would be able to use the information they learnt at the workshop in the everyday operation of their cooperative and to meet their reporting obligations to OFT.

Vulnerable Queenslanders protected under residential services law

Minimum standards and living conditions for residents in privately-operated residential services – some of the most vulnerable members of our community – were established when the *Residential Services (Accreditation) Act 2002* came into force in August 2002.

A mandatory registration and accreditation scheme, administered by OFT, ensures those standards are met. The Act applies to boarding houses, supported accommodation hostels and self-contained units where residents are provided with a food service or personal care service.

The Act is being implemented over four years to minimise the impact on the residential services industry and the risk of closures resulting in increased homelessness.

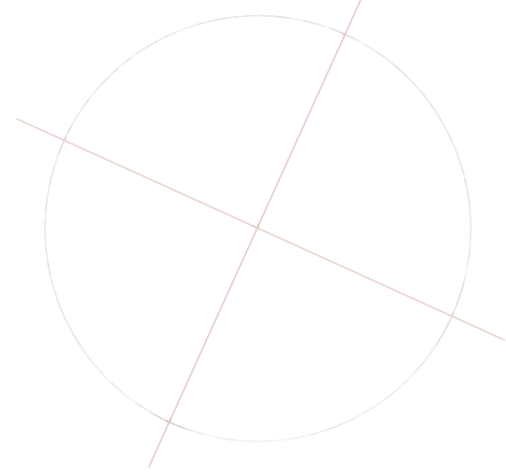
The residential services reforms involve a range of government agencies including the Department of Housing, Disability Services Queensland, Queensland Health, the Residential Tenancies Authority and the Department of Emergency Services. OFT works closely with these agencies to achieve the objectives of the *Residential Services (Accreditation) Act 2002*.

Local governments also play a role. They inspect residential service buildings at the request of residential service providers for compliance with the Residential Services Building Standards and issue building compliance notices. A building compliance notice must be lodged by service providers with their applications for registration of a residential service.

Residential services conducted in buildings which do not comply with these standards may be refused registration. OFT has refused one application for registration on these grounds.

By 23 August 2004, all residential services were required to lodge applications for registration, and those which provide personal care services were required to lodge an application for accreditation. In 2003-04, OFT actively assisted service providers to ensure they lodged their applications by this date.

OFT is also undertaking a compliance program to ensure applications have been lodged by the relevant service providers. Services providers who fail to lodge an application for registration may face prosecution for operating an unregistered residential service.



Report on Consumer Credit Fund

The Consumer Credit Fund consists of monies generated by fines imposed on financial institutions under the *Consumer Credit (Queensland) Act 1994*.

The Act that holds the legislative template for the Uniform Consumer Credit Code. The Code is uniform legislation that has been adopted nationally.

Monies in the Consumer Credit Fund are available to be used by OFT for educative and informational purposes, compliance activities, and for policy and legislative development projects relating to credit matters.

The Consumer Credit Fund balance as at 1 July 2003 was \$944,324 and at 30 June 2004 was \$920,711. During 2003-04, the Consumer Credit Fund received \$427,751 through consumer credit fines, fees recovered, and bank interest.

Income	
Fines	\$230,000
Legal fees recovered	\$155,086
Bank interest	\$42,665
Total	\$427,751
Expenditure	
Consumer credit campaign	\$138,900
Centre for Credit and Consumer Law	\$130,000
Legal fees	\$12,904
Compliance and investigations	\$52,195
Uniform Consumer Credit Code administration	\$117,365
Total	\$451,364

Report on *Travel Agents Act 1988*

The *Travel Agents Act 1988* provides for the licensing of persons who sell or arrange for the sale of travel or travel and accommodation. Its prime objectives, in addition to licensing, are to regulate the conduct of travel agents and to provide 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 number of licensed agents decreased by 3.8% to 616. Sixty surrendered their licences and 8 were cancelled. However, a further 46 licences were granted.

OFT received 46 complaints for the year ended 30 June 2004. A number of these complaints related to allegations of unlicensed trading, but predominantly the complaints were in relation to non-satisfaction with travel-related services. Some consumers complained about refunds not being issued and dissatisfaction regarding the quality of travel arrangements provided.

During the year the Fund terminated the membership of 53 agencies in Queensland on the basis that they did not have sufficient financial resources to carry on business as travel agents, they had sold the business or restructured the agency ownership. This resulted in 50 licensees leaving the industry.

Four travel agents caused claims against the Fund. Fourteen claims were processed and \$46,654 was paid to consumers. The Fund paid out \$118,429 in 2002-03 on claims.

Licences	99-00	00-01	01-02	02-03	03-04
Total Number	702	651	636	638	616
Issued	60	50	49	57	46
Surrendered	40	42	40	47	60
Cancelled	40	59	24	8	8
Suspended	-	-	11	18	12

Future developments

Fairer trading

- Continue to implement the “Fair Go” strategy to address issues of detriment for Indigenous consumers, consistent with the national strategy being developed in conjunction with key government, industry and community representatives.
- Explore strategies to encourage improved complaint handling by industry associations and businesses.
- Continue the collection and analysis of extensive marketplace and customer research and intelligence to monitor marketplace performance and inform the OFT’s business strategies.
- Continue engaging with consumers, government agencies and business organisations to further develop an integrated fair trading marketplace strategy to improve marketplace outcomes and address state, national and global issues.

Contemporary fair trading framework

- Finalise policy proposals for the regulation of property investment advisors through leadership of the Ministerial Council of Consumer Affairs (MCCA) national working party.
- Prepare policy proposals to regulate finance brokers cognisant of MCCA’s preference for a nationally-consistent regulatory approach.
- Introduce amendments to the national Uniform Consumer Credit Code to address problems in the fringe credit providers industry.
- Prepare legislative reforms for national regulation of unfair terms in contracts.
- Conduct extensive community consultation on the review of the *Associations Incorporation Act 1981* and finalise options for legislative reform.
- Progress the review of the *Fair Trading Act 1989*.
- Begin a review of the *Security Providers Act 1993*.
- Introduce amendments to the *Retirement Villages Act 1999*.
- Finalise the report on the review of the *Property Agents and Motor Dealers Act 2000*.
- Prepare reform proposals for implementation of a strategic framework for product safety cognisant of MCCA reforms.
- Prepare reform proposals for trade measurement in Queensland consistent with the outcomes of the current national review by MCCA.

Responsible businesses

- Deliver a targeted compliance monitoring program focusing on the practices of used motor vehicle dealers, the real estate industry, security providers, credit providers and debt collectors, the measurement of packaged goods and restricted letting agencies - particularly during the Gold Coast Schoolies Week 2003 and other schoolies activities across the state, and product safety standards.
- Maintain a visible compliance presence in the marketplace to deter traders from poor conduct and initiate appropriate enforcement action to address non-compliance.

Consumer protection

- Develop and implement communication and customer service strategies and information resources to address issues for vulnerable consumers, particularly Indigenous people, the young, the elderly and people from non-English speaking backgrounds.
- Extend the implementation of the registration framework for residential services to include boarding houses and aged rental accommodation.
- Implement a mandatory accreditation framework for all supported accommodation residential services.
- Provide a significant contribution to national reviews and the development of Australian Standards regarding nursery furniture, bunk beds, baby walkers and bicycles.
- Review product safety provisions regarding the flammability of furniture.
- Develop and implement a strategy to reduce the likelihood of consumer detriment caused by computer gambling software.

Informed businesses and consumers

- Develop and start implementation of a strategy to improve financial literacy, particularly among young people, as part of consumer credit communication activities.
- Implement statewide communication campaigns under the banners of Trade \$mart, \$hop \$mart and Scam \$mart to further build responsible marketplace behaviour by businesses and consumers.
- Develop a "Safety Sells" communication campaign to promote the benefits of compliance with product safety standards.
- Develop and start implementation of a Fair Trading Awards scheme to publicly acknowledge the contribution made to fair trading in Queensland by individuals, media, business organisations and community groups.

Effective administrative infrastructure for the marketplace

- Implement stage two of the Marketplace Accreditation and Compliance System specifically relating to complaints management.
- Manage the transition of selected business processes to Smart Service Queensland in support of the Government's integrated service delivery strategy.
- Significantly contribute to the finalisation and implementation of a national Register of Encumbered Vehicles database which will deliver greatly improved information regarding encumbrances on second-hand vehicles for Queensland consumers.
- Introduce the option for online renewals of business names registrations.

Liquor industry services

Two divisions of the department contribute to the delivery of liquor industry services – the Liquor Licensing Division and the Wine Industry Development 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. It administers the *Liquor Act 1992* and the *Wine Industry Act 1994*.

In recognition of the potential of the Queensland wine industry to create jobs, develop rural and regional centres and provide new tourism experiences for visitors, Premier Peter Beattie announced Australia's first ever Minister for Wine Industry Development following the state election in February 2004. The department set up the Wine Industry Development Division to work closely with industry – growers, producers, distributors and peak industry bodies – to realise the Government's vision for this emerging industry.

Functions

Liquor licensing

- Process applications and permits under the *Liquor Act 1992* and *Wine Industry Act 1994*
- Maintain the register of licences and permits
- Investigate and resolve complaints
- Conduct prosecutions and other disciplinary actions for non-compliance with the legislation
- Maintain and improve the regulatory framework for the liquor and wine industries
- Implement and maintain alcohol restrictions in the 19 Indigenous communities identified in the *Meeting Challenges, Making Choices* strategy
- Research, monitor and evaluate industry trends
- Educate the industry and the public about the provisions of the legislation and the responsible service of alcohol
- Undertake training and awareness programs

Wine industry development

- Support the growth of the Queensland wine industry
- Promote Queensland wine intrastate, nationally and overseas
- Coordinate government wine resources
- Work with other government agencies and the industry to develop and implement a Wine Industry Development Strategy



Visiting a cellar door in Queensland can be a truly unique experience as visitors are often welcomed by the person who grew the grapes or made the wine. Queensland doesn't have a recognised wine style, variety or blend, so most winery cellar doors in Queensland offer a wide range of wines, styles and tastes.

Key stakeholders

Liquor licensing

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

Wine industry development

- Queensland Wine Industry Association
- Regional wine associations
- Grape growers
- Wine producers
- Wine industry participants, including consultants and writers
- Queensland Government agencies providing services to the wine industry and/or implementing regulatory regimes which impact on the wine industry
- Academics from various tertiary institutions
- Business sector, including hotel operators, restaurant owners and licensees
- Regional tourism organisations
- Shire/city councillors
- Local and federal government organisations which deliver services to or impact on the wine industry

More than 3,600 liquor industry workers undertook the Liquor Licensing Division's Responsible Service of Alcohol Training Program in 2003-04, learning responsible serving practices in licensed premises.

Goals for 2003-04

Liquor licensing

- 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

Wine industry development

- Establish the Wine Industry Development Division in the department
- Consult with industry stakeholders to identify issues and challenges facing the industry
- Identify opportunities to promote the Queensland wine industry
- Review existing wine legislation and policy
- Identify and coordinate Government resources focusing on wine
- Establish partnerships with the industry, other Queensland Government departments, relevant federal agencies/organisations and other wine industry stakeholders
- Facilitate liaison between the wine, tourism and hospitality industries



Statistical snapshot

Liquor licensing

- Queensland had more than 6,100 licensed premises at 30 June 2004.
- 20,841 licence and permit applications were processed in the year to 30 June 2004.
- More than 12,000 permits are processed annually, which authorise the sale of liquor on one-off occasions across the State.
- 1,558 complaints in relation to licensed premises were received in 2003-04, with noise complaints topping the list and accounting for about a third (477).
- 1,549 or 99% of complaints were finalised in 2003-04.
- 7,808 investigations were undertaken in 2003-04, including 4,330 targeted compliance investigations during peak liquor trading hours.
- More than \$1.1 million in tax subsidies was rebated to Queensland wineries under the Wine Equalisation Tax Rebate Scheme.
- 3,660 Responsible Service of Alcohol Training Program Certificates of Attainment were issued in 2003-04. Since the program began in 1997, more than 15,100 liquor industry workers have been trained in responsible serving practices in licensed premises.

Wine industry development

- Wine grapes have been growing in Queensland since the 1860s.
- Ten years ago there were less than 30 wine producers in Queensland, today there are more than 130.
- Queensland's grape crush has increased from less than 500 tonnes in 1998 to nearly 3,000 tonnes in 2003.
- Production is expected to surpass 5,000 tonnes in 2005.
- The total vineyard area in Queensland now covers more than 1,300 hectares.
- Over the past seven years more than \$75 million has been invested in Queensland wineries and vineyards.



From the outback to the city, the Liquor Licensing Division is responsible for regulating the sale and supply of liquor in more than 6,100 licensed premises in Queensland.

- Queensland has 10 wine regions: Granite Belt, North Burnett, South Burnett, Darling Downs, Gold Coast Hinterland, Sunshine Coast Hinterland, Scenic Rim and Brisbane, Maranoa in Western Queensland, D'Aguilar Ranges, Far North Queensland.
- Wine tourism is one of Queensland's fastest growing tourism sectors.
- Several Queensland wineries attract more than 100,000 visitors a year.

Cellar doors in Queensland wine regions

Regions	No. of cellar doors	% of industry
Granite Belt	48	31%
South Burnett	16	10%
Darling Downs	12	8%
Gold Coast and Hinterland	15	10%
Sunshine Coast and Hinterland	17	11%
Scenic Rim and Brisbane	14	9%
Somerset Valley	6	4%
The Western Downs	4	3%
North Burnett	11	7%
Far North Queensland	11	7%
Total	154	100%

Note: Currently in Queensland, the majority of wineries sell their wine products directly through cellar door outlets. Queensland's 15 cellar doors in 1983 has grown to over 150 in 2004, representing the highest proportion of cellar doors per licence in Australia – over 90% of all Queensland wine licensees have a cellar door compared to the Australian average of 79%.

Results

Liquor licensing

Policy and legislation

- Declared and implemented alcohol restrictions under the *Liquor Act 1992* in 14 Indigenous communities as part of the division's obligations under the *Meeting Challenges, Making Choices* strategy.
- Provided clear legislative guidance to licensees of their obligations to ensure the responsible service of alcohol through inclusion of examples of acceptable and unacceptable practices in the *Liquor Regulation 2002*.
- Amended the *Liquor Act 1992* to require all new licensees and nominees to complete the division's "Responsible Management of Licensed Venues" training program. The mandatory training requirement began on 1 January 2004, with more than 500 people successfully completing the program by 30 June 2004.
- Finalised consultation on possible options for the review of the *Liquor Act 1992*, including provisions relating to water availability, Internet sales and noise.

Compliance

- Significantly increased presence at Schoolies 2003 festivities, with a strong focus on the Gold Coast, to ensure licensed venues complied with their requirements under the *Liquor Act 1992* and to detect underage liquor offences. 549 visits were made to licensed premises, 1,831 persons were questioned about identification and 200 infringement notices were issued.
- Undertook compliance activities in Indigenous communities and surrounding catchment areas both independently and in cooperation with the Queensland Police Service.
- Finalised more than 7,800 investigations and inspections and undertook 148 prosecutions, together with 52 show cause and disciplinary actions, during the year ending 30 June 2004. 939 on-the-spot fines were issued by licensing officers with a further 11,650 tickets issued by Queensland Police during the year. Fines, including those collected from the issue of on-the-spot infringement notices, exceeded \$1.9 million.
- 1,558 complaints were received regarding the operation of licensed premises and patron behaviour, with 99% of these resolved during the year.

Number of licences and complaints

Year	Licences	Complaints
2003-04	6,103	1,558
2002-03	5,882	1,565
2001-02	5,716	1,509
2000-01	5,685	1,491
1999-00	5,461	1,450
1998-99	5,177	1,153

Note: This chart compares the growth in licence numbers over the past six years with the number of complaints against licensed premises over the same period.

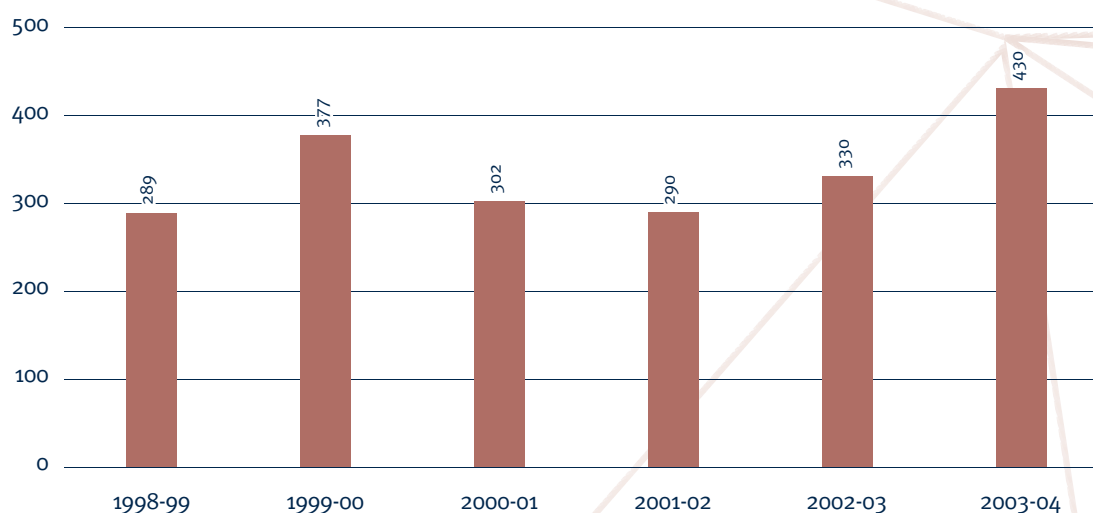
Licensing and client service

- More than 20,000 applications were received under the *Liquor Act 1992* and *Wine Industry Act 1994* during 2003-04. Of these, 8,195 General Purpose Permits were lodged, with 7,873 being granted, for one-off events conducted by community organisations.
- Total applications included 538 applications for new licences during the year, including 70 detached bottle shops and 24 satellite cellar doors. 430 applications for new licences were granted.
- 31 applications were received to allow the conduct of sexually-explicit entertainment on licensed premises. 29 annual, and one one-off permit, were approved.
- Enhanced customer service through the introduction of a telephone payment option for infringement notices.
- Administered the Wine Equalisation Tax Rebate Scheme. This Scheme assists in the economic development of the Queensland wine industry by ensuring price stability following the introduction of the Goods and Services Tax. Over \$1.1 million in taxation rebates was distributed to Queensland wineries during the year ended 30 June 2004.

New applications lodged and decisions made in 2003-04

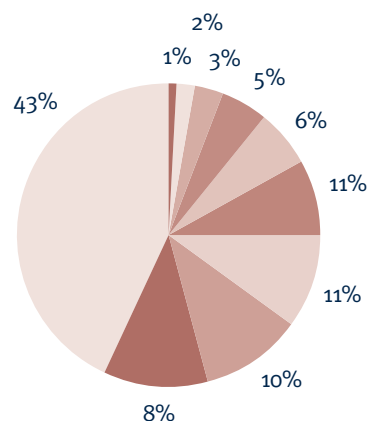
Application type	Lodged	Granted	Refused	Withdrawn
New licence	397	339	1	85
Club licence	7	5	0	0
Wine licence	40	23	0	15
Detached bottle shop	70	53	5	12
Satellite cellar door	24	10	0	12
Total	538	430	6	124

New licences granted



Breakdown of new licences granted in 2003-04

On-premises meals	156	43%
Other on-premises	41	11%
Limited	40	11%
General	36	10%
Residential	31	8%
Producer/wholesaler	23	6%
Wine producer	18	5%
Special facility	11	3%
Club	6	2%
Wine merchant	5	1%
Total	367	100%



Alcohol management initiatives

- New laws were introduced requiring all new licensees and nominees to complete the division's "Responsible Management of Licensed Venues" training program. This two-day program, developed in consultation with industry, focuses on Queensland's liquor laws and best practice in venue management.
- Contributed to the Queensland Government's "Finding the Balance: Queensland Alcohol Action Plan 2003/2004 to 2006/2007", which addresses alcohol-related harm by building on the existing platform of sound alcohol regulation and public health initiatives. The aim of the plan is to build individual resilience and address the risk factors associated with alcohol misuse.
- Supported the introduction of alcohol restrictions in 14 Indigenous communities through increased compliance activities in the communities and surrounding catchment areas.
- The division continued its sponsorship, under the "No More It's the Law" banner, of the broadcast of Australian Football League games on the National Indigenous Radio Service network. The campaign's key messages seek to minimise the harm associated with excessive alcohol consumption and feature Indigenous AFL personality Darryl White.
- Implemented early morning restrictions on the opening hours of licensed premises in the Mount Isa and Cairns central business districts to reduce anti-social behaviour by limiting the ability of homeless persons to purchase liquor in the early morning and to provide an opportunity for health and social work services to be provided.

All licensees in Queensland receive a copy of the Liquor Licensing Bulletin produced several times a year by the Liquor Licensing Division to keep industry stakeholders up to date on regulatory issues and new training and education initiatives.



Indigenous initiatives

- In implementing the Queensland Government's *Meeting Challenges, Making Choices* response to Justice Fitzgerald's *Cape York Justice* study, the Liquor Licensing Division declared and implemented alcohol restrictions under the *Liquor Act 1992* in the following 14 Indigenous communities: Lockhart River, Woorabinda, Wujul Wujul, Kowanyama, Pormpuraaw, Mornington Island, Yarrabah, Mapoon, Hope Vale, Bamaga, Seisia, Injinoo, Umagico, and New Mapoon.

The *Meeting Challenges, Making Choices* strategy seeks to minimise the impact of alcohol on Queensland's Indigenous communities. The Liquor Licensing Division has worked in close partnership with these communities and the Department of Aboriginal and Torres Strait Islander Policy (DATSIP) in developing and implementing these restrictions which seek to limit the supply of alcohol in communities.

- Maintained the free 1800 Sly Grog Hotline which was established to enable the anonymous reporting of sly grogging activities. The hotline is administered by the Liquor Licensing Division with calls to the hotline being answered by an Indigenous Liquor Licensing Officer. The hotline is promoted on the National Indigenous Radio Service throughout northern Australia.



Alcohol management plans are meeting the challenge

Initial feedback from Indigenous communities on the success of initiatives to minimise alcohol-related harm has been extremely positive.

Communities are reporting significant reductions in alcohol-related offences since the introduction of alcohol management plans and restrictions to the access of alcohol. In particular, Aurukun community health centre has reported a 71% reduction in alcohol-related injuries and a 48% reduction in assault cases.

In general, communities say they are noticing an improvement in their communities – they appear to be quieter, with less violence or arguments at night and more children attending school. They also report residents generally appear to be spending their money on food, medicine and household goods before purchasing alcohol.

Introduction of liquor restrictions in 19 Indigenous communities, aimed at lessening the harm caused by alcohol abuse, was one of the principal strategies of the Government's *Meeting Challenges, Making Choices* response to the *Cape York Justice* study.

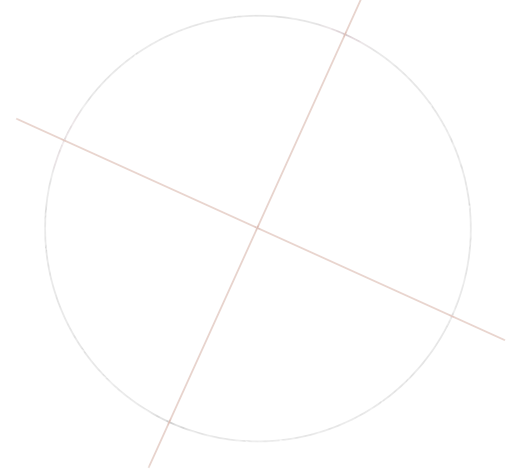
Individual communities, in partnership with the Queensland Government, have developed alcohol management plans to address each community's concerns regarding the abuse of alcohol and its effects on their community. These plans form the basis of the liquor restrictions implemented in communities across Queensland over the past 18 months.

The Department of Aboriginal and Torres Strait Islander Policy (DATSIP), with the support of the department's Liquor Licensing Division and Queensland Police, has undertaken to review each community's plan after 12 months. Aurukun, Doomadgee, Napranum and Mapoon's plans will be the first to be reviewed.

Each review will look at life in the communities and compare it to life before the alcohol restrictions began. Indicators such as health, crime rates, and hospitalisation rates, incidences of domestic violence and school attendance rates, as well as essential feedback from the people who live and work in the communities will be collected during these reviews.

The Liquor Licensing Division will provide expert advice to DATSIP on technicalities of the legislation that declares the communities restricted areas and limits the amount and type of liquor allowed in the restricted areas.

Besides the reviews documenting community feedback, they will also address issues that have arisen since the implementation of the restrictions. The Government wants to provide for an improved lifestyle for all Queenslanders. These liquor restrictions are the first step in meeting the challenge and paving a better way for the future of children living in these Indigenous communities.



Results (cont.)

Wine industry development

- Formed a project team to establish the Wine Industry Development services within the department.
- Held an inaugural Wine Industry Leader's Forum in Toowoomba in March 2004 involving key representatives of the various state and regional wine industry associations, and individual winemakers and grape growers, to gain an understanding of the industry's development priorities.
- Followed up the Leader's Forum with a series of visits to Queensland wine regions to host workshops to gather the views and opinions of hundreds of growers, producers, wholesalers, retailers and others involved in the wine industry.
- Began the consultation, research and analysis phase of development of a Queensland Wine Industry Development Strategy to provide a blueprint for the growth of a sustainable, diverse and innovative Queensland wine industry.



Promoting Queensland wines at major events is all in a day's work for Wine Industry Development Division's Events Coordinator, Anne-Marie Carey.

- Promoted Queensland wines at official Queensland Government functions and at a wide range of events including:
 - the Royal Agricultural Society of Queensland Toowoomba 2004 Wine Show
 - the Brisbane Wine Festival at the Carlton Crest Hotel
 - the Hilton Masterclass Weekend Presenter's Dinner at Parliament House
 - the Queensland Restaurant and Caterer's Awards at the Hilton Hotel, Brisbane.
- Carried out a scan of Government-owned facilities, including the Parliament House restaurant and hospitality training facilities in TAFE colleges, to ensure licensed Government venues offer Queensland wine on their menus.
- Began a review, with the assistance of the Liquor Licensing Division, of the *Wine Industry Act 1994* to ensure existing legislation meets the needs of a developing industry.
- Made representations to the Australian Government to abolish the Wine Equalisation Tax to remove a major constraint on the ability of Queensland wineries to develop and compete with their interstate counterparts.
- Began discussions with the Department of Main Roads to find ways to improve directional road signage for regional wineries.
- Met with representatives of the hospitality, hotel and club sectors to discuss ways of overcoming barriers to including more Queensland wines on menus in restaurants and other licensed venues throughout the State.



Future developments

Liquor licensing

- Review and streamline existing licensing and administrative processes to ensure the delivery of high levels of customer service.
- Declare and implement alcohol restrictions for the Palm Island Indigenous community.
- Participate in the review of alcohol restrictions already declared and implemented in Indigenous communities under the *Meeting Challenges, Making Choices* strategy.
- Develop and deliver an effective community education strategy targeting the responsible service of alcohol in Indigenous communities.
- Progress amendments to the *Liquor Act 1992* to ensure the Act's ongoing currency with community and industry expectations.
- Implement a comprehensive liquor licensing compliance strategy to ensure widespread compliance with the *Liquor Act 1992* and targeted investigations of high risk areas.
- Assist the Wine Industry Development Division to complete the review of the effectiveness of the current regulatory framework for Queensland wine producers.



Wine industry development

- Finalise the Queensland Wine Industry Development Strategy.
- Develop associated action plans focusing on viticulture, education and training, research and development, regional promotion and development, web information, investment, and promotional opportunities to ensure timely and effective implementation of the Queensland Wine Industry Development Strategy,
- Continue to identify prime opportunities to promote Queensland wines including:
 - involvement in wine and tourism displays, sponsorships and support of industry trade shows and exhibitions
 - working with other government agencies to ensure Queensland wine has a high profile at major events in Queensland, nationally and internationally
 - working with the industry to raise awareness of the quality and unique characteristics of Queensland wines.
- Continue to build a strong partnership between the Government and the wine and associated industries.
- Establish effective coordination at a whole-of-Government level to minimise any barriers to the optimal development of the wine industry.
- Ensure effective regulation of the industry to create a competitive business environment with a focus on investment and growth.

“How much is too much” posters were developed by the Wine Industry Development Division for display at cellar doors throughout Queensland to promote responsible consumption of alcohol while wine tasting.

Regional initiatives

Delivering the department's liquor licensing and fair trading services across the State is the responsibility of the Service Delivery and Development Division.

This is achieved through a network of regional offices located in Cairns, Hervey Bay, Mackay, Maroochydore, Mount Isa, Rockhampton, Southport, Toowoomba and Townsville.

Regional staff answered nearly 200,000 calls from consumers dealing with various complaints and licensing enquiries during 2003-04. They also resolved more than 6,300 written complaints resulting in redress of more than \$1.28 million for Queensland consumers.

The division continued to assist the Liquor Licensing Division in partnering Indigenous communities to develop meaningful and practical solutions to alcohol management. It also assisted with implementation of the Office of Fair Trading's Indigenous "Fair Go" strategy which included targeted compliance activities in regional centres, particularly on the Cape.

Investigation staff across the State conducted compliance monitoring and targeted blitzes of a range of industries including real estate agents, motor dealers, security providers, introduction agents, restricted letting agents and liquor licensees.



The division also implemented a range of other service delivery improvements in 2003-04 including:

- introducing the first stage (the licensing module) of a Marketplace Accreditation and Compliance System for comprehensively managing licensing and compliance business information
- introducing a telephone payment option for liquor infringement notices
- implementing a register of security interests over boats.

The top priorities for the division for 2004-05 will be:

- managing the transition of selected business processes from all the department's regional offices to Smart Service Queensland in support of the Government's integrated service delivery strategy
- implementing the second stage of the Marketplace Accreditation and Compliance System specifically relating to complaints management
- upgrading the existing non-profit enterprises business information system to improve the quality of business data and processing times
- introducing the option for online renewals of business names registrations
- delivering a targeted compliance monitoring program focused on the practices of used motor vehicle dealers, the real estate industry, security providers, liquor licensees, credit providers and debt collectors, the measurement of packaged goods and restricted letting agencies, particularly during the Gold Coast Schoolies Week 2004 and other "Schoolies" activities across the State.

Wine Industry Development Minister, Margaret Keech, chats with Alexander Smithers, 16, of Stanthorpe High School, after presenting him with a Gold Medal he won at the Department of Education and Training's State Work Skills Titles. The viticulture part of the competition was held in June 2004 at Sirromet Winery, Mt Cotton. Alexander is keen to pursue a career in either wine science or food technology and chemical engineering.

Executive and corporate services

Corporate governance and support services provided by the Executive and Corporate Services Division enable the delivery of the department's business objectives.

Functions

Services provided by the division include:

- executive services to the Minister and Director-General
- business systems administration and support
- coordination of planning and reporting
- coordination of special projects and reviews as required by the Director-General
- corporate development and communication
- facilities management and procurement
- financial management
- human resource management
- independent legal and legal policy advice and administrative law services
- information management and development
- policy coordination and development
- staff training and development
- registry services for dispute resolution bodies associated with the department
- workplace health and safety.

Key stakeholders

- Minister and Director-General
- Liquor Licensing, Service Delivery and Development, Tourism Strategy and Wine Industry Development divisions, the Office of Fair Trading and dispute resolution bodies
- 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
- Industry and community groups
- Employee unions

Goals for 2003-04

- Provide quality integrated strategic, policy and executive services
- Provide effective and efficient IT support services that support and enable departmental business areas to improve their services and operations
- Provide quality information and support related to recordkeeping
- Integrate knowledge management principles and practices into the day-to-day operations of work units
- Build and maintain relationships with relevant groups to ensure knowledge management initiatives are informed and relevant
- Provide quality strategic evaluation and reviews to support policy priorities and future directions
- Provide leadership for the development of integrated planning, reporting and communication policies and activities
- Provide quality human resource management services and advice.
- Provide quality financial and facilities management services and advice
- Provide quality legal services and advice



“Safe products save lives” was the theme of the department’s display at the 2003 Royal Queensland Show in Brisbane. The product safety display aimed to help parents know what to look for when buying toys, nursery furniture and other products for babies and children.

Results

Corporate development and communication

- Led the department’s strategic planning activities including coordination of a senior management workshop, and production of the Strategic Plan.
- Coordinated departmental internal and external performance reporting processes and production of key corporate documents including the Annual Report, Ministerial Portfolio Statement and Budget Highlights.
- Prepared the portfolio’s annual budget submission for presentation to the Cabinet Budget Review Committee.
- Designed risk management training material and conducted four risk management training sessions attended by over 80 departmental staff.
- Continued to review and modify departmental security, emergency response and business continuity plans and procedures.
- Developed displays on the department’s services and participated in whole-of-government promotions at the Queensland Week Picnic in the Park and the Royal Queensland Show.
- Provided strategic communication advice and editorial services for the upgrade of the department’s website.
- Provided corporate communication advice and support to divisions, corporate units and special projects.
- Updated the corporate identity to reflect the department’s new name and role following machinery-of-government changes after the election.

Financial administration

- Successfully transitioned internally-provided financial services to an outsourced arrangement in line with the whole-of-government Shared Service Provider initiative.
- Revised departmental policies and provided training on consultancies and implemented improved internal controls.
- Finalised fit-out and collocation of dispute resolution services, the Commercial and Consumer Tribunal and the Office of the Commissioner for Body Corporate and Community Management.
- Undertook preparatory work for the adoption of Australian equivalents to International Financial Reporting Standards.

Human resources activities

- The Human Resource Management Unit again visited all regional offices to conduct training programs tailored to the individual needs of the respective officers.
- Implemented a new grievance directive and reviewed the department’s recruitment and selection strategy to take account of the new directive.
- Participated in reviews of the structures of the Liquor Licensing Division and the Trade Measurement Branch of the Office of Fair Trading.
- Reviewed and implemented revised induction processes to incorporate online and local processes
- Developed and delivered programs to support management of staff performance.
- Revised policies and procedures to reflect new Shared Service Provider arrangements.

Information technology

- Assisted with the implementation of key departmental system development projects, including:
 - implementation of phone-pay capability for liquor licensing processing requirements
 - development of a system to share information on scam alerts and complaints with cross-jurisdictional agencies.

- Completed development and implementation of:
 - upgraded network firewall security services
 - the redevelopment of the department's website
 - a system to improve reporting and monitoring of *Property Agent and Motor Dealers Act 2003* trust claims and debt recovery
 - a system to assist in the checking of compliance with requirements to register business names
 - infrastructure improvements for the department's trade measurement system.
- Revised the department's Information Strategic Plan.
- Tested recovery strategies for the Information Disaster Recovery Plan.
- Continued the ongoing upgrade and consolidation of existing information and communication technology equipment and software throughout the department, enabling improved support for departmental operations.
- Assisted with performance improvements to the Office of Fair Trading's website including the provision of several online survey utilities.
- Completed infrastructure support tasks required with the relocation of the Office of the Commissioner for Body Corporate and Community Management and the Commercial and Consumer Tribunal business areas.
- Assisted with an independent review of the department's technical infrastructure environment, as part of the assessment of change required for progressing the department's Smart Service Queensland initiative.
- Completed the development and presentation of updated IT training courses for staff, covering both metropolitan and regional staff.
- Upgraded the information and communication technology facilities for the IT training room and conference room.
- Implemented improvements to the ongoing management of:
 - enquiry access to departmental systems
 - Internet access controls
 - system access controls.
- Assisted with the transfer of Office of Racing's information and communication technology infrastructure to the Department of Housing.

Knowledge management

- Implemented policy and supporting procedures to capture and secure records vital to the continued operation of the department.
- Used available technology to begin development of procedures to comply with the Managing Technology Dependant Records (IS41) standard.
- Achieved a high level of awareness in business areas of the requirement to comply with Information Standard 40 (IS40), Recordkeeping.
- Piloted a framework for the file naming conventions needed for incorporation of an electronic document and records management system in future years.

Legal services

- Provided strategic legal advice to all areas of the department.
- Provided independent legal policy advice to the Minister and Director-General.
- Reviewed departmental contracts.
- Continued to be the contact point for issues relating to Native Title and Intellectual Property.
- Monitored implementation of the Queensland Government Privacy Policy including compliance with the department's Privacy Plan, provision of advice to staff on privacy issues and investigating one privacy complaint made during the year.
- Completed the research and analysis phase of the Better Decisions project, which aims to improve administrative decision-making in a regulatory environment.

Policy coordination

- Delivered high quality and timely executive, Cabinet and Parliamentary services to the Minister, Director-General and the Executive Management Group.
- Coordinated portfolio input into whole-of-government initiatives including the development of a Community Engagement Improvement Strategy.
- 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.

- Supported the Director-General's role and responsibilities as part of the Government's CEO Committees and in her role on the Tourism Queensland Board.
- Appointed a permanent Indigenous Officer to coordinate whole-of-department engagement with Indigenous peoples and communities.
- Delivered high quality and timely policy services to the Wine Industry Development Division and the Office of the Commissioner for Body Corporate and Community Management and the registry of the Commercial and Consumer Tribunal.
- Undertook a major policy review of body corporate and community management issues.

Shared services

As part of the implementation of the Shared Service Initiative, a whole-of-Government approach to corporate services delivery, 12 finance, administration, and human resource management staff, and associated assets and liabilities, transferred from the department on 1 July 2003 to Corporate Solutions Queensland and CorpTech.

The Shared Service Initiative aims to provide high-quality, cost-effective corporate services to Queensland Government departments. From 1 July 2003 shared service providers and Corp Tech were established as part of the consolidation of corporate service functions from departments and existing shared service providers.

Departments are now grouped into six clusters, each serviced by a dedicated shared service provider, with CorpTech providing services to all shared service providers.

The shared service provider for this department is Corporate Solutions Queensland, for which the Department of Employment and Training is the host agency. Queensland Treasury is the host agency for CorpTech. The performance of both Corporate Solutions Queensland and CorpTech in 2003-04 will be reported separately in their host agencies' annual reports.

Future developments

Corporate development and communication

- Implement an integrated management framework incorporating planning, performance reporting and continuous improvement approaches.
- Implement and coordinate a business improvement leadership group.
- Continue to coordinate the department's risk management program.
- Develop a corporate communications plan.
- Deliver communication support to the Liquor Licensing Division and other operational areas of the department.
- Participate in targeted events to promote the services of the department to the general public and key stakeholders.

Financial management

- Implement effective account management processes to ensure a smooth transition to the shared service provider environment.
- Implement improvements to asset replacement planning processes.
- Implement the Australian equivalents of the International Financial Reporting Standards.

Human resources

- Review the Management Development Program.
- Develop a new Equal Employment Opportunities Plan for 2005-07.
- Determine and manage implications of the collocation of Corporate Solutions Queensland staff.
- Enhance HR reporting to management.
- Finalise the Liquor Licensing Hours of Duty arrangements.
- Manage the transfer of employees in respect of the Smart Service Queensland initiative.

Information technology

- Business system development to support the processing needs of the Smart Service Queensland initiative.
- Implementation of the compliance development stage of the Market Accreditation and Compliance System.
- Consolidate upgrade of the Department's application systems infrastructure environment.
- Upgrade of the departmental regional network.
- Business system development to address liquor licensing operational needs.

Knowledge management

- Prepare for the transition of recordkeeping and mail management services to Corporate Solutions Queensland while maintaining adequate controls over departmental files.
- Further expansion of the knowledge management framework to incorporate improved organisational capability as the focus continues to reflect a whole-of-government approach to service delivery.

Legal services

- Finalise a trade practices compliance manual to ensure compliance by the department with the restrictive trade practice provisions of the Trade Practices Act. Compliance with these provisions is required in order to avoid censure and possible legal action against the department and officers.
- Develop and implement an Intellectual Property Policy for the department to ensure compliance with the Queensland Government's intellectual property principles.
- Finalise the Better Decisions project report.

Policy coordination

- Finalise body corporate and community management policy reforms.
- Lead the portfolio's contribution to whole-of-government policy initiatives.
- Develop and publish a new strategy to give direction over the next three years to the department's commitment to Indigenous peoples and communities.
- Support the Wine Industry Development Division in the development of the Queensland Wine Industry Development Strategy and its subsequent implementation.

Dispute resolution services

On 1 July 2003 the Commercial and Consumer Tribunal (CCT) began operations, and responsibility for the Office of the Commissioner for Body Corporate and Community Management (BCCM) was transferred to the department from Natural Resources and Mines.

Both these bodies provide independent, accessible, cost-effective, fair, timely and informal dispute resolution services, with an emphasis on mediation.

BCCM determines body corporate disputes and provides information services to the community living sector, which includes unit owners and occupiers and body corporate committees, managers and caretakers.

In addition, the department is responsible for body corporate policy and legislation development.

CCT provides an accessible and informal forum to deal with disputes, reviews of decisions and disciplinary proceedings in accordance with the *Commercial and Consumer Tribunal Act 2003* and a range of separate empowering Acts.

During 2003-04, BCCM and CCT moved to improved hearing and mediation facilities in new combined premises at 259 Queen Street, Brisbane, as part of a whole-of-government tribunal collocation project which resulted in 12 government tribunals sharing facilities within the one centre.

Body Corporate and Community Management

BCCM aims to provide accessible, equitable and authoritative services to the community living sector in Queensland.

The sector includes more than 30,000 community titles schemes and almost 290,000 individual lots with the bulk of lots located in the south-east corner of the State - 35% on the Gold Coast, 29% in Brisbane and 16% on the Sunshine Coast.

Key achievements of BCCM in 2003-04 include:

- Implementation of amendments to two of the regulation modules under the BCCM Act which came into effect from 1 December 2003 following a wide-ranging legislative review process. The amendments resulted in more flexible and practical legislation for the operation of community titles schemes, while also protecting people's rights.
- An internal review to assess the role of BCCM in the department, to gain an insight into the range of issues affecting the community titles industry and to prepare a forward policy agenda.
- Resolution of almost 1,000 dispute resolution applications.
- Provision of 22,505 information service client contacts, including telephone and written inquiries and information seminars. This represents an average of 90 client contacts each working day.
- Introduction of online completion of forms to enhance client access.
- Publication of adjudicator's orders online.
- Relocation to improved facilities.

Queensland's community titles legislation is well regarded both nationally and internationally for its innovation and flexibility. However, significant growth of the sector during the last decade has increased demand for government dispute resolution and information services. Priorities for 2004-05 will be to:

- Conduct of a community consultation process, starting with the release of a discussion paper on a range of new and emerging strategic issues for the community titles industry.
- Determine a policy and legislation agenda to ensure the viability of this vibrant and growing industry into the coming decade.
- Enhance the range and quality of information products, including provision of information seminars in response to client needs.
- Continue to improve the timely and cost-effective handling of dispute resolution applications and to manage the significant increases in the number and complexity of applications.

For further information on BCCM services visit the BCCM pages on the department's website at www.dtftwid.qld.gov.au/disputeres/bccm/, email bccm@dtftwid.qld.gov.au or telephone 1800 060 119.

Commercial and Consumer Tribunal

When the Commercial and Consumer Tribunal (CCT) began operations on 1 July 2003 it marked the culmination of a three-year internal review of tribunals associated with the department aimed at improving service delivery and cost efficiency through appropriate rationalisation and reform.

CCT, which operates under the *Commercial and Consumer Tribunal Act 2003*, amalgamated four former tribunals: the Property Agents and Motor Dealers Tribunal, Queensland Building Tribunal, Retirement Villages Tribunal and Liquor Appeals Tribunal.

In its first year of operation the CCT improved performance in service delivery and timeframes, and achieved significant financial savings. It also expanded its services and now has the authority to deal with:

- architects
- builders
- building certifiers
- engineers
- gaming
- liquor
- manufactured homes
- property agents and motor dealers
- plumbers and drainers
- residential services
- retirement villages and tourism services.

For further information on CCT services or to view CCT's Annual Report 2003-04 visit www.tribunals.qld.gov.au, email cct@tribunals.qld.gov.au or telephone (07) 3247 3333.

New approach to service delivery

The department has established a project team to progress its involvement in the Smart Service Queensland Integration Project, an exciting whole-of-government initiative to make it easier to do business with the Queensland Government.

The initiative, hosted by the Department of Communities, was established to integrate government services through various service delivery channels.

Smart Service Queensland provides the public with a “front door” to government transactions, information and referrals via the Internet, phone or face-to-face customer service.

It makes it easier for customers to transact business because services traditionally delivered by different government agencies are simplified into a single standard process so they are available in the same way every time.

Customers will no longer need to understand the structure of government or the name of the department or service to find what they are looking for.

In December 2003, Cabinet endorsed a Service Transition Strategy to migrate more than 400 whole-of-government licensing, registration and information services to Smart Service Queensland over the next five years. This department provides 102 of these services.

The department has set up a project team to transfer these licensing, registration and information services to Smart Service Queensland through a three-year staged implementation process. These services will in future be delivered through various channels including web, call centre and integrated voice response technology. Smart Service Queensland will also deliver services from public counters throughout the State.

The department’s project team has adopted a change management framework designed to address the people, process, technology, organisation and integration issues associated with this new approach to service delivery.

The project team is using a Business Process Review method designed to provide state government agencies with a common framework and consistent approach to the redesign of business processes. This allows agencies to consistently explore the best way to integrate services across multiple channels and multiple agencies to ensure customer expectations are achieved, the government’s social obligations are met and any savings from process improvements are realised.

The initial pilot phase will see eight of the department’s highest volume services delivered by Smart Service Queensland from October 2004. This represents approximately 88% of the total transaction volumes of the 102 services identified.

This initiative will also provide great opportunities for department staff who transfer to Smart Service Queensland. They will work with state-of-the-art facilities and technologies. Smart Service Queensland will also provide performance rewards and incentives which recognise individual contributions and acknowledge team achievements. Staff will work flexible shifts and be rostered over a nine-day fortnight.

Vision for tourism industry development

The Growing Tourism Strategy was launched by Premier Peter Beattie in May 2001. An innovative whole-of-government approach to growing the tourism industry in Queensland, the strategy has since served as the peak tourism policy document for the Queensland tourism industry.

The strategy and its associated detailed across-agency action plan has been the catalyst for the coordination of tourism-related activity on a whole-of-government basis. Benefits of the Growing Tourism framework include:

- raising the profile of tourism across government
- provision of a highly-effective implementation structure that meets government requirements for efficiency, effectiveness and accountability, and enables the public and private sectors to work more effectively together
- providing a good platform for the next phase of the strategy to deliver the necessary coordinated whole-of-government approach to tourism
- ensuring tourism is a priority on the Government's business agenda
- providing a more informed whole-of-government understanding of tourism and the impetus required to drive future tourism development in Queensland.

Of 131 specific actions contained in the Action Plan 2003-04, nine (7%) were completed, 103 (79%) are being implemented or are ongoing, and 19 (14%) are now part of the core business of agencies.

Importantly, tourism is progressively being embedded as part of the normal activity of government. Many tourism activities previously considered to be on the "periphery" are now part of the core business for a number of government agencies.



Key cross-agency achievements completed under the Growing Tourism framework during 2003-04 include:

- development of new protected area tourism access arrangements known as the Tourism in Protected Areas Initiative
- securing \$2 million funding for the development of five new themed drive routes as part of the Drive Tourism program
- providing funding to the Queensland Tourism Industry Council to employ a coordinator to implement strategies to improve the tourism industry's resilience to future external shocks
- capitalising on the economic potential of the Rugby World Cup
- preparing a whole-of-government response, to maximise opportunities, to the Australian Government's Tourism White Paper
- completion of the Fraser Island and Whitsunday Great Walk.

Following the Queensland election and several machinery-of-government changes, the role of the department's Tourism Strategy Division was expanded to provide a broader advisory role to the Director-General and the Minister.

Working closely with Tourism Queensland, the Wine Industry Development Division, key tourism-related government agencies and the tourism industry, the division is now charged with providing broad policy advice and developing a strategic framework for growing the tourism industry.

The division has continued to maintain a wide Growing Tourism agency network across government, which has resulted in improved communication, reduced duplication, more effective collaboration and shared funding.

In 2004-05 the Growing Tourism Strategy will be reviewed in consultation with industry and government agencies to further improve government coordination and provide a stronger regional focus.

A new strategy will be developed in partnership with Tourism Queensland to set the strategic direction for the Queensland tourism industry. It will include an implementation plan with key actions for completion by government and industry stakeholders.

Extensive industry and government consultation will be undertaken to ensure the new strategy provides a clear vision for the future of the Queensland tourism industry. It will build on existing policies and strategies, including the Growing Tourism Strategy and Destination Management Plans developed by Tourism Queensland for 12 of the State's tourism destinations.



Corporate governance



Performance of the department is managed by the Director-General, who is accountable to the Minister for Tourism, Fair Trading and Wine Industry Development, and the Premier.

Director-General, Helen Ringrose (centre) is pictured with members of the Executive Management Group (l to r) Clive Lowe, Acting Director, Service Delivery and Development Division; Fiona Fitzpatrick, Acting Deputy Commissioner for Fair Trading; Matt Miller, Commissioner for Fair Trading; Glenn Poole, Deputy Director-General; Bill Date, Acting Director, Wine Industry Development Division; Mark Farrah, Acting Director, Commercial and Consumer Tribunal; Justin Murphy, Acting Director, Tourism Strategy Division; Laurie Longland, Executive Director, Executive and Corporate Services Division; and Chris Watters, Executive Director, Liquor Licensing Division. *(EMG members at October 2004)*

Strategic management of the department is the responsibility of the Executive Management Group (EMG), which sets the strategic direction and corporate objectives, oversees financial and non-financial performance, manages risk and ensures the Government's priorities are met.

Led by the Director-General, the EMG meets monthly, is made up of senior executives from the key operational and corporate support areas of the department and is advised by six senior management committees:

- Administrative Business Committee
- Agency Consultative Committee
- Audit Committee
- Finance Sub-committee
- Information Steering Committee
- Strategic Risk Review Committee.

The department's Equal Employment Opportunity Committee also advises the Director-General, the EMG and the Administrative Business Committee as required.

Members of the EMG during the 2003-04 reporting period to 30 June were:

- Helen Ringrose, Director-General
- Matt Miller, Commissioner for Fair Trading
- Jan Archer, Deputy Commissioner for Fair Trading
- Laurie Longland, Executive Director, Executive and Corporate Services Division
- Mike Kelly, Executive Director, Racing Division
- Lorna Andrews, Acting Executive Director, Liquor Licensing Division
- Clive Lowe, Acting Director, Service Delivery and Development Division
- Brian Bauer, Director, Commercial and Consumer Tribunal Registry.

Administrative Business Committee

The Administrative Business Committee's (ABC) role is to ensure the legislative and administrative responsibilities and reporting requirements across the department are adequately met.

The ABC meets quarterly or as required in accordance with emergent priority issues. It keeps a watching brief on all aspects of the department's corporate governance at the operational level, including workforce management issues, financial and resource management, risk management and information management issues.

During 2003-04 the ABC continued its focus on the review and update of corporate policies and procedures, and the revision of the Delegations Manual to reflect the department's changed functions and incorporation of the Government Agency Procedures Counter-Terrorism Risk Framework.

Agency Consultative Committee

The Agency Consultative Committee (ACC) met seven times in 2003-04 to monitor the implementation of enterprise bargaining initiatives, including the engagement and retention of temporary employees and changes to the department's structure.

With five management and five union members, the ACC was established under the Enterprise Bargaining Agreement and is chaired jointly by management and union members.

It provides a link between management and employees on issues which have the potential to impact on the structure of the department, employment security and other industrial relations issues of employees.

As a result of the committee's activities, an enterprise bargaining training initiative has been implemented within the department with 12 employees undertaking further studies. Consultation has occurred on restructures to a number of areas of the department and the implementation of changes subsequently initiated. This includes changes to the Business Services Division of the Office of Fair Trading and the Indigenous Liquor Licensing Program of the Liquor Licensing Division.

Audit Committee

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

The AC meets quarterly and is chaired by the Director-General. Its members also include the Commissioner for Fair Trading; the Executive Director, Liquor Licensing Division; the Executive Director, Corporate and Executive Services; the Director, Service Delivery and Development Division. The Manager, Internal Audit, is also a regular invitee to meetings. (For the period 1 July 2003 to 12 February 2004 the Executive Director, Racing Division was also on the committee. Following the State election Racing transferred to the Public Works and Housing portfolio.)

Finance Sub-committee

The Finance Sub-committee (FSC) meets monthly to assist the Director-General and the Executive Management Group to make more informed decisions regarding the financial administration of the department.

The FSC is chaired by the Director, Financial Management Unit, Executive and Corporate Services Division, and has representatives from all areas of the department.

It focuses on departmental financial and budgetary issues, including critically examining revenue and expenditure trends, review of year-to-date performance, presentation of allocation options concerning other departmental issues, and information dispersal related to these activities.

Information Steering Committee

The Information Steering Committee (ISC) is responsible for overseeing the management of information resources and the deployment of information technology for the department.

A review of the ISC's charter in 2003-04 resulted in the committee's membership and reporting requirements being altered to improve the department's ongoing governance of information and communication technology projects and issues. The ISC now meets as part of the monthly Executive Management Group meetings.

Chaired by the Director-General, members of the ISC now include:

- Executive Management Group
- Director, Information Management and Development Unit
- Manager, Information Technology
- Manager, Service Development
- Project Manager, Smart Service Queensland Integration Project
- Queensland Treasury representative.

In 2003-04 the ISC oversaw the progress of departmental information and communication technology projects including:

- changes to departmental service delivery as part of the Smart Service Queensland initiative
- the compliance development stage of the Office of Fair Trading's Market Accreditation and Compliance System
- upgrading of the department's computer network firewall security services
- setting up of phone-pay capability for liquor licensing processing requirements
- development of a system to share information on scam alerts and complaints with cross-jurisdictional agencies
- redevelopment of the department's website
- development of a system to improve reporting and monitoring of Property Agents and Motor Dealers Act trust claims and debt recovery
- development of a system to assist in the checking of compliance with registering business names
- updating of the departmental Information Strategic Plan

- the review and upgrade of departmental mobile phone facilities
- information and communication technology support for the relocation of the Commercial and Consumer Tribunal and the Office of the Commissioner for Body Corporate and Community Management.

Key issues the ISC reviewed during 2003-04 included:

- email and spam filtering needs and controls
- Internet access monitoring controls
- software licensing issues
- improvements to secure email services with other government agencies
- whole-of-Government email address usage
- upgrade of IT training and conference room facilities
- ongoing replacement of existing ICT assets
- improvements to access controls for departmental business systems.

Initiatives the ISC will focus on in 2004-05 include:

- business system development work arising from the identified processing needs of the Smart Service Queensland initiative
- implementation of the compliance development stage of the Market Accreditation and Compliance System
- consolidation of the upgrade of the department's application systems infrastructure environment
- upgrade of the departmental regional network
- business system development to address liquor licensing operational needs.

Strategic Risk Review Committee

The *Financial Management Standard 1997* requires the Director-General to develop and implement internal systems to effectively control and manage risks likely to impact on the operations of the department.

The Strategic Risk Review Committee comprises senior managers from across the department and was established to provide advice to the Director-General on implementation of the department's Risk Management Strategy.

The committee met three times during 2003-04 and included presentations on the departmental risk management training program and the Government Agency Preparedness Counter-Terrorism Risk Framework.

Risk management is an integral part of sound corporate governance and management practice.

The aim of the department's approach to risk management is to encourage employees at all levels to contribute to the benefits of risk management and to integrate risk treatment strategies into departmental strategic and operational planning activities, corporate governance, policy development processes and project management.

In 2003-04 reviews were conducted of departmental plans relating to general security, information security, emergency response, disaster recovery and business continuity and four risk management training sessions, attended by over 80 employees from across the department, were conducted.

Strategic management process

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.

Performance monitoring

Corporate feedback and evaluation processes are critical in identifying our strengths and key areas for improvement. In addition, our Internal Audit Unit conducts a range of reviews of departmental programs and services to evaluate their effectiveness in meeting client and stakeholder needs and achieving government objectives. Formal performance monitoring mechanisms include:

- weekly reporting to the Director-General and quarterly reporting to the EMG on the status of all key policy development projects across the department
- monthly reporting to the Director-General and Finance Sub-committee on the department's financial position
- quarterly reporting to the EMG on organisational performance
- quarterly reporting to the EMG on human resource trends and statistics
- quarterly reporting to Queensland Treasury on progress against agreed performance measures published in the Ministerial Portfolio Statement.

Internal audit

The Internal Audit Unit assists the Director-General in the performance and discharge of the functions and duties conferred upon the position of Accountable Officer under the *Financial Administration and Audit Act 1977*. This is facilitated by identifying risks and opportunities for improvement in achieving departmental goals, through the performance of disciplined and methodical reviews and the provision of consultative advice.

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

The annual internal audit plan for 2003-04 was developed in consultation with senior management and focused on the reviews of system and functional processes which assist and enable departmental officers to achieve goals specified in the department's strategic and operational plans. During 2003-04, 16 audits were conducted which encompassed financial, compliance, operational and performance reviews.

The Manager, Internal Audit Unit reports directly to the Director-General on the conduct and outcome of all audits undertaken, as well as reporting quarterly to the Audit Committee, providing summary audit findings and status reports.

During 2003-04, the Internal Audit Unit's consultative and advisory service was used frequently by the Director-General, senior management and line managers, concerning such issues as internal control frameworks, risk management and corporate governance. The Internal Audit Unit's consultative and facilitative approach ensures effective liaison is maintained with the Director-General and senior management.

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.

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*
- assisting with requests for statements of reasons under the *Judicial Review Act 1991* and for all applications for review.

In 2003-04 Legal Services monitored implementation of the Queensland Government Privacy Scheme and managed any complaints that arose. It also continued to monitor compliance by the department with the restrictive trade practice provisions of the *Trade Practices Act 1974*.

Legal Services also took over responsibility for the department's Better Decisions project, which aims to improve administrative decision-making in a regulatory environment. The research and analysis phase of the project was completed, including some anticipated recommendations being trialled in parts of the department. A report on the outcomes of the project will be finalised by December 2004.

About our organisation

The department's vision is to achieve excellence through continuous improvement and learning by well trained and supported professional staff. A set of values critical to future success have been identified and are promoted through education and example, as well as through recognition in the Director-General's staff excellence awards.

Our values

Service	Understand and strive to exceed the expectations of clients.
Partnership and Teamwork	Build partnerships and teamwork across the Tourism, Fair Trading and Wine Industry Development portfolio, and with key stakeholders in both government and the private sector.
Innovation and Integrity	Value and encourage innovation and ethical behaviour.

Workforce profile

The department employed the fulltime equivalent (FTEs) of 509 staff at 30 June 2004, down from 535 in 2003. The change in FTEs was as a result of the transfer of:

- the Office of the commissioner for Body Corporate and Community Management from the Department of Natural Resources and Mines to the department
- the Racing Division to the Department of Housing
- Executive and Corporate Services staff to Corporate Solutions Queensland.

The workforce (actual employees not FTEs) as at 30 June 2004 was 571 (excluding tribunal members) comprising 56% female and 44% male staff. This represented a small decrease of 1% in the female workforce.

Voluntary early retirement

Two employees were offered Voluntary Early Retirement (VER) during 2003-04 as a result of restructuring within the Office of Fair Trading and the Liquor Licensing Division. These offers were consistent with the Queensland Government's employment security policy of no forced redundancies. The total cost of VER payments, including severance and cash equivalent of leave entitlements, was \$199,623.

Staff profile by work unit and gender

(At 30 June 2004 - data does not include members of boards and tribunals)

Work Unit	No of staff		Male		Female		% Women	
	02-03	03-04	02-03	03-04	02-03	03-04	02-03	03-04
Office of the Commissioner for Body Corporate and Community Management	-	17	-	8	-	9	-	53
Commercial and Consumer Tribunal Registry	24	25	5	5	19	20	79	80
Executive and Corporate Services Division	91	79	41	42	50	37	55	47
Liquor Licensing Division	61	58	30	29	31	29	51	50
Office of Fair Trading	166	211	81	99	85	112	51	53
Office of the Director-General	4	4	3	0	1	4	25	100
Service Delivery and Development Division	195	166	70	60	125	106	64	64
Tourism Strategy Division	2	6	1	3	1	3	50	50
Wine Industry Development Division	-	5	-	3	-	2	-	40
Department Total	543	571	231	249	312	322	57	56

Diversity, equity and equal employment opportunity

Equal Employment Opportunity Advisory Committee

The department's Equal Employment Opportunity (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
- ensure fair and equitable treatment of all employees.

The committee meets every six weeks and is chaired on a rotational basis by all members who are representatives of departmental divisions, regions and target groups.

The committee operates under a formal charter and reports to the Administrative Business Committee, the Executive Management Group and directly to the Director-General as required.

During 2003-2004 the committee:

- conducted refresher training for the department's Harassment Referral Officer network
- conducted an EEO census to ensure the identification of all target group members within the department's workforce
- supported the Migrant Work Experience Program by placing a participant within the department
- arranged the placement of an Indigenous employee in the Wal-Meta Moving into Management Program
- helped arrange participation of departmental employees in International Women's Day, Harmony Day and a disability awareness forum.

Indigenous initiatives

The department achieved the Government target of 2.4% for Indigenous employment with an increase from 2.1% to 2.6% during 2003-04. Strategies introduced to enable the department to achieve this level of representation included:

- targeting Indigenous applicants for traineeships
- Indigenous cross-cultural awareness training for staff
- a mentoring program to enhance retention rates
- specific training programs to improve career progression
- engaging Indigenous employees to support an increased focus on fair trading activities in Indigenous communities.

An Aboriginal and Torres Strait Islander Employment and Development Strategy was implemented to address issues

identified in the department's Reconciliation Strategy 2002-2004. Its objectives were to:

- increase Aboriginal and Torres Strait Islander representation to 2.4%
- improve Aboriginal and Torres Strait Islander retention rates
- identify training and career development needs of Aboriginal and Torres Strait Islander employees and assist in the development of their career paths
- increase the levels of awareness and understanding among all staff towards Aboriginal and Torres Strait Islander peoples' cultures, societies and the issues that impact upon both groups.

The department also participated in the Department of Employment and Workplace Relations (Commonwealth) National Indigenous Cadetship Project employing a cadet in the Communication Branch of the Office of Fair Trading.

Aboriginal and Torres Strait Islander staff

(At 30 June 2004 - data does not include members of boards and tribunals)

Work Unit	No of staff		No of ATSI staff		% of ATSI staff		Target %
	02-03	03-04	02-03	03-04	02-03	03-04	
Office of the Commissioner for Body Corporate and Community Management	-	17	-	1	-	5.9	2.4
Commercial and Consumer Tribunal Registry	24	25	0	-	0	-	2.4
Executive and Corporate Services	91	79	4	3	4.4	3.8	2.4
Liquor Licensing Division	61	58	3	3	4.9	5.2	2.4
Office of Fair Trading	166	211	0	2	0	0.9	2.4
Office of the Director-General	4	4	0	-	0	-	2.4
Service Delivery & Development Division	195	166	5	6	2.6	3.6	2.4
Tourism Strategy Division	2	6	0	-	0	-	2.4
Wine Industry Development Division	-	5	-	-	-	-	2.4
Department Total	543	571	12	15	2.2	2.6	2.4

Note: The department made significant progress during the year towards reaching the target with an increase in the percentage of Indigenous employees from 2.2% to 2.6%. This was mainly achieved through the offering of traineeships.

Fair trading

- In 2003-04 the Office of Fair Trading (OFT) hosted three community forums for Indigenous cooperatives and incorporated associations in Cairns, Townsville and Brisbane. The forums provided face-to-face information on the obligations of managing the committee and members of these organisations and advice about effective ways to operate.
- OFT continued to work with Indigenous organisations and community members to implement its “Fair Go” strategy aimed at reducing detriment among Indigenous consumers. As part of that initiative, OFT implemented a cultural awareness program to improve staff understanding and knowledge of Aboriginal and Torres Strait Islander people and culture. Nineteen OFT and 56 Service Delivery and Development Division staff attended cultural awareness training tailored to provide them with the knowledge they need to better serve Indigenous customers.
- OFT also employed more Indigenous Queenslanders to ensure it delivered services more effectively to Indigenous communities, including the employment of a temporary Fair Trading Officer in Cairns to undertake compliance activities, a trainee and a cadet.

Liquor licensing

The Liquor Licensing Division is playing a critical role in helping Queensland’s Indigenous communities minimise the detrimental impact of alcohol as part of the Queensland Government’s *Meeting Challenges, Making Choices* strategy response to Justice Fitzgerald’s Cape York Justice Study.

In 2003-04 the division progressively declared restrictions, limiting access to alcohol, in the following 14 Indigenous communities: Lockhart River, Woorabinda, Wujul Wujul, Kowanyama, Pormpuraaw, Mornington Island, Yarrabah, Mapoon, Hope Vale and the five Northern Peninsula area communities of Bamaga, Seisia, Injinoo, Umagico and New Mapoon.

This brings the total number of restricted areas to 17 out of the 19 identified in the strategy. The restrictions are helping these communities to fight the chronic problems associated with alcohol abuse and misuse and support community-based alcohol management plans.

The division is also supporting the Department of Aboriginal and Torres Strait Islander Policy, as lead agency, in the review of the alcohol management plans.

To further encourage the responsible consumption of alcohol, awareness of sly-grogging and understanding of the restricted areas initiative in Indigenous communities, the division sponsored the broadcast of Australian Football League matches on the National Indigenous Radio Service in northern Australia.

OFT supports Indigenous Cadetship Program



Hello, my name is Kylie Ryan I’m an Indigenous cadet with the Office of Fair Trading in Brisbane.

I’m currently a student at Griffith University studying for a Bachelor of Communication (Journalism). I’ve always been interested in the media, especially the portrayal of our Indigenous communities.

By participating in the National Indigenous Cadetship Program, coordinated by the Department of Workplace Relations in Canberra, I have the chance to get hands-on experience with both the media and Indigenous consumer and business issues.

While at OFT I’ve been working on promoting consumer awareness within Indigenous communities, through the “Fair Go” strategy. Some of my tasks so far have included writing the Fair Trading column for the Koori Mail, preparing speaker’s notes for radio interviews and researching stories for the weekly Fair Trading Update.

In the future, I would like to contribute to promoting positive aspects of our Indigenous culture in mainstream media.

Multicultural initiatives

The department conducted Multicultural Awareness Training during 2003-04 to assist employees to understand and communicate better with employees and clients from other cultural backgrounds. Through cultural awareness, the department will be better equipped to embrace diversity in the workplace and provide an enhanced service to the community.

A strategy is currently being developed to identify activities to increase and improve the recruitment and retention of non-English speaking background employees.

The department again participated in the Migrant Work Experience Program which is a Queensland Government employment initiative designed to give recently arrived migrants an opportunity to gain vital work experience through training and unpaid work experience with a sponsoring employer. The success of the program was demonstrated by the migrant who participated in the work experience under the program going on to undertake employment with the department on a traineeship.

Staff from a non-English speaking background

(At 30 June 2004 - data does not include members of boards and tribunals)

Work Unit	No of staff		No of NESB (1)		% of NESB (1)		No of NESB (2)		% of NESB (2)		Total % NESB (1&2)		2005 Target %
	02-03	03-04	02-03	03-04	02-03	03-04	02-03	03-04	02-03	03-04	02-03	03-04	
Office of the Commissioner for Body Corporate and Community Management	-	17	-	-	-	-	-	2	-	11.8	-	11.8	13.5
Commercial and Consumer Tribunal Registry	24	25	1	-	4.2	-	0	3	0	12	4.2	12	13.5
Executive and Corporate Services Division	91	79	1	2	1.1	2.5	3	7	3.3	8.9	4.4	11.4	13.5
Liquor Licensing Division	61	58	4	-	6.6	-	4	3	6.6	5.2	13.1	5.2	13.5
Office of Fair Trading	166	211	5	5	3	2.4	0	14	0	6.6	3	9	13.5
Office of the Director-General	4	4	0	-	0	-	0	-	0	-	0	-	13.5
Service Delivery and Development Division	195	166	6	4	3.1	2.4	4	9	2.1	5.4	5.2	7.8	13.5
Tourism Strategy Division	2	6	0	-	0	-	0	-	0	-	0	-	13.5
Wine Industry Development Division	-	5	-	-	0	-	-	-	-	-	-	-	13.5
Department Total	543	571	17	11	3.1	1.9	11	38	2.0	6.7	5.2	8.6	13.5

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

Women's initiatives

Women make up 56% of the department's workforce. 46% of senior managers and 36% of employees AO6 and above are women.

The department provides flexible working arrangements including flexible working hours, purchased leave, maternity leave on full pay, part time employment and telecommuting arrangements to further enhance the ability of staff to balance work and family responsibilities.

A Work-Family Balance Strategy is being finalised and will further assist employees to identify opportunities available to them to manage their 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.

Women in senior positions

(At 30 June 2004 - data does not include members of boards and tribunals)

Work Unit	Senior Officer & Senior Executive Service						
	No of staff		No of women		%		2005 Target %
	02-03	03-04	02-03	03-04	02-03	03-04	
Office of the Commissioner for Body Corporate and Community Management	-	1	-	1	-	100	25
Commercial and Consumer Tribunal Registry	0	2	0	1	0	50	25
Executive and Corporate Services Division	5	5	2	1	40	20	25
Liquor Licensing Division	1	3	0	1	0	33.3	25
Office of Fair Trading	5	9	2	4	40	44.4	25
Office of the Director-General	1	2	0	2	0	100	25
Service Delivery and Development Division	1	2	1	2	100	100	25
Tourism Strategy Division	0	1	0	-	0	-	25
Wine Industry Development Division	-	1	-	-	-	-	-
Department Total	13	26	5	12	38.5	46.2	25

Work Unit	Administrative Officer Ao6 to Senior Executive Service						
	No of staff		No of women		%		2005 Target %
	02-03	03-04	02-03	03-04	02-03	03-04	
Office of the Commissioner for Body Corporate and Community Management	-	7	-	2	-	28.6	35
Commercial and Consumer Tribunal Registry	1	3	1	2	100	66.7	35
Executive and Corporate Services Division	36	40	15	16	41.7	40	35
Liquor Licensing Division	10	11	3	4	30	36.4	35
Office of Fair Trading	38	64	14	25	36.8	39.1	35
Office of the Director-General	2	2	0	2	0	100	35
Service Delivery and Development Division	10	16	4	3	40	18.8	35
Tourism Strategy Division	0	2	0	-	0	-	35
Wine Industry Development Division	-	3	-	-	-	-	35
Department Total	97	148	37	54	39.2	36.5	35

Workplace safety

During 2003-04 there were 45 workplace incidents reported, the vast majority of which were minor. Where applicable, action was taken to rectify inappropriate workplace practices. Thirteen workers' compensation claims were made and accepted by WorkCover Queensland with a total claims cost of \$81,744. Three of these claims represented \$70,000 of this amount.

A revised strategy for the management of workplace health and safety is being implemented. Key elements include the establishment of a workplace health and safety officers network, upgrading of the first aid officer network, enhanced management of worker rehabilitation, and improved process for hazard audits.

Workplace inspections are undertaken continually with each workplace being inspected triennially.

Staff with a disability

(At 30 June 2004 - data does not include members of boards and tribunals)

Work unit	No of staff		No of disability		%	
	02-03	03-04	02-03	03-04	02-03	03-04
Office of the Commissioner for Body Corporate and Community Management	-	17	-	-	-	-
Commercial and Consumer Tribunal Registry	24	25	1	1	4.2	4
Executive and Corporate Services Division	91	79	7	5	7.7	6.3
Liquor Licensing Division	61	58	3	2	4.9	3.4
Office of Fair Trading	166	211	16	17	9.6	8.1
Office of the Director-General	4	4	0	-	0	-
Service Delivery and Development Division	195	166	20	23	10.3	13.9
Tourism Strategy Division	2	6	0	-	0	-
Wine Industry Development Division	-	5	-	1	-	20
Department Total	543	571	47	49	8.7	8.6

Ethics

A review of the department's Code of Conduct was undertaken in 2003-04, including consultation with both employees and the Queensland Public Sector Union. Copies of the code are provided to the union, to all staff on appointment and it is also available on the department's intranet. While the code is available for inspection by any person, no requests were received from external organisations during 2003-04.

All new employees receive training on the code to ensure they understand the ethical standards and behaviour expected of departmental employees and the consequences of breaches of the code. This focus on ethical behaviour extends to the development of policies and procedures to take account of ethical issues.

Public interest disclosures

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

A 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 2002-03, it was reported that 12 public interest disclosures were received by the department, with two dealt with as internal disciplinary matters only. The remaining 10 were investigated in 2003-04 by either the department or the CMC, with nine finalised and one transferred to another unit of public administration.

During 2003-04, 16 public interest disclosures were received by the department, with five dealt with as internal disciplinary matters only. The remaining 11 were investigated by either the department or the CMC with four finalised and seven investigations outstanding at 30 June.

Grievances

Nine grievances were lodged with the Director-General during 2003-04. Three were in relation to administrative decisions, two were about the conduct of another employee and four were about alleged harassment. These grievances were resolved by:

- Director-General determination (3)
- fair treatment appeal (2)
- resignation of the respondent (3)
- withdrawal of the grievance (1).

Individual performance

The department again achieved a high compliance rate with the Personal Performance Management and Development process which identifies employee achievements for the previous year and expectations for the forthcoming year. These individual performance agreements are linked to unit and divisional operational plans. Training on performance management was provided during 2003-04.

Learning and development

A successful training and development calendar comprising training courses conducted by both internal and external providers was again conducted in 2003-04 with more than 451 staff attending over 625 days of training in Brisbane and regional centres. The training calendar continued to be developed to reflect client needs. In 2004-05, emphasis will be put on improving the department's induction for new staff.

All regional staff were again given a range of training opportunities with Human Resource Management and Information Technology staff conducting programs tailored to the needs of individual officers.

A management and leadership development program developed jointly with the Australian Institute of Management in 2002-03 was delivered to 19 employees in 2003-04. Sixteen employees received assistance with further education through the Study and Research Assistance Scheme.

Staff recognition

The department's Excellence Awards are held annually and presented by the Minister to individuals and/or teams who demonstrate a high level of achievement in a range of categories. The 2003 winners were:

- Divisional Awards:
 - Executive and Corporate Services Division – Information Technology infrastructure support team for the provision of a high level of on-going service to the department.
 - Office of Fair Trading:
 - Product Safety Unit for this team's particularly creative, proactive and outcomes focused promotion of product safety.
 - Policy and Legislation Project Team A for the large number and variety of complex projects undertaken on highly technical trade measurement issues.
 - Liquor Licensing Division – Peter Nell, Regional Manager, Wide Bay, for outstanding commitment and dedication to duty to ensure client services were fully delivered despite employee absences.
 - Service Delivery and Development Division – Joy Akers for the development and implementation of a variety of training and developmental plans for regional staff and for quality assurance systems.
 - Racing Division – Dr Robert Mason for his role in the development and implementation of reforms to the Queensland racing industry including the *Racing Act 2002* and the privatisation of the TAB.
- Reconciliation Award – Samantha Palmer and Debbie Dixon-Searle, the Office of Fair Trading, for the development and implementation of the "Fair Go" strategy for improved protection of Indigenous consumers.
- Significant Contribution to the Department Award – Wendy Wright for dedication to duty and achieving a high standard in client service.
- Director-General's Excellence Award – Wayne Briscoe, the Office of Fair Trading, for his contribution to a demanding and sensitive program, and his leadership in the development of employees' skills.
- Recognition for 40 years service to the Queensland Public Service – David Cannavan.

The Director-General, Helen Ringrose, is pictured with Wayne Briscoe, of the Office of Fair Trading, after announcing he had won her annual Award for Excellence for outstanding contribution to the achievement and goals of the department. As Executive Manager of the Policy and Legislation Division, Wayne demonstrated strong leadership while managing a comprehensive legislative and policy review program to ensure Queensland has a contemporary fair trading regulatory framework for businesses and consumers.



Additional reporting

Statement of Affairs

This Statement of Affairs is published to comply with section 18 of the *Freedom of Information Act 1992* and contains information on:

- 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 the *Freedom of Information Act 1992*
- the type of documents held by the department
- publications available from the department.

Consultation arrangements for public participation in departmental policy-making activities

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

Mechanisms are in place to ensure 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 through our website, www.dftfwid.qld.gov.au. Restrictions on access may also be encountered for documents that have been 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 \$34.40 application fee if the information relates to non-personal matters (personal information about yourself is available at no cost)
 - be addressed to the Administrative Law Officer.
4. Post or deliver the application to:

The Administrative Law Officer
Department of Tourism, Fair Trading
and Wine Industry Development
Level 26, 111 George Street
GPO Box 1141
BRISBANE QLD 4001

Telephone (07) 3237 9975
Facsimile (07) 3224 8411

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

Fees and Charges

Are there any charges to access information?

An application fee of \$34.40 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 \$5.10 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 two 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 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 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
- 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
- 75 days for documents created prior to 1987 where consultation is required.

Types of access

You may nominate to have copies sent to you 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 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
- 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 Officer 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 among 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
- 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 5.00 p.m. Monday to Friday by telephoning the Administrative Law Officer on (07) 3237 9975.

Administrative law report

In 2003-04 the department received 116 applications for access to documents and 10 requests for internal reviews of decisions under the *Freedom of Information Act 1992*.

Additionally, three requests for external review of a departmental decision were received.

During 2003-04 the main topics in regard to FOI applications were for access to files on licensed premises; complaints against traders - real estate agents, letting agents, motor dealers and other traders/businesses.

The majority of applications are lodged by solicitor's firms, followed by private individuals, real estate agents, retirement villages, resort owners, businesses and journalists.

Publications

(Current at October 2004)

The department produces a broad range of free and saleable material. Many of the publications can be downloaded from the web. All publications are available for inspection by members of the public free of charge. Arrangements can be made to view and/or obtain copies of the department's policy and procedure documents at all departmental offices.

Corporate publications

Corporate publications of the department are available from the department's website at www.dftwid.qld.gov.au, by emailing enquiries@dftwid.qld.gov.au or by telephoning (07) 3224 2018.

- Annual Report
- Budget Highlights
- Limit Your Liability – brochure
- Ministerial Portfolio Statement
- Reconciliation Strategy
- Strategic Plan

Body corporate and community management publications

The Office of the Commissioner for Body Corporate and Community Management provides free information on body corporate legislation and brochures dealing with a range of topical community living issues. These are available from the BCCM website at www.dftwid.qld.gov.au/disputeres/bccm/, by emailing BCCM@dftwid.qld.gov.au or by telephoning 1800 060 119.

- Amendments to the BCCM Act
- Amendments to the Regulation Modules
- Body Corporate – An Introduction
- By-laws
- Committee
- Community Living in Queensland (also available in Chinese, German, Greek, Italian, Spanish and Vietnamese)
- Dispute Resolution Information Sheet
- Financial Management
- General Meetings

- Guide to completing a dispute resolution application
- Insurance
- Lot Entitlements
- Maintenance Issues

Fair trading publications

The Office of Fair Trading produces a broad range of publications providing advice to consumers and traders about their fair trading rights and responsibilities. The following list details the major printed publications and translated resources for people from non-English speaking backgrounds. These and the many other such publications, including a range of fact sheets, are available free of charge from the website www.fairtrading.qld.gov.au or by telephoning 1300 658 030.

Business

- Good Business Guide (for all businesses)
- Good Business Guide – Fitness Industry
- Good Business Guide – Introduction Agents
- Good Business Guide – Manufactured Homes (Park Owner)
- Good Business Guide – Motor Dealing
- Good Business Guide – Property Development
- Good Business Guide – Real Estate
- Good Business Guide – Restricted Letting Agents
- Good Business Guide – Security Industry
- Good Business Guide – Tourism Services
- Refund policy sign

Publications available in a range of languages

- Registering your business name
- Trade measurement trader's guide to using trade scales
- Trader's guide to retail sale of fruit and vegetables
- Trader's guide to selling at markets

Consumer

- About Baby & Children's Safety (ABCs)
- Get Out There – a survival guide for young adults
- Glovebox Guide
- Good Credit Guide

- How to be Consumerwise
- Indigenous Fair Go Guide
- “No door-to-door trader” sticker
- Office of Fair Trading calling card
- Shop Green checklist card
- Shop Green checklist poster
- \$hop \$mart Handy Hints mini-brochure
- \$hop \$mart Online checklist card

Publications available in a range of languages

- Borrowing money
- Buying a home
- Buying a mobile phone
- Buying a used car
- Buying an investment property
- Credit cards and ‘interest free’ deals
- Door-to-door sales
- How to make a claim against the claim fund
- Incorporated associations
- Keeping baby safe
- Little black book of scams
- Relationship debt
- Some things to consider before you borrow money
- Stop the scams
- Unhappy? Making complaints
- We can help you (fair trading services)
- Work from home scams
- Working from home

Liquor licensing publications

Liquor licensing publications and other materials can be ordered online from the Liquor Licensing Division’s website at www.liquor.qld.gov.au or telephone (07) 3224 2064.

- Australian ID Checking Guide
- Drink spiking brochures and posters
- Guidelines to assist in the interpretation of the legislation
- Guide to Responsible Service of Alcohol
- Guide to the Liquor Act
- Guide to the Wine Act
- *Liquor Act 1992 and Wine Industry Act 1994* – forms and brochures
- Liquor Licensing Bulletin
- Management signs
- Responsible Service of Alcohol Self-Paced Learning Package
- No More Risky Business brochure
- Unattended drink cards
- Year in Review

Tourism strategy publications

Growing Tourism Strategy documents can be obtained from the department’s website at <http://www.dftwid.qld.gov.au/tourism/growing-tourism.asp>, by emailing enquiries@dftwid.qld.gov.au or by telephoning (07) 3224 2018.

- Queensland Government Strategy for Growing Tourism
- Growing Tourism in the Smart State Progress Report 2001-2002 and Future Directions:
 - Growing Tourism Action Plan 2001-2002 (Appendix C)
 - Implementation Structure for the Growing Tourism Strategy (Appendix D)
- Growing Tourism in the Smart State Progress Report 2002-2003 and Future Directions:
 - Action Plan 2002-2003 Progress Report
 - Action Plan 2003-2004
- Tourism Industry Summary

Consultancies

Consultants were engaged to work on structural evaluations and business process improvement strategies. The total amount paid to consultancies during the 2003-04 financial year was \$103,220, which included \$53,350 for management consultancies and \$49,870 for human resources consultancies.

Overseas travel

Overseas travel by officers representing the department must be supported by the Director-General and approved by the Minister.

Officer	Destination	Purpose	Date	Cost to Dept	Contribution from other sources
Helen Ringrose, Director-General	New Zealand	To attend the Australasian Liquor Licensing Conference 2003 in Wellington	10-16 Nov 03	\$4,849	-
Matt Miller, Commissioner for Fair Trading	Europe	To attend the 17th Consumers International Conference in Lisbon, Portugal; visit the United Kingdom's Office of Fair Trading in England; and visit the European Union Consumer Protection Directorate in Brussels, Belgium.	11 Oct - 1 Nov 03	\$18,417	-
Mr Darryl Hines, Principal Trade Measurement Officer	Vietnam	To deliver training to key personnel from the Asia Pacific Legal Metrology Forum	1-11 Aug 03	-	\$6,500

Energy consumption and waste management

In 2003-04, the department spent \$158,827 on electrical and gas energy consumption. The department continued to support energy conservation to minimise consumption and meet its obligations. For example, all areas of the department are encouraged to consider environmental issues when purchasing products such as consumables. The department continues to increase the use of smaller and more fuel efficient vehicles within its fleet.

The department's fleet consists of more than 28% of small vehicles which in turn assist in reducing CO₂ emissions.

The department has implemented a Waste Management Strategy. Waste minimisation, recycling, reuse or avoidance practices are encouraged and practised throughout the department. The department recycles toner cartridges, paper and other waste products, and uses recycled paper wherever possible. Multi-function electronic office equipment has been installed to help reduce waste and power consumption as they replace the need to keep and maintain numerous pieces of equipment.

Statutory and other bodies associated with the department

Body	Role	Constituting Act	Annual reporting requirement	Cost at 30 June 04	Members at 30 June 04	Notes
Advisory boards and committees						
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	Matt Miller (Chair) Rod McClure John Ashes Elizabeth Miles Darryl Barber Denis Hardy Paul Vardon	<p>The committee met once during 2003-04 to set a clear direction for the next three years. Members agreed the following key themes should underpin an effective product safety framework:</p> <ul style="list-style-type: none"> <input type="radio"/> Influencing the national agenda <input type="radio"/> Building a consumer groundswell of support for product safety <input type="radio"/> Recognition of positive action and successes <input type="radio"/> Research, demonstration and evaluation of successful options <input type="radio"/> Collaboration and building partnerships <input type="radio"/> Effective compliance and enforcement <input type="radio"/> Profile raising initiatives <input type="radio"/> Exploring alternative regulatory models <input type="radio"/> Legislation review and reform

Body	Role	Constituting Act	Annual reporting requirement	Cost at 30 June 04	Members at 30 June 04	Notes
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	Nil	Peter Bridgman (Chair) Dr Rosemary Clarkson John O'Connell Greg Klein	No applications for financial assistance were received in 2003-04.
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	\$25,595	Robert Ahern (Chair) Paul Keir (Secretary) Wendy Whitten Brian Gill	The committee met 12 times during 2003-04 and processed 262 claims, down from 288 in the previous year, resulting in \$61,510 being paid from the Fund. Also during that period 138 contributors surrendered their agreements resulting in a payout to contributors of \$24,864.
<i>Tourism Queensland</i>	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 AM (Chair) Bob Gleeson Loma Hempstead Ashley Kerr Sarina Russo Max Shepherd Peter Wade	See Tourism Queensland annual report at www.tq.com.au

Statutory and other bodies associated with the department (cont.)

Body	Role	Constituting Act	Annual reporting requirement	Cost at 30 June 04	Members at 30 June 04	Notes
<i>Dispute resolution bodies</i>						
Commercial and Consumer Tribunal	Established on 1 July 2003 to deal with matters referred from empowering Acts in a manner which is just, fair, cost effective, speedy and easy to understand.	<ul style="list-style-type: none"> ○ <i>Commercial and Consumer Tribunal Act 2003</i> and following empowering Acts: ○ <i>Architects Act 2002</i> ○ <i>Building Act 1975</i> ○ <i>Domestic Building Contracts Act 2000</i> ○ <i>Liquor Act 1992</i> ○ <i>Pest Management Act 2001</i> ○ <i>Plumbing and Drainage Act 2002</i> ○ <i>Professional Engineers Act 2002</i> ○ <i>Property Agents and Motor Dealers Act 2000</i> ○ <i>Queensland Building Services Authority Act 1991</i> ○ <i>Residential Services (Accreditation) Act 2002</i> ○ <i>Retirement Villages Act 1999</i> ○ <i>Tourism Services Act 2003</i> ○ <i>Wine Industry Act 1994</i> 	Separate report to Parliament	See Commercial and Consumer Tribunal annual report	<ul style="list-style-type: none"> Julie-Ann Schafer (Chair) Ian Baldock John Blackwood Susan Burke Sharon Christensen John Gallagher Myrtle Green Peter Hogan Kathleen Keeting Peter Land Peter Lohrisch Duncan McMeekin Jennifer McVeigh Anthony Moon Dean Morzone Fay Margaret O'Donnell Glenice Spender Peter Toohey Barry Vickers Marcia Wilson Yvonne Zardani 	See the Commercial and Consumer Tribunal annual report at www.tribunals.qld.gov.au
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 lodged in 2003-04
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 lodged in 2003-04

Body	Role	Constituting Act	Annual reporting requirement	Cost at 30 June 04	Members at 30 June 04	Notes
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 lodged in 2003-04
Racing Appeals Tribunal	Hears appeals against decisions to refuse or revoke licences or against penalties imposed by stewards. Hears appeals for greyhound, thoroughbred and harness racing codes.	<i>Racing Act 2002</i>	Separate report to Parliament	See Racing Appeals Tribunal annual report	Leo Williams (Chair) Sir James Killen Dennis Standfield	See the Racing Appeals Tribunal annual report at www.tribunals.qld.gov.au

Successful court and tribunal actions for breaches of legislation 2003-04

Fair trading

Defendant	Act	Offence	Court/Tribunal/Date	Result/Order
Barry Remfrey	PAMDA	Misrepresentation/ odometer tampering and unlicensed trading	Southport MC 7 July 03	Fined \$2,700
Kevin John Simms	FTA	Misrepresentation in relation to employment	Southport MC 15 July 03	Fined \$10,000 Costs \$62 Compensation \$8,193
Aileen Harrington	PAMDA	Beneficial interest	Brisbane CCT 22 July 03	Fined \$250 Costs \$1,258 Compensation \$2,164
Kevin James Winn	PAMDA	Unlicensed real estate agent and conversion	Maroochydore MC 28 July 03	Fined \$6,000
Mark Prentice	PAMDA	Odometer tampering	Brisbane CCT 7 August 03	Permanently disqualified
Demiro Pty Ltd	PAMDA	False conversion of trust funds	Brisbane CCT 1 September 03	Fined \$750 Costs \$1,258 Reprimanded
Winston Callander	FTA	Door-to-door breaches	Brisbane MC 23 September 03	Fined \$3,500 Compensation \$3,800
Denise Kennedy	FTA	False representation about qualifications held	Toowoomba MC 23 September 03	Fined \$1,500 Costs \$62.10 Compensation \$800
Barry Norman Mason	TMA	Unmarked weighing instrument, selling pre-packed honey with no measurement statement and failing to state true name and address	Holland Park MC 13 October 03	Fined \$700
Fintay Pty Ltd	FTA	Breach of cooling-off period - 2 counts of accepting money and supply goods	Townsville MC 16 October 2003	Fined \$375 Costs \$250 Compensation \$4,590
Matthew Ahearn	PAMDA	Odometer tampering	Toowoomba MC 21 October 03	Fined \$400 Costs \$62.10
Paul Allan Klein	PAMDA	Unprofessional conduct	Brisbane CCT 30 October 03	Disqualified for 5 years Fined \$3,750

Defendant	Act	Offence	Court/Tribunal/Date	Result/Order
Kevin James Winn	PAMDA	Unlicensed real estate agent and conversion	Brisbane CCT 31 October 03	Permanently disqualified Costs \$1,258
Mark Paul Prentice	PAMDA	Unregistered salesperson	Holland Park MC 7 November 03	Fined \$750 Costs \$62.10
Ideal Introductions Pty Ltd	IAA	Accepting in excess of prescribed amounts	Brisbane MC 19 November 03	Fined \$3,750
Linda Ann Wilson	IAA	Accepting in excess of prescribed amounts	Brisbane MC 19 November 03	Fined \$1,500
Neil Robert Piddick	IAA	Accepting in excess of prescribed amounts	Brisbane MC 19 November 03	Fined \$750
Sunshine Coast Realty Pty Ltd	PAMDA	Unprofessional conduct and fail to ensure employee did not take beneficial interest	Brisbane CCT 9 December 03	Fined \$5,250 Costs \$1,258 Compensation \$7,855.20
Roger Guillemet	PAMDA	Unprofessional conduct and fail to ensure employee did not take beneficial interest	Brisbane CCT 9 December 03	Fined \$1,050
Walker Truck Sales Pty Ltd	PAMDA	Not properly appointed to act and fail to pay money to trust account	Brisbane CCT 10 December 03	Grounds found for disciplinary action found but no penalty imposed as company in liquidation
Frederick George Walker	PAMDA	Not properly appointed to act and fail to pay money to trust account	Brisbane CCT 10 December 03	Fined \$5,250 Costs \$1,258 Ordered to do TAFE business course
Russwood Pty Ltd	TMA	Short weight	Southport MC 15 December 03	Fined \$3,000
Joseph Paskett	FTA	Odometer tampering	Toowoomba MC 23 December 03	Fined \$1,500 Costs \$63.95, Compensation \$500
Mogoreach Pty Ltd	PAMDA	Misrepresentation - odometers	Brisbane CCT 5 January 04	Fined \$4,500 Costs \$1,258 Reprimanded License cancelled

Successful court and tribunal actions for breaches of legislation 2003-04

Fair trading (cont.)

Defendant	Act	Offence	Court/Tribunal/Date	Result/Order
David Emson	PAMDA	Misrepresentation - odometers	Brisbane CCT 5 January 04	Fined \$2,250 Reprimanded Licence cancelled
Bruce James Ohlson	PAMDA	False and misleading statements	Brisbane CCT 6 January 04	Fined \$2,500 Costs \$1,258 Reprimanded
Anthony Wayne Butters (trading as The Seven Year Itch)	CPA CFA	Sell prohibited magazines and films	Redcliffe MC 7 January 04	Fined \$1,200
Walter Taylor	PAMDA	Odometer tampering	Brisbane CCT 9 January 04	Disqualified for 10 years Fined \$5,000
Mark Taylor	PAMDA	Odometer tampering	Brisbane CCT 9 January 04	Disqualified for 10 years Fined \$5,000
Wally Taylor Pty Ltd	PAMDA	Odometer tampering	Brisbane CCT 9 January 04	Disqualified for 10 years Fined \$7,500 Costs \$1,258
Paragon Seafood Pty Ltd	TMA	Short weight	Southport MC 19 January 04	Fined \$4,000
Anita Brucesmith (trading as Georges Paragon Surfers Paradise)	TMA	Short weight and unmarked scale	Southport MC 19 January 04	Fined \$2,000
James Stewart	FTA	Door-to-door breaches	Toowoomba MC 20 January 04	Fined \$30,600
Graben Investments Pty Ltd (trading as Close Encounters Lingerie)	CPA CFA	Sell prohibited magazines and films	Brisbane MC 29 January 04	Fined \$5,000
Arthur Edward Francis Burton	PAMDA	Misappropriation of trust funds	Brisbane CCT 5 February 04	Disqualified for 10 years Costs \$1,258
Mark John Ryan	PAMDA	Failed to pay out \$20,000 encumbrance on a vehicle accepted as a trade-in	Brisbane CCT 9 February 04	Disqualified for 10 years Fined \$3,750 Costs \$1,258
Brian Sullivan	PAMDA	Non-banking of trust funds	Brisbane CCT 9 February 04	Disqualified for 15 years Fined \$2,250 Costs \$1,258

Defendant	Act	Offence	Court/Tribunal/Date	Result/Order
Mishlane Pty Ltd	PAMDA	Non-banking of trust funds	Brisbane CCT 9 February 04	Licence cancelled Fined \$4,500
Simon Patrick Scanlon	FTA	Door-to-door breaches	Toowoomba MC 17 February 04	Fined \$4,500
Narelle Caroline Ewens	PAMDA	Unlicensed letting agent	Brisbane CCT 19 February 04	Fined \$500 Costs \$1,258
Monterey Pty Ltd	PAMDA	Unlicensed letting agent	Brisbane CCT 19 February 04	Fined \$1,000
Sandra Sackl (trading as Condom Kingdom)	CPA CFA	Sell prohibited magazines and films	Brisbane MC 4 March 04	Fined \$3,000
Simon Buchan	PAMDA	Beneficial interest	Brisbane CCT 12 March 04	Costs \$4,566 Reprimanded
Darren Jon Smith	PAMDA	False representation –odometer and unprofessional conduct	Brisbane CCT 23 April 04	Disqualified for 5 years Fined \$1,500 Costs \$1,250
Kims Food Products Pty Ltd	TMA	Short weight	Brisbane MC 5 May 04	Fined \$1,620 Costs \$61.40
Ross Charles Stephens	PAMDA	Unlicensed motor dealer and wind back of odometer	Brisbane CCT 5 May 04	Disqualified for 10 years Fined \$2,250
Alphamometry Pty Ltd	PAMDA	Unlicensed motor dealer and wind back of odometer	Brisbane CCT 5 May 04	Disqualified for 10 years Fined \$4,500 Costs \$4,566
Donny Pask Motorcycles Pty Ltd	PAMDA	Unprofessional conduct and issue false safety certificate	Brisbane CCT 10 May 04	Fined \$2,500 Costs \$1,258 Reprimanded
Donald Edwin Pask	PAMDA	Unprofessional conduct and issue false safety certificate	Brisbane CCT 10 May 04	Fined \$1,250 Reprimanded
Jeremy Schouten	PAMDA	Unregistered motor salesperson	Bundaberg MC 18 May 04	Fined \$2,000
Portfin Pty Ltd	PAMDA	Employment of unregistered salesperson, fail to supply seller's declaration, no transaction register kept, no dealer receipts kept, security interest certificate not provided and unlicensed working director	Bundaberg MC 18 May 04	Fined \$7,500
Kerry Engstrom	PAMDA	6 charges associated with Portfin Pty Ltd	Bundaberg MC 18 May 04	Fined \$7,500

Successful court and tribunal actions for breaches of legislation 2003-04

Fair trading (cont.)

Defendant	Act	Offence	Court/Tribunal/Date	Result/Order
Augustin Joseph Vella	PAMDA	Fail to disclose beneficial interest in property sold by a related company	Brisbane CCT 26 May 04	Fined \$1,125 Costs \$1,258
Garry Sidney Cunningham	CC	Fraud – 64 charges	Brisbane DC 28 May 04	12 months imprisonment, suspended after serving 4 months
Carmine Senese	PAMDA	Fraud associated with rebirthing motor vehicle	Brisbane CCT 1 June 04	Costs \$660 Permanently disqualified
Stringer Corporation Pty Ltd	PAMDA	Not properly appointed to act, pre-draw commission and conversion of trust money	Beenleigh MC 1 June 04	Fined \$5,000 Costs \$1,925
Lindsay Stringer	PAMDA	Not properly appointed to act, pre-draw commission and conversion of trust money	Beenleigh MC 1 June 04	Sentenced to 6 months imprisonment suspended for 2 years Costs \$1,925
Heathstar Pty Ltd	TMA	Short weight, unmarked scale and use imperial measurement	Southport MC 7 June 04	Fined \$5,750 Costs \$62.10
Rolcourt Pty Ltd	TMA	Short weight, unmarked scale and use imperial measurement	Southport MC 7 June 04	Fined \$4,250 Costs \$62.10
Ken Merrin	FTA BNA	False affiliation, false benefits and unregistered business name	Southport MC 21 June 04	Fined \$3,500 Compensation \$1,089

Glossary

BNA	<i>Business Names Act 1962</i>
CC	<i>Criminal Code Act 1899</i>
CCT	Commercial and Consumer Tribunal
CFA	<i>Classification of Films Act 1991</i>
CPA	<i>Classification of Publications Act 1991</i>
DC	District Court
FTA	<i>Fair Trading Act 1989</i>
IAA	<i>Introduction Agents Act 2001</i>
MC	Magistrates Court
PAMDA	<i>Property Agents and Motor Dealers Act 2000</i>
TMA	<i>Trade Measurement Act 1990</i>

Successful court and tribunal actions for breaches of legislation 2003-04

Liquor licensing

Defendant	Liquor Act 1992	Offence	Court/Tribunal Date	Result/Order
Silvana Celia Aguiar Calil Spanish Bar	Section 169	Unlicensed selling	August 2003	Fined \$800
Michael John Ramsden	Section 156	Supply minor	August 2003	Fined \$200
Home Base Entertainment Pty Ltd (Licensee) Club Brazil, Brisbane	Section 155	Minor on licensed premises	August 2003	Fined \$1,500
Nicholas Anthony Black (Nominee) Club Brazil, Brisbane	Section 155	Minor on licensed premises	August 2003	Fined \$1,500
Daniel Andrews (Employee) Club Brazil, Brisbane	Section 155	Minor on licensed premises	August 2003	Fined \$500
Anna Chan Cleveland Chinese Restaurant, Cleveland	Section 169	Unlicensed selling	October 2003	Fined \$250
Goodhead Holding Pty Ltd (Licensee) Beach House Hotel, Hervey Bay	Section 155	Minor on licensed premises	October 2003	Fined \$500
Goodhead Holding Pty Ltd (Licensee) Beach House Hotel, Hervey Bay	Section 156	Allow liquor to be consumed by a minor on licensed premises	October 2003	Fined \$500
Supabrat Enterprises Pty Ltd (Licensee) Beach House Hotel, Hervey Bay	Section 156	Allow liquor to be consumed by a minor on licensed premises	October 2003	Fined \$500
Supabrat Enterprises Pty Ltd (Licensee) Beach House Hotel, Hervey Bay	Section 155	Minor on licensed premises	October 2003	Fined \$500
Merthyr Bowls Club Inc (Licensee)	Section 146	Supply liquor in an unauthorised way	October 2003	Fined \$450
Ray Hughes	Section 146	Supply liquor in an unauthorised way	October 2003	Fined \$450
Sean Williams (Nominee) Freemasons Hotel, Gympie	Section 155	Minor on licensed premises	November 2003	Fined \$750
Katharine Elizabeth Walton	Section 157	Non exempt minor on licensed premises	November 2003	Fined \$500

Successful court and tribunal actions for breaches of legislation 2003-04

Liquor licensing (cont.)

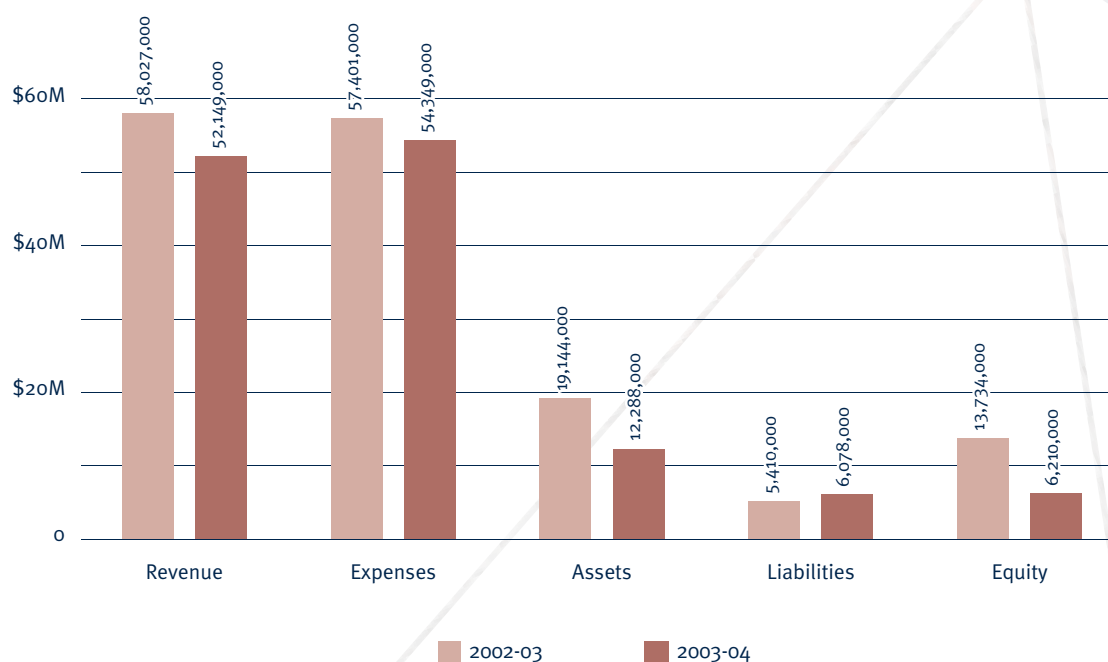
Defendant	Liquor Act 1992	Offence	Court/Tribunal Date	Result/Order
Silk While Pty Ltd (Licensee) The Spotted Dick, Mackay	Section 149a	Provide adult entertainment without approval	December 2003	Fined \$1,500
Norman Slater (Nominee) The Spotted Dick, Mackay	Section 149a	Provide adult entertainment without approval	December 2003	Fined \$500
Paul Palmer The Spotted Dick, Mackay	Section 149a	Provide adult entertainment without approval	December 2003	Fined \$500
David Michael Peters Kingaroy Speedway	Section 156	Supply liquor to a minor on premises to which a permit relates	February 2004	Fined \$600
Landon Ronald Toweel Rockafellas Bar	Section 156	Supply liquor to a minor on licensed premises	April 2004	Fined \$250
Grant William Chatham Waterview Café and Restaurant	Section 169	Unlicensed sales of liquor	April 2004	Fined \$500
Universal Supermodels Pty Ltd (Licensee) Players Universal Lounge	Section 152	Prohibition on other use of premises	April 2004	Fined \$950
Mark Hellowell (Employee) Club Dynasty, Broadbeach	Section 155	Minor on licensed premises	April 2004	Fined \$400
Newtown Hotel Pty Ltd (Licensee) Newtown Hotel, Toowoomba	Section 155	Minor on licensed premises	April 2004	Fined \$300
Steven Wills (Employee) Newtown Hotel, Toowoomba	Section 155	Minor on licensed premises	April 2004	Fined \$1,800
Alan Brian Frey (Nominee) The Oasis Hotel, Dalby	Section 156	Allow liquor to be consumed by a minor on licensed premises	April 2004	Fined \$400
Home Bass Entertainment Pty Ltd (Licensee) Club Brazil, Brisbane	Section 155	Minor on licensed premises	April 2004	Fined \$1,500
Nicholas Anthony Black (Nominee) Club Brazil, Brisbane	Section 155	Minor on licensed premises	April 2004	Fined \$1,500
Faavae Fui Club Brazil, Brisbane	Section 155	Minor on licensed premises	April 2004	Fined \$800
Daniel Haddadi (Employee) Club Brazil, Brisbane	Section 155	Minor on licensed premises	April 2004	Fined \$800
MGW Hotels Pty Ltd (Licensee) Surfers Paradise Tavern	Section 155	Minor on licensed premises	April 2004	Fined \$800

Defendant	Liquor Act 1992	Offence	Court/Tribunal Date	Result/Order
Anthony Patrick Jones (Nominee) Surfers Paradise Tavern	Section 155	Minor on licensed premises	April 2004	Fined \$800
Shane Bennet (Employee) Surfers Paradise Tavern	Section 155	Minor on licensed premises	April 2004	Fined \$400
Robert Haider Parklands, Gold Coast	Section 169	Unlicensed selling	April 2004	Fined \$1,250
David Graham Johnson Morayfield	Section 169	Unlicensed selling	April 2004	Fined \$375
Natural Food Store Pty Ltd	Section 169	Unlicensed selling	May 2004	Fined \$500
Stargloss Pty Ltd (Licensee) Pig N Whistle	Section 156	Allow liquor to be consumed by an unduly intoxicated person on licensed premises	May 2004	Fined \$5,000
Michelle Maria McIntosh (Nominee) Pig N Whistle	Section 156	Allow liquor to be consumed by an unduly intoxicated person on licensed premises	May 2004	Fined \$1,000
Jamie Turpin (Employee) Pig N Whistle	Section 156	Allow liquor to be consumed by an unduly intoxicated person on licensed premises	May 2004	Fined \$1,000
Industry Co Pty Ltd (Licensee) Jack's Bar & Restaurant	Section 155	Minor on licensed premises	May 2004	Fined \$1,800
Vadim Mekhanikov (Employee) Jack's Bar & Restaurant	Section 155	Minor on licensed premises	May 2004	Fined \$700
Jessica LeeAnn Massey Club Brazil, Brisbane	Section 157	Non-exempt minor on licensed premises	May 2004	Fined \$450
Paul Phillips Goondiwindi Memorial Club Inc	Section 185	Obstruct an investigator	June 2004	Fined \$500

Financial snapshot

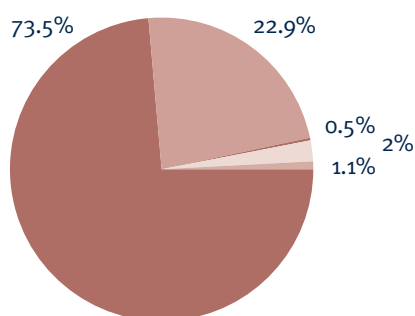
The following analysis is provided as an overview of the department's financial statements for 2003-04. Where appropriate, comparison has been provided to the 2002-03 financial statements.

	2002-03 \$'000	2003-04 \$'000
Revenues from ordinary activities ¹	58,027	52,149
Expenses from ordinary activities ²	57,401	54,349
Total current assets ³	6,371	5,850
Total non-current assets	12,773	6,438
Total assets	19,144	12,288
Total current liabilities	5,144	6,078
Total non-current liabilities	266	0
Total liabilities	5,410	6,078
Total equity	13,734	6,210



1. The reduction in revenue is primarily due to the acquisition of Bundamba racecourse recognised as a contributed asset (\$5.2M) in 2002-03 and the transfer of the racing industry output to the Department of Housing effective 12 February 2004.
2. The reduction in expenditure is primarily due to the loss on disposal of Bundamba racecourse (\$5.2M) in 2002-03 offset by the loss on disposal of Gatton racecourse (\$1.6M) in 2003-04. Expenses from ordinary activities for 2003-04 includes Borrowing costs, not included in the 2002-03 Financial snapshot.
3. The decrease is due to the transfer of non-current assets for the racing industry output to the Department of Housing and the transfer of intangibles to CorpTech.

Revenue from ordinary activities



Output revenue	73.5%
User charges	22.9%
Taxes, fees and fines	0.5%
Grants and other contributions	2.0%
Other revenue	1.1%

Revenue from ordinary activities totalled \$52.1 million during 2003-2004. Output revenue which represents contributions from the State Government was the largest revenue source for the department at \$38.3 million. This equates to 73.5% of total revenue.

The department levied \$11.9 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 represent 22.9% of total revenue.

Revenue by output

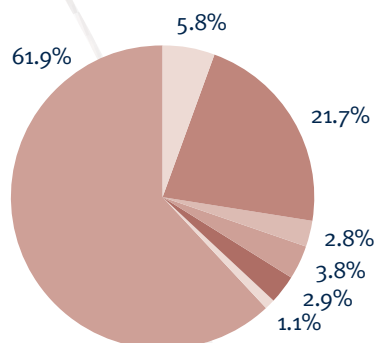


Fair trading services	*\$36.5M	70.0%
Liquor industry services	\$9.9M	18.9%
Racing industry services**	\$5.8M	11.1%

* This figure represents controlled revenue. On behalf of the Government, the Office of Fair Trading collects an additional \$57.7 million in administered revenue from registration and licensing fees and interest paid by financial institutions on Trust Account balances.

** Racing industry services was transferred to the Department of Housing effective from 12 February 2004. The amount above represents revenue for the period 1 July 2003 to 11 February 2004.

Expenses from ordinary activities



Employee expenses	61.9%
Equity return	1.1%
Loss on disposal of non-current assets	2.9%
Grants and subsidies	3.8%
Depreciation and amortisation	2.8%
Supplies and services	21.7%
Other expenses	5.8%

Total expenses from ordinary activities totalled \$54.3 million in 2003-2004. The main expense item for the department was \$33.6 million for employee expenses, which represented 61.9% of total expenses.

Expenses by output



Fair trading services	\$37.2M	68.5%
Liquor industry services	\$9.8M	18.1%
Racing industry services*	\$7.3M	13.4%

* Racing industry services was transferred to the Department of Housing effective from 12 February 2004. The amount above represents expenditure for the period 1 July 2003 to 11 February 2004.

Department of Tourism, Fair Trading and Wine Industry Development Statement of financial performance

For year ended 30 June 2004	Notes	2004 \$'000	2003 \$'000
Revenues from ordinary activities			
Output revenue	3	38,344	39,634
User Charges	4	11,937	10,520
Taxes, fees and fines	5	277	1,023
Grants and other contributions	6	1,026	6,551
Other	7	565	299
Total revenues from ordinary activities		52,149	58,027
Expenses from ordinary activities			
Employee expenses	8	33,657	31,480
Supplies and services	9	11,774	11,823
Equity return expense	10	590	739
Depreciation and amortisation	11	1,517	1,936
Grant and subsidies	12	2,052	3,092
Losses from disposal of non-current assets	13	1,572	5,339
Other	14	3,175	2,969
Total expenses from ordinary activities excluding borrowing costs		54,337	57,378
Borrowing costs expense	15	12	23
Surplus from ordinary activities		(2,200)	626
Net surplus		(2,200)	626
Non-Owner transaction changes in equity			
Net increase in asset revaluation reserve	25	-	216
Net amount of each revenue, expense, valuation or other adjustment not disclosed above recognised as a direct adjustment to equity	25	-	(82)
Total revenues, expenses and valuation adjustments recognised directly in equity		-	134
Total changes in equity other than those resulting from transactions with owners as owners	25	(2,200)	760

The accompanying notes form part of these statements.

Department of Tourism, Fair Trading and Wine Industry Development Statement of financial position

As at 30 June 2004	Notes	2004 \$'000	2003 \$'000
CURRENT ASSETS			
Cash	16	4,299	4,464
Receivables	17	1,382	1,562
Other	18	169	345
Total current assets		5,850	6,371
NON-CURRENT ASSETS			
Property, plant and equipment	19	3,970	9,178
Intangibles	20	2,468	3,595
Total non-current assets		6,438	12,773
TOTAL ASSETS		12,288	19,144
CURRENT LIABILITIES			
Payables	21	2,721	1,854
Interest-bearing liabilities	22	-	162
Provisions	23	3,261	3,067
Other	24	96	61
Total current liabilities		6,078	5,144
NON-CURRENT LIABILITIES			
Interest-bearing liabilities	22	-	266
Total non-current liabilities		-	266
TOTAL LIABILITIES		6,078	5,410
NET ASSETS		6,210	13,734
EQUITY			
Contributed equity	25	(46,262)	(40,938)
Retained surpluses	25	52,472	53,268
Reserves			
- Asset revaluation reserve	25	-	1,404
TOTAL EQUITY		6,210	13,734

The accompanying notes form part of these statements.

Department of Tourism, Fair Trading and Wine Industry Development Statement of cash flows

For year ended 30 June 2004	Notes	2004 \$'000	2003 \$'000
Cash flows from operating activities			
<i>Inflows:</i>			
Output receipts		37,784	38,828
User charges		11,709	10,030
Taxes, fees and fines		277	1,023
Grants and other contributions		698	787
Interest receipts		168	169
GST collected from customers		227	308
GST input tax credits from ATO		1,525	1,672
Other		324	108
<i>Outflows:</i>			
Employee expenses		(33,166)	(30,837)
Supplies and services		(10,575)	(12,317)
Grants and subsidies		(2,052)	(3,092)
Borrowing costs		(12)	(23)
Equity return expense		(590)	(739)
GST paid to suppliers		(1,442)	(1,696)
GST remitted to ATO		(255)	(311)
Other		(3,383)	(2,989)
Net cash provided by (used in) operating activities	26	<u>1,237</u>	<u>921</u>
Cash flows from investing activities			
<i>Inflows:</i>			
Sales of property, plant and equipment		-	26
<i>Outflows:</i>			
Payments for property, plant and equipment		(582)	(1,989)
Net cash provided by (used in) investing activities		<u>(582)</u>	<u>(1,963)</u>
Cash flows from financing activities			
<i>Inflows:</i>			
Borrowings		-	82
Equity injection		139	65
<i>Outflows:</i>			
Borrowing redemptions		(39)	(75)
Equity withdrawal		(1,310)	(818)
Net cash provided by (used in) financing activities		<u>(1,210)</u>	<u>(746)</u>
Net increase (decrease) in cash held		(555)	(1,788)
Cash transfers from restructure		390	-
Cash at beginning of financial year		4,464	6,252
Cash at end of financial year	16	<u><u>4,299</u></u>	<u><u>4,464</u></u>

The accompanying notes form part of these statements.

Department of Tourism, Fair Trading and Wine Industry Development Statement of financial performance by outputs/major activities – controlled

For year ended 30 June 2004

	Liquor Industry Services		Racing Industry Services		Fair Trading Services		Executive and Corporate Services		Office of Director-General		Commercial & Consumer Tribunal		Tourism		Total	
	2004	2003	2004	2003	2004	2003	2004	2003	2004	2003	2004	2003	2004	2003	2004	2003
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Revenues from ordinary activities																
Output revenue	7,560	7,198	2,795	3,436	19,133	20,481	7,415	7,369	1,421	1,140	-	-	-	-	38,344	39,654
User charges	210	111	1,389	2,076	10,203	8,311	124	20	1	2	-	-	-	-	11,937	10,520
Taxes, fees and fines	3	2	3	1	271	1,020	-	-	-	-	-	-	-	-	277	1,023
Grants and other contributions	245	357	40	5,180	852	904	89	110	-	-	-	-	-	1,026	6,551	289
Other	5	11	1	6	500	230	59	49	-	3	-	-	-	-	-	-
Corporate services allocation	1,349	1,325	1,081	1,061	5,257	5,162	(7,687)	(7,548)	-	-	-	-	-	-	-	-
Office of Director-General allocation	474	382	474	381	474	382	-	-	(1,422)	(1,145)	-	-	-	-	-	-
Total revenues from ordinary activities	9,966	9,386	5,793	12,141	36,490	36,500	-	-	-	-	-	-	-	-	52,149	58,027
Expenses from ordinary activities																
Employee expenses	5,506	5,099	1,264	1,912	20,915	18,246	5,259	5,545	713	678	-	-	-	-	33,657	31,480
Supplies and services	1,668	1,611	708	1,108	7,230	7,842	1,655	965	493	297	-	-	-	-	11,774	11,823
Equity return expense	34	31	-	198	506	468	50	42	-	-	-	-	-	-	590	739
Depreciation and amortisation	298	305	176	340	814	896	188	352	43	43	-	-	-	1,617	1,936	-
Grants and subsidies	-	35	2,012	2,053	10	984	10	188	20	20	-	-	-	-	2,052	3,092
Losses from disposal of non-current assets	8	90	1,546	5,145	17	94	1	10	-	-	-	-	-	-	1,572	3,339
Other	508	478	56	75	1,978	1,866	527	448	106	102	-	-	-	-	3,175	2,969
Corporate services allocation	1,348	1,292	1,081	1,035	5,258	5,035	(7,688)	(7,362)	-	-	-	-	-	-	-	-
Office of Director-General allocation	459	380	458	380	458	380	-	-	(1,375)	(1,140)	-	-	-	-	-	-
Total expenses from ordinary activities excluding borrowing costs	9,850	9,321	7,301	12,246	37,186	35,811	-	-	-	-	-	-	-	-	54,337	57,378
Borrowing costs expense	-	-	12	23	-	-	-	-	-	-	-	-	-	-	12	23
Surplus (deficit) from ordinary activities	16	65	(1,520)	(128)	(696)	689	-	-	-	-	-	-	-	-	(2,200)	628
Extraordinary items	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Net surplus(deficit)	16	65	(1,520)	(128)	(696)	689	-	-	-	-	-	-	-	-	(2,200)	628
Non-Owner transaction changes in equity																
Net increase in asset revaluation reserve	-	-	-	216	-	-	-	-	-	-	-	-	-	-	-	216
Net amount of each revenue, expense, valuation or other adjustment not disclosed above recognised as a direct adjustment to equity	-	(17)	-	(9)	-	(56)	-	-	-	-	-	-	-	-	-	(82)
Total revenues, expenses and valuation adjustments recognised directly in equity	-	(17)	-	207	-	(56)	-	-	-	-	-	-	-	-	-	134
Total changes in equity other than those resulting from transactions with owners as owners	16	48	(1,520)	79	(696)	633	-	-	-	-	-	-	-	-	(2,200)	760

The accompanying notes form part of these statements.

Department of Tourism, Fair Trading and Wine Industry Development Statement of financial performance

For year ended 30 June 2004

	Notes	2004 \$'000	2003 \$'000
EXPENSES AND REVENUES ADMINISTERED ON BEHALF OF THE WHOLE OF GOVERNMENT			
Revenues			
Grants and other contributions	33	1,401	978
Taxes, fees and fines	34	37,715	36,836
Administered item revenue	35	45,460	46,667
Interest revenue	36	23,004	18,031
Other	37	600	1,221
Total revenues		<u>108,180</u>	<u>103,733</u>
Expenses			
Employee expenses	38	1,133	1,179
Supplies and services	39	608	563
Depreciation and amortisation	40	44	49
Grants and subsidies	41	44,017	44,371
Other	42	1,089	1,766
Total expenses		<u>46,891</u>	<u>47,928</u>
Net surplus before transfers to Government		61,289	55,805
Transfers of Administered Revenue to Government		61,289	55,803
Net Surplus		<u><u>-</u></u>	<u><u>2</u></u>

The accompanying notes form part of these statements.

Department of Tourism, Fair Trading and Wine Industry Development Statement of financial position

As at 30 June 2004

	<i>Notes</i>	2004 \$'000	2003 \$'000
ASSETS AND LIABILITIES ADMINISTERED ON BEHALF OF THE WHOLE OF GOVERNMENT			
Current Assets			
Cash	43	1,803	529
Receivables	44	4,110	3,052
Other	45	6	5
Total current assets		<u>5,919</u>	<u>3,586</u>
Non-current Assets			
Property, plant and equipment	46	148	236
Total non-current assets		<u>148</u>	<u>236</u>
TOTAL ADMINISTERED ASSETS		<u>6,067</u>	<u>3,822</u>
Current Liabilities			
Payables	47	4,439	3,461
Provisions	48	99	88
Other	49	949	-
Total current liabilities		<u>5,487</u>	<u>3,549</u>
TOTAL ADMINISTERED LIABILITIES		<u>5,487</u>	<u>3,549</u>
ADMINISTERED NET ASSETS		<u>580</u>	<u>273</u>
Equity			
Contributed equity	50	(2,915)	(3,222)
Retained surpluses	50	3,495	3,495
TOTAL ADMINISTERED EQUITY		<u>580</u>	<u>273</u>

The accompanying notes form part of these statements.

Department of Tourism, Fair Trading and Wine Industry Development Statement of cash flows

For year ended 30 June 2004

	Notes	2004 \$'000	2003 \$'000
CASH FLOWS ADMINISTERED ON BEHALF OF THE WHOLE OF GOVERNMENT			
Cash flows from operating activities			
<i>Inflows:</i>			
Administered item revenue		46,454	45,947
User charges		-	6
Taxes, fees and fines		37,715	36,036
Grants and other contributions		1,401	978
GST collected from customers		3	-
GST input tax credits from ATO		84	96
Interest receipts		22,752	17,306
Other		201	1,212
<i>Outflows:</i>			
Transfers to Government		(60,860)	(53,900)
Employee expenses		(1,120)	(1,159)
Supplies and services		(1,103)	(334)
Grants and subsidies		(44,017)	(44,371)
GST paid to purchases		(83)	(100)
GST remitted to ATO		(1)	-
Other		(438)	(1,766)
Net cash provided by (used in) operating activities	51	<u>988</u>	<u>(49)</u>
Cash flows from investing activities			
<i>Outflows:</i>			
Payments for property, plant and equipment		(11)	(110)
Net cash provided by (used in) investing activities		<u>(11)</u>	<u>(110)</u>
Cash flows from financing activities			
<i>Inflows:</i>			
Equity injections		297	62
<i>Outflows:</i>			
Equity withdrawals		-	(74)
Net cash provided by (used in) financing activities		<u>297</u>	<u>(12)</u>
Net increase (decrease) in cash held		1,274	(171)
Cash at beginning of financial year		529	700
Cash at end of financial year	43	<u>1,803</u>	<u>529</u>

The accompanying notes form part of these statements.

Department of Tourism, Fair Trading and Wine Industry Development Statement of financial performance by outputs/major activities – administered

For year ended 30 June 2004

	Liquor Industry Services		Racing Industry Services		Fair Trading Services		Executive and Corporate Services		Office of Director-General		Commercial & Consumer Tribunal		Tourism		Total	
	2004	2003	2004	2003	2004	2003	2004	2003	2004	2003	2004	2003	2004	2003	2004	2003
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
EXPENSES AND REVENUES ADMINISTERED ON BEHALF OF THE WHOLE OF GOVERNMENT																
Revenues																
Grants and other contributions	1,401	978	-	-	-	-	-	-	-	-	-	-	-	-	1,401	978
Taxes, fees and fines	2,674	2,589	-	-	34,709	34,074	-	-	-	-	332	173	-	-	37,715	36,836
Administered item revenue	-	-	-	-	593	1,080	-	-	-	-	2,251	2,194	42,616	43,393	45,460	46,667
Interest revenue	-	-	-	-	23,004	18,031	-	-	-	-	-	-	-	-	23,004	18,031
Other	15	-	-	-	574	1,203	-	-	-	-	11	18	-	-	600	1,221
Total revenues	4,090	3,567	-	-	58,880	54,388	-	-	-	-	2,594	2,385	42,616	43,393	108,180	103,733
Expenses																
Employee expenses	-	-	-	-	-	-	-	-	-	-	1,133	1,179	-	-	1,133	1,179
Supplies and services	-	-	-	-	-	-	-	-	-	-	608	563	-	-	608	563
Depreciation and amortisation	-	-	-	-	-	-	-	-	-	-	44	49	-	-	44	49
Grants and subsidies	1,401	978	-	-	-	-	-	-	-	-	-	-	42,616	43,393	44,017	44,371
Other	-	-	-	-	623	1,363	-	-	-	-	466	403	-	-	1,089	1,766
Total expenses	1,401	978	-	-	623	1,363	-	-	-	-	2,251	2,194	42,616	43,393	46,891	47,928
Net surplus (deficit) before transfers to Government	2,689	2,589	-	-	58,257	53,025	-	-	-	-	343	191	-	-	61,289	55,805
Transfers of administered revenue to Government	2,689	2,590	-	-	58,257	53,022	-	-	-	-	343	191	-	-	61,289	55,803
Net surplus (deficit)	-	(1)	-	-	-	3	-	-	-	-	-	-	-	-	-	2

The accompanying notes form part of these statements.

Department of Tourism, Fair Trading and Wine Industry Development

Notes to and forming part of the financial statements

For year ended 30 June 2004

Objectives of the Department

The Department of Tourism, Fair Trading and Wine Industry Development exists to foster an effective and ethical marketplace and encourage responsible and sustainable growth in the tourism and liquor industries in Queensland.

1. 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 (principally AAS 29 Financial Reporting by Government Departments), the Treasurer's Minimum Reporting Requirements for Departmental Financial Statements for the year ended 30 June 2004 and other authoritative pronouncements.

Except where stated, the historical cost convention is used.

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

As a result of the *Public Service Departmental Arrangements Notice (No. 2) 2003*, dated 13 June 2003, effective from 1 July 2003, the Office of the Commissioner for Body Corporate and Community Management was declared to be part of the department.

As a result of the *Public Service Departmental Arrangements Notice (No. 1) 2004*, dated 12 February 2004, effective from 12 February 2004, the Department of Tourism, Racing and Fair Trading was renamed the Department of Tourism, Fair Trading and Wine Industry Development, and the following changes applied:

- Office of Racing was transferred to the Department of Housing, and
- Wine Industry Development was transferred from the former Department of State Development.

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 - Statutory Body

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

The department administers, but does not control, certain resources on behalf of the Government. In doing so, it has responsibility and is accountable for administering related transactions and items, but does not have the discretion to deploy the resources for the achievement of the department's objectives.

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

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the financial statements

For year ended 30 June 2004

(d) Trust Transactions and Balances

The department undertakes certain trustee transactions on behalf of the *Funeral Benefits Trust Fund* and the *Commercial and Consumer Tribunal Trust Fund*.

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 in Note 31. Applicable audit arrangements are also shown.

(e) User Charges, Taxes, Fees and Fines

User charges and fees controlled by the department are recognised as revenues when invoices for the related services are issued. User charges and fees 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 is accrued over the term of the funding arrangements.

Contributed assets are recognised at their fair value. Contributions of services are recognised only 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 are 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 legislative or other requirements are reported as 'administered' revenues.

(h) Cash Assets

For the purposes of the Statement of Financial Position and the Statement of Cash Flows, cash assets include all cash and cheques receipted but not banked at 30 June 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 is 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 2004.

(j) Acquisitions of Assets

Actual cost is used for the initial recording of all asset acquisitions. 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.

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the financial statements

For year ended 30 June 2004

Where assets are received free of charge from another Queensland Department (whether as a result of a machinery-of-Government or other involuntary transfer), the acquisition cost is recognised as the gross carrying amount in the books of the transferor immediately prior to the transfer together with any accumulated depreciation.

Assets acquired at no cost or for nominal consideration, other than from an involuntary transfer from another Queensland Department, are recognised at their 'fair value' at date of acquisition in accordance with AAS 21 – *Acquisition of Assets*.

(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 for financial reporting purposes 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 asset, less its estimated residual value, progressively over its estimated useful life to the department.

Assets under construction (work-in-progress) are not depreciated until they reach 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 and are depreciated accordingly.

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 or the unexpired period of the lease, whichever is the shorter. The unexpired period of the lease includes any option period where exercise of the option is probable.

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

During the financial year ended 30 June 2004 the following depreciation rates were used for each class of depreciable assets:

Class	Depreciation / Amortisation Rates
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%

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the financial statements

For year ended 30 June 2004

(m) Revaluation of Non-Current Physical Assets

Land and buildings are measured at fair value 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 where there has been a material variation in the index.

(n) Leases

A distinction is made in the financial statements between finance leases, which effectively transfer from the lessor to the lessee substantially all 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 are expensed in the periods in which they are incurred.

(o) Intangibles

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 to the department, less any anticipated residual value.

Internal Use Software

Costs associated with the development of computer software have been capitalised and are amortised on a straight-line basis over the period of expected benefit to the department, namely 10 years.

(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 22.

(r) Employee Benefits

Wages, Salaries, Annual Leave and Sick Leave

Wages, salaries and annual leave due but unpaid at reporting date are recognised in the Statement of Financial Position at the remuneration rates expected to apply at the time of settlement and include related on-costs such as payroll tax, Work Cover premiums and employer superannuation contributions.

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the financial statements

For year ended 30 June 2004

Prior history indicates that on average, sick leave taken each reporting period is less than the entitlement allowed. This is expected to recur in future periods. Accordingly, it is unlikely that existing accumulated entitlements will be used by employees and no liability for unused sick leave entitlements is recognised.

As sick leave is non-vesting, an expense is recognised for this leave as it is taken.

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.

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 of Tourism, Fair Trading and Wine Industry Development is a State body as defined under the *Income Tax Assessment Act 1936* and is exempt from Commonwealth taxation with the exception of Fringe Benefits Tax and Goods and Services Tax (GST). As such, GST credits receivable from/payable to the ATO are recognised and accrued.

(t) Allocation of Revenues and Expenses from Ordinary Activities to Corporate Services

The department discloses revenues and expenses attributable to corporate services in the Statement of Financial Performance by Outputs/Major Activities.

(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 and Comparatives

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

Comparative information has been restated where necessary to be consistent with disclosures in the current reporting period.

(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 revenue and an expense.

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the financial statements

For year ended 30 June 2004

(x) Contributed Equity

Non-reciprocal transfer of assets and liabilities between wholly-owned Queensland State Public Sector entities as a result of machinery-of-Government changes, are adjusted 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.

(y) Borrowing Costs

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

The capitalisation rate used to determine borrowing costs is the weighted average interest rate applicable to the Department's outstanding borrowings, fixed rate 5.77% (2003: 5.77%), and floating rate 4.84% (2003: 4.84%).

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

(z) Adoption of International Financial Reporting Standards

The Financial Reporting Council has determined that all entities preparing general purpose financial statements will apply the Australian Equivalents to International Financial Reporting Standards (IFRSs) for reporting periods beginning on or after 1 January 2005.

The department has established an IFRS Work Group to assist in the implementation of the new reporting requirements, and will establish a steering committee to oversee this implementation. All Pending Australian Equivalents to IFRSs are being progressively reviewed for possible implications on policy, procedures, systems and financial impacts arising from such changes.

To date, the department has identified the following key difference in accounting policies which will arise from the adoption of Australian Equivalents to IFRSs:

- The introduction of pending AASB 136 Impairment of Assets will require an annual impairment test to be performed on all non-current physical and intangible assets. This may result in a write-down of the value of plant and equipment and intangible assets.

The dollar values of the above change cannot be reliably estimated at the date of this report.

Policy decisions made at a whole-of-Government level in relation to the limiting of options in the Australian Equivalent to IFRSs may have additional impacts on financial reports prepared using these Standards.

(aa) Implementation of the Shared Service Initiative

Implementation of the Shared Service initiative commenced on 1 July 2003. Under this initiative, shared service providers (SSPs) were established to provide a standard suite of corporate services to client departments and in some agreed instances provide additional out of scope services. Standard software application support and infrastructure for all corporate service applications for the five large-scale SSPs (as well as other agreed non-standard services) is provided by CorpTech.

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the financial statements

For year ended 30 June 2004

The SSP for this department is Corporate Solutions Queensland (CSQ) for which the Department of Employment and Training is the host agency. The host agency for CorpTech is Queensland Treasury. On 1 July 2003, assets and liabilities and staff were transferred to CSQ and CorpTech from this department. The relevant amounts are disclosed in note 29.

2. 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 regulates the sale and supply of liquor throughout Queensland with the aim of encouraging responsible consumption of liquor and socially responsible and safe liquor industry practices. The responsibility for wine industry development was transferred to this department from the former Department of State Development, effective from 12 February 2004, and forms part of this output's activities to support the growth and development of the wine industry in Queensland.

Racing Industry Services

This output provides a framework for the regulation of the Queensland racing industry, leading to improved integrity and public confidence that the industry is being operated in an accountable and responsible manner. This output was transferred to the Department of Housing as a consequence of a restructure of administrative arrangements with effect from 12 February 2004.

Fair Trading Services

This output promotes fair trading in the marketplace and thereby greater consumer and business confidence and economic growth through strategies which deliver responsible trading practices, more informed businesses and consumers, and effective consumer protection. The Office of the Commissioner for Body Corporate and Community Management was transferred to this department from the former Department of Natural Resources and Mines effective from 1 July 2003, and is included in this output. The office provides accessible, equitable, responsive and authoritative information and dispute resolution services to body corporate and community management stakeholders. From 1 July 2004 the Office of the Commissioner for Body Corporate and Community Management will be part of the new dispute resolution output.

Commercial and Consumer Tribunal

The Tribunal provides an independent, impartial and accessible judicial system for resolving disputes, reviewing decisions and disciplinary proceedings under various empowering Acts that cover a range of industry areas. These industry areas include architects, builders, building certifiers, engineers, gaming machine allocations, liquor services, manufactured homes in residential parks, plumbers, property agents, motor dealers, residential services accreditation, retirement villages and tourism services. From 1 July 2004 the Commercial and Consumer Tribunal will be funded by controlled revenues and be part of the new dispute resolution output.

Tourism

The department manages a grant payable to Tourism Queensland that assists the marketing and development of Queensland's tourism industry.

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.

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the financial statements

For year ended 30 June 2004

	2004 \$'000	2003 \$'000
3. Reconciliation of Payments from Consolidated Fund to Output Revenue Recognised in Statement of Financial Performance		
Budgeted output appropriation	38,549	39,471
Transfers from/to other departments	164	-
Transfers from other headings	(250)	285
Lapsed appropriation	(679)	-
Total Output Receipts	<u>37,784</u>	<u>39,756</u>
Less: opening balance of output revenue receivable	(12)	(134)
Plus: closing balance output revenue receivable (Racing)	668	12
Less: closing balance of output revenue unearned	(96)	-
Output revenue recognised in Statement of Financial Performance	<u>38,344</u>	<u>39,634</u>

Reconciliation of Payments from Consolidated Fund to Equity Adjustment recognised in Contributed Equity (Note 25)

Budgeted equity adjustment appropriation	(1,334)	(1,324)
Transfers from other departments	261	-
Transfers to other headings	148	67
Unforeseen expenditure	-	504
Equity adjustment payments appropriated	<u>(925)</u>	<u>(753)</u>
Less: Non appropriated equity withdrawal	(246)	-
Equity adjustment recognised in Contributed Equity (Note 25)	<u>(1,171)</u>	<u>(753)</u>

Additional equity adjustments primarily reflects the additional purchase of IT equipment and software.

The non appropriated equity withdrawal is an amount that was incorrectly classified as controlled user charges revenue rather than administered revenue in 2001-2002.

4. User Charges

Racing Science Centre charges	1,380	2,051
Register of encumbered vehicles	9,516	7,465
Trade measurement regulations	108	110
Publications and resource materials	142	111
Commonwealth Censorship Board charges	59	50
Racing sample analysis testing	18	25
Sale of other goods and services	714	708
	<u>11,937</u>	<u>10,520</u>

5. Taxes, Fees and Fines

Appeal fees Racing Appeals Tribunal	11	7
Consumer Credit fines	230	997
Residential Services accreditation fees	34	19
Other	2	-
	<u>277</u>	<u>1,023</u>

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the financial statements

For year ended 30 June 2004

	2004 \$'000	2003 \$'000
6. Grants and other Contributions		
Contributed assets – below fair value:		
Computer gift with purchase	4	3
Remodelling of leased premises	324	555
Racecourses	-	5,180
Resources received free of charge or below fair value:		
Remodelling of leased premises	224	98
Criminal search	294	445
Laboratory analysis service	2	1
Storage	28	80
Other contributions	150	189
	<u>1,026</u>	<u>6,551</u>

7. Other Revenue

Interest received from bank accounts	170	165
Legal fees recovered	301	58
Expenditure recovery from prior years	61	-
Plant and equipment write on	2	15
Proceeds from disposal of minor equipment	4	19
Profit on disposal of plant and equipment	-	12
Written off vehicle register administration fee	19	16
Miscellaneous revenue	8	14
	<u>565</u>	<u>299</u>

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

- Employee Expenses:**

Wages and salaries	29,585	27,785
Employer superannuation contributions	3,281	3,003
Long service leave levy	418	381
Other	373	311
Total	<u>33,657</u>	<u>31,480</u>

- Number of Employees:**

518 526

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

- Chief Executive's Remuneration:**

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

Level:	CEO2	Min. \$172,858	Max. \$195,770
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In addition to the base superannuable salary, the Chief Executive is also eligible for a bonus, based on an assessment by the Premier and Minister for Trade. The total of such bonuses paid to the Chief Executives of all departments is published in the Annual Report of the Office of Public Service Merit and Equity.

The superannuable salary does not include leave loading and fringe benefits such as private use of a government motor vehicle and employer superannuation contributions.

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the financial statements

For year ended 30 June 2004

	2004 \$'000	2003 \$'000
9. Supplies and Services		
Professional services	1,775	2,116
Materials	1,148	1,591
Consultants and contractors	844	707
Travel	456	550
Other	7,551	6,859
Total	<u>11,774</u>	<u>11,823</u>
10. Equity Return Expense		
Equity return expense	590	739
Total	<u>590</u>	<u>739</u>
<p>The Queensland Government has set an equity return rate of 6% for 2003-04. This represents the opportunity cost of capital invested in the net assets of the Department.</p>		
11. Depreciation and Amortisation		
Depreciation and amortisation incurred in respect of:		
Buildings	39	107
Leasehold improvements	277	250
Plant and equipment	688	1,063
Internal use software	513	516
Total	<u>1,517</u>	<u>1,936</u>
12. Grants and Subsidies Expense		
<i>Recurrent:</i>		
Racing Club assistance grants	2,012	2,053
Fair Trading grants	-	946
Other grants	40	93
Total	<u>2,052</u>	<u>3,092</u>
13. Losses from Disposal of Non-Current Assets		
Losses from the disposal of non-current assets	1,572	5,339
Total	<u>1,572</u>	<u>5,339</u>
14. Other Expenses		
External audit fees	45	52
Bad and doubtful debts	19	3
Operating lease rentals	3,035	2,864
Insurance premiums - QGIF	48	33
Resources provided below fair value	13	7
Special Payments		
Ex-gratia payments	15	10
Total	<u>3,175</u>	<u>2,969</u>

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the financial statements

For year ended 30 June 2004

	2004 \$'000	2003 \$'000
15. Borrowing Cost Expense		
Interest	12	23
Total	<u>12</u>	<u>23</u>

No borrowing costs were recognised during the period as part of the carrying amount of any qualifying assets.

16. Cash		
Imprest accounts	13	13
Cash at bank	3,365	3,507
Trust funds	921	944
Total	<u>4,299</u>	<u>4,464</u>

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

17. Receivables		
Trade debtors	1,005	1,247
Less: Provision for doubtful debts	-	(1)
	<u>1,005</u>	<u>1,246</u>
GST receivable	231	277
GST payable	(10)	(69)
Long service leave reimbursements	104	41
Output revenue receivable	-	12
Interest receivable	48	46
Travel advances	4	9
Total	<u>1,382</u>	<u>1,562</u>

18. Other Current Assets		
Prepayments	136	330
Other	33	15
Total	<u>169</u>	<u>345</u>

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the financial statements

For year ended 30 June 2004

	2004 \$'000	2003 \$'000
19. Property, Plant and Equipment		
Land:		
At management valuation 2003	-	1,294
	<u>-</u>	<u>1,294</u>
Leasehold improvements:		
Work in progress	239	89
At Cost	2,954	2,787
Less: Accumulated depreciation	(1,186)	(916)
	<u>2,007</u>	<u>1,960</u>
Buildings:		
At Cost	10	10
At management valuation 2003	-	3,504
Less: Accumulated depreciation	(3)	(768)
	<u>7</u>	<u>2,746</u>
Plant and Equipment		
Work in progress	10	-
At cost	6,585	8,770
Less: Accumulated depreciation	(4,639)	(5,595)
	<u>1,956</u>	<u>3,175</u>
Infrastructure:		
At cost	-	3
	<u>-</u>	<u>3</u>
Total	<u>3,970</u>	<u>9,178</u>

Independent valuation of land and buildings are performed at least every five years using 'fair value' principles. In the interim, where material, the department applies indices as provided by the Australian Bureau of Statistics for Buildings. The last independent valuation was undertaken on 1 July 2001 by the Department of Natural Resources and Mines.

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 (May 2001)*.

The department has assets with a written down value of zero still being used in the provision of services. These assets will be retired/replaced when they cease to have a service capability. The amounts below are the original acquisition costs of these assets.

Asset Class		
Leasehold Improvements	45	45
Plant and Equipment – Computers	2,606	2,195
Plant and Equipment – Motor Vehicles	83	213
Plant and Equipment – Other Equipment	330	869
	<u>3,064</u>	<u>3,322</u>

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the financial statements

For year ended 30 June 2004

Reconciliation

	Land		Leasehold Improvements		Buildings		Plant and Equipment		Infrastructure		Total	
	2004 \$'000	2003 \$'000	2004 \$'000	2003 \$'000	2004 \$'000	2003 \$'000	2004 \$'000	2003 \$'000	2004 \$'000	2003 \$'000	2004 \$'000	2003 \$'000
Carrying amount at 1 July	1,294	1,250	1,960	1,555	2,746	2,645	3,175	3,580	3	3	9,178	9,033
Acquisitions	-	-	-	276	-	-	407	697	-	-	407	973
Contributed Assets	-	1,550	324	555	-	3,630	4	3	-	-	328	5,738
Stocktake adjustments	-	-	-	-	-	-	2	15	-	-	2	15
Disposals	(370)	(1,550)	-	(176)	(1,175)	(3,594)	(27)	(34)	-	-	(1,572)	(5,354)
Transfer assets to/from other Departments	(924)	-	-	-	(1,525)	-	(934)	(23)	(3)	-	(3,386)	(23)
Transfer assets to Administered	-	-	-	-	-	-	(2)	-	-	-	(2)	-
Transfer to another asset class	-	-	-	-	-	-	19	-	-	-	19	-
Revaluation Increments (Note 25)	-	44	-	-	-	172	-	-	-	-	-	216
Depreciation	-	-	(277)	(250)	(39)	(107)	(688)	(1,063)	-	-	(1,004)	(1,420)
Carrying amount at 30 June	-	1,294	2,007	1,960	7	2,746	1,956	3,175	-	3	3,970	9,178

	2004 \$'000	2003 \$'000
20. Intangibles		
Internal Use Software:		
Work in progress	74	78
At cost	4,206	5,470
Less: Accumulated amortisation	(1,812)	(1,953)
	<u>2,468</u>	<u>3,595</u>
21. Payables		
Long service leave levy payable	100	98
Trade creditors and accruals	2,621	1,756
	<u>2,721</u>	<u>1,854</u>
22. Interest-Bearing Liabilities		
<i>Current:</i>		
Queensland Treasury Corporation borrowings	-	162
Total	<u>-</u>	<u>162</u>
<i>Non-Current:</i>		
Queensland Treasury Corporation borrowings	-	266
Total	<u>-</u>	<u>266</u>
23. Provisions		
Employee benefits: Annual leave	3,261	3,067
Total	<u>3,261</u>	<u>3,067</u>

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the financial statements

For year ended 30 June 2004

	2004 \$'000	2003 \$'000
24. Other Current Liabilities		
Unearned appropriation	96	-
Unearned revenue	-	61
Total	<u>96</u>	<u>61</u>

25. Changes in Equity

	Accumulated Surplus		Contributed Equity		Asset Revaluation Reserve	
	2004 \$'000	2003 \$'000	2004 \$'000	2003 \$'000	2004 \$'000	2003 \$'000
Balance 1 July	53,268	52,724	(40,938)	(40,226)	1,404	1,188
Net surplus	(2,200)	626	-	-	-	-
Non – Owner changes in equity recognised in the Statement of Financial Performance:						
- Increase in Asset Revaluation Reserve	-	-	-	-	-	216
- Adjustment due to initial application of AASB 1028	-	(82)	-	-	-	-
- Transfers between reserves	1,404	-	-	-	(1,404)	-
Transactions with Owners as Owners						
- Equity Withdrawal (Note 3)	-	-	(1,171)	(753)	-	-
- Assets transferred (MOG change)	-	-	(4,088)	-	-	-
- Net leave liabilities transferred to (from) other Departments	-	-	(65)	44	-	-
- Net assets/liabilities transferred to Administered	-	-	-	(3)	-	-
Balance 30 June	<u>52,472</u>	<u>53,268</u>	<u>(46,262)</u>	<u>(40,938)</u>	<u>-</u>	<u>1,404</u>

* Closing Balance of Asset Revaluation Reserve by Class

	2004 \$'000	2003 \$'000
Land	-	839
Buildings	-	565
Total	<u>-</u>	<u>1,404</u>

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the financial statements

For year ended 30 June 2004

	2004 \$'000	2003 \$'000
26. Reconciliation of Net Surplus/Deficit to Net Cash Provided by (Used in) Operating Activities		
Surplus/deficit from ordinary activities	(2,200)	626
Non-cash items:		
Depreciation/amortisation	1,517	1,936
Net assets assumed/relinquished	(1,024)	-
Net liability assumed/relinquished	313	64
Adjustment to employee entitlements following initial application of AASB1028	-	(82)
Asset write ons	(330)	(5,753)
Loss on sale of non current assets	1,572	5,339
Profit on sale of non current assets	-	(12)
Net leave liability transfer to other departments	(65)	-
Change in assets and liabilities:		
(Increase)/Decrease in receivables	242	(507)
(Increase)/Decrease in advance receivables	5	(7)
(Increase)/Decrease in LSL reimbursements receivables	(63)	57
(Increase)/Decrease in interest revenue receivables	(2)	4
(Increase)/Decrease in GST input tax credits receivables	(13)	(2)
(Increase)/Decrease in output revenue receivables	12	122
(Increase)/Decrease in other assets	(18)	(8)
(Increase)/Decrease in prepayments	194	(214)
Increase/(Decrease) in creditors	807	616
Increase/(Decrease) in other taxes payable	59	-
Increase/(Decrease) in employee provisions	194	301
Increase/(Decrease) in output revenue payables	96	(1,538)
Increase/(Decrease) in unearned revenue	(61)	(26)
Increase/(Decrease) in LSL payables	2	5
Net cash provided by (used in) operating activities	<u>1,237</u>	<u>921</u>

27. 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	4,743	4,056
Later than one year and not later than five years	7,209	5,255
Later than five years	1,883	76
	<u>13,835</u>	<u>9,387</u>

Operating leases are entered into as a means of acquiring access to office accommodation, storage facilities, motor vehicles and telecommunication services. 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.

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the financial statements

For year ended 30 June 2004

28. Restructuring Arrangements

By Extraordinary Queensland Government Gazettal published 13 June 2003, the Office of the Commissioner for Body Corporate and Community Management became amalgamated with the Department of Tourism, Racing and Fair Trading effective from 1 July 2003 (refer note 1b). The following controlled area of responsibility was transferred to the department:

Body Corporate and Community Management
From former Department of Natural Resources and Mines

Office of the Commissioner for Body Corporate and Community Management	2004 \$'000
<i>Assets transferred to the department</i>	
Property, plant and equipment	36
Total Assets	<u>36</u>
<i>Liabilities assumed by the department</i>	
Provisions	78
Total Liabilities	<u>78</u>
Total Net Assets	<u><u>(42)</u></u>

As a result of restructuring of administrative arrangements during the year, the Department of Tourism, Racing and Fair Trading was renamed the Department of Tourism, Fair Trading and Wine Industry Development effective from 12 February 2004 (refer note 1b). The following controlled areas of responsibility were transferred:

Wine Industry Development From Department of State Development and Innovation (DSDI)

Office of Racing To Department of Housing

Wine Industry Development	2004 \$'000
<i>Assets transferred to the department</i>	
Property, plant and equipment	1
Total Assets	<u>1</u>
<i>Liabilities assumed by the department</i>	
Provisions	6
Total Liabilities	<u>6</u>
Total Net Assets	<u><u>(5)</u></u>

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the financial statements

For year ended 30 June 2004

The following are the revenues and expenses for Wine Industry Development for the full financial year.

	Balances to 12 February 2004 reported by DSDI \$'000	Balances since 12 February 2004 reported by DTFTWID \$'000
Revenues from ordinary activities		
Output revenue	57	64
Total revenues from ordinary activities	<u>57</u>	<u>64</u>
Expenses from ordinary activities		
Employee expenses	48	38
Supplies and services	8	20
Depreciation and amortisation	1	-
Other	-	6
Total expenses from ordinary activities	<u>57</u>	<u>64</u>
Net surplus or deficit from ordinary activities	<u>-</u>	<u>-</u>
	2004	
	\$'000	
Office of Racing		
<i>Assets transferred from the department</i>		
Cash	(436)	
Receivables	1,019	
Other Assets	5	
Property, plant and equipment	3,399	
Intangibles	145	
Total Assets	<u>4,132</u>	
<i>Liabilities transferred from the department</i>		
Payables	145	
Interest Bearing Liabilities	389	
Provisions	184	
Total Liabilities	<u>718</u>	
Total Net Assets	<u>3,414</u>	

29. Shared Service Initiative Arrangements

On 1 July 2003, as a result of the Shared Service Initiative, the following assets and liabilities were transferred to Corporate Solutions Queensland and CorpTech (refer note 1aa).

	2004 \$'000
Corporate Solutions Queensland	
<i>Assets transferred from the department</i>	
Cash	41
Property, plant and equipment	13
Total Assets	<u>54</u>
<i>Liabilities transferred from the department</i>	
Provisions	64
Total Liabilities	<u>64</u>
Total Net Assets	<u>(10)</u>

Number of Employees transferred:

11

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

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the financial statements

For year ended 30 June 2004

CorpTech	2004 \$'000
<i>Assets transferred from the department</i>	
Cash	4
Property, plant and equipment	13
Intangibles	625
Total Assets	<u>642</u>
<i>Liabilities transferred from the department</i>	
Provisions	-
Total Liabilities	<u>-</u>
Total Net Assets	<u>642</u>

Number of Employees transferred: 1

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

30. Events Occurring after Balance Date

Effective from 1 July 2004 the portion of the Commercial and Consumer Tribunal that received administered funding in the 2003-2004 financial year was transferred to controlled funding sources for the 2004-2005 and ongoing financial years.

31. 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 Benefit Business 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 4) and totalled \$25,595 (2003: \$23,890).

	2004 \$'000	2003 \$'000
TRUST EXPENSES AND REVENUES		
<i>Expenses</i>		
Grants and subsidies	100	105
Other	40	46
Total Expenses	<u>140</u>	<u>151</u>
<i>Revenues</i>		
Accrued Interest (QTC)	205	190
Total Revenues	<u>205</u>	<u>190</u>
Net Surplus	<u>65</u>	<u>39</u>

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the financial statements

For year ended 30 June 2004

	2004 \$'000	2003 \$'000
TRUST ASSETS AND LIABILITIES		
<i>Current Assets</i>		
Cash	1	11
GST Receivable	-	1
Investment	3,898	3,822
Total Current Assets	<u>3,899</u>	<u>3,834</u>
Total Assets	<u>3,899</u>	<u>3,834</u>
<i>Current Liabilities</i>		
Payables	34	34
Total Current Liabilities	<u>34</u>	<u>34</u>
Net Assets	<u>3,865</u>	<u>3,800</u>

The Queensland Audit Office performed the audit of the department's trust transactions for 2003-04.

Commercial and Consumer Tribunal Trust Fund

The Commercial and Consumer Tribunal Trust Fund is authorised under the *Commercial and Consumer Tribunal Act 2003*, Section 144.

	2004 \$'000	2003 \$'000
TRUST EXPENSES AND REVENUES		
<i>Expenses</i>		
Interest receipts returned to the Department	-	10
Total Expenses	<u>-</u>	<u>10</u>
<i>Revenues</i>		
Interest on Bank	13	9
Total Revenues	<u>13</u>	<u>9</u>
Net Surplus/(Deficit)	<u>13</u>	<u>(1)</u>
TRUST ASSETS AND LIABILITIES		
<i>Current Assets</i>		
Cash	195	361
Total Current Assets	<u>195</u>	<u>361</u>
Total Assets	<u>195</u>	<u>361</u>
<i>Current Liabilities</i>		
Security Deposits	173	352
Total Current Liabilities	<u>173</u>	<u>352</u>
Net Assets	<u>22</u>	<u>9</u>

The Queensland Audit Office performed the audit of the department's trust transactions for 2003-04.

The *Queensland Building Tribunal Act 2000* was repealed on 1 July 2003 and replaced by the *Commercial and Consumer Tribunal Act 2003*. The Queensland Building Tribunal Trust Fund was renamed the Commercial and Consumer Tribunal Trust Fund.

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the financial statements

For year ended 30 June 2004

32. 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	4,299	-	-	-	-	4,299	3.77
Receivables	-	-	-	-	1,382	1,382	N.A.
Total	4,299	-	-	-	1,382	5,681	-
Financial Liabilities							
Payables	-	-	-	-	2,721	2,721	N.A.
Total	-	-	-	-	2,721	2,721	-

- The floating rate represents the most recently administered market rate applicable to the instrument at 30 June 2004.
- 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 the financial year ended 30 June 2004.

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.

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the financial statements

For year ended 30 June 2004

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	
	2004 \$'000	2003 \$'000	2004 \$'000	2003 \$'000
Financial Assets				
Cash	4,299	4,464	4,299	4,464
Receivables	1,382	1,562	1,382	1,562
Total	5,681	6,026	5,681	6,026
Financial Liabilities				
Payables	2,721	1,854	2,721	1,854
Queensland Treasury Corporation Borrowings	-	428	-	435
Total	2,721	2,282	2,721	2,289

	2004 \$'000	2003 \$'000
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33. Grants and Other Contributions

ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS		
Wine Equalisation Tax rebate	1,401	978
Total	1,401	978

34. Taxes, Fees and Fines

ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS		
Liquor licences and permits	1,942	1,786
Fair Trading fees	13,961	12,851
Other regulatory fees	20,950	21,332
Fines	862	867
Total	37,715	36,836

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the financial statements

For year ended 30 June 2004

	2004 \$'000	2003 \$'000
35. Administered Item Revenue		
ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS		
Budgeted administered item appropriation	46,484	47,169
Transfers to other headings	(30)	(414)
Transfers from other headings	-	-
Total administered item revenue	46,454	46,755
Less: Opening balance of appropriation receivable	(45)	(133)
Plus: Closing balance of appropriation receivable	-	45
Less: Closing balance of appropriation unearned	(949)	-
Total	45,460	46,667
Reconciliation of Payments from Consolidated Fund and Equity Adjustment recognised in General Equity		
Budgeted equity adjustment appropriation	165	-
Plus transfers from other headings	132	62
Equity Adjustment recognised in Contributed Equity	297	62
<p>The transfers from other headings equity adjustment appropriation of \$0.132M reflects deferred recurrent revenue for Commercial & Consumer Tribunal from 2002-03 which was paid as an equity injection in 2003-04.</p>		

36. Interest Revenue

ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS		
Interest revenue	23,004	18,031
Total	23,004	18,031

37. Other Revenue

ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS		
User charges	9	6
Subrogation recoveries	574	1,200
Proceeds from disposal of minor equipment	2	-
Expenditure recovery from prior years	15	-
Miscellaneous	-	15
Total	600	1,221

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the financial statements

For year ended 30 June 2004

	2004 \$'000	2003 \$'000
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38. Employee Expenses/Number of Employees

ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS		
• Employee Expenses:		
Wages and salaries	1,002	1,022
Employer superannuation contributions	110	117
Long service leave levy	14	15
Other	7	25
Total	<u>1,133</u>	<u>1,179</u>
• Number of Employees:	21	20
The number of employees includes both full-time employees and part-time employees measured on a full-time equivalent basis.		

39. Supplies and Services

ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS		
Professional services	249	244
Materials	82	84
Other	277	235
Total	<u>608</u>	<u>563</u>

40. Depreciation and Amortisation

ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS		
Depreciation and amortisation was incurred in respect of:		
Plant and equipment	44	49
Total	<u>44</u>	<u>49</u>

41. Grants and Subsidies

ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS		
Tourism Queensland	42,616	43,393
Wine Equalisation Tax rebate	1,401	978
Total	<u>44,017</u>	<u>44,371</u>

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the financial statements

For year ended 30 June 2004

	2004 \$'000	2003 \$'000
42. Other Expenses		
ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS		
Operating lease rentals	404	403
Bad & doubtful debts	-	241
Ex-gratia payments	7	-
Property Agents and Motor Dealers claims	593	1,080
Resources provided below fair value	30	42
Losses from the disposal of non-current assets	55	-
Total	<u>1,089</u>	<u>1,766</u>
43. Cash		
ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS		
Cash at bank	1,803	529
Total	<u>1,803</u>	<u>529</u>
44. Receivables		
ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS		
Trade debtors	2,689	1,856
Less: Provision for doubtful debts	(450)	(479)
	<u>2,239</u>	<u>1,377</u>
GST receivable	7	13
Administered item revenue receivable	-	45
Interest receivable	1,864	1,617
Total	<u>4,110</u>	<u>3,052</u>
45. Other Current Assets		
ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS		
Prepayments	6	5
Total	<u>6</u>	<u>5</u>

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the financial statements

For year ended 30 June 2004

	2004	2003
	\$'000	\$'000

46. Property, Plant and Equipment

ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS						
Plant and equipment						
At Cost			382		494	
Less: Accumulated depreciation			(234)		(258)	
Total			<u>148</u>		<u>236</u>	
The department has assets with a written down value of zero still being used in the provision of services. These assets will be retired/replaced when they cease to have a service capability.						
Asset Class						
Plant and Equipment – Computers			68		63	
Plant and Equipment – Furniture			45		45	
Plant and Equipment – Other equipment			47		13	
			<u>160</u>		<u>121</u>	
Reconciliation						
	Leasehold Improvements		Plant and Equipment		Total	
	2004	2003	2004	2003	2004	2003
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Carrying amount at 1 July	62	73	174	101	236	174
Acquisitions	-	-	9	110	9	110
Disposals	(55)	-	-	-	(55)	-
Transfer assets from Controlled	-	-	2	-	2	-
Depreciation	(7)	(11)	(37)	(37)	(44)	(48)
Carrying amount at 30 June	<u>-</u>	<u>62</u>	<u>148</u>	<u>174</u>	<u>148</u>	<u>236</u>

47. Payables

ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS		
Long service leave levy payable	3	4
Trade and other creditors	584	423
Administered revenue payable	3,852	3,034
Total	<u>4,439</u>	<u>3,461</u>

48. Provisions

ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS		
Employee benefits: Annual leave	99	88
Total	<u>99</u>	<u>88</u>

49. Other Current Liabilities

ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS		
Unearned revenue	949	-
Total	<u>949</u>	<u>-</u>

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the financial statements

For year ended 30 June 2004

50. Changes in Equity

	Accumulated Surplus		Contributed Equity	
	2004 \$'000	2003 \$'000	2004 \$'000	2003 \$'000
Balance 1 July	3,495	3,497	(3,222)	(3,287)
Net surplus	-	2	-	-
Non-Owner changes in equity recognised in the Statement of Financial Performance:				
- Transfers between reserves	-	-	-	-
- Adjustment due to initial application of AASB 1028	-	(4)	-	-
Transactions with Owners as Owners:				
- Equity Injections (Note 35)	-	-	297	62
- Net assets/liabilities transferred to other Departments	-	-	10	-
- Net assets/liabilities transferred from Controlled	-	-	-	3
Closing Balance	<u>3,495</u>	<u>3,495</u>	<u>(2,915)</u>	<u>(3,222)</u>

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

	2004 \$'000	2003 \$'000
ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS		
Net Surplus	-	2
Non-cash items:		
Depreciation and amortisation expense	44	49
Net leave liability transferred from other department	10	4
Adjustment to employee entitlements following initial application of AASB1028	-	(4)
Loss on sale of property, plant and equipment	55	-
Change in assets and liabilities		
(Increase)/Decrease in receivables	(862)	(794)
(Increase)/Decrease in interest revenue receivables	(247)	(724)
(Increase)/Decrease in output revenue receivables	45	88
(Increase)/Decrease in GST input tax credits receivables	6	(4)
(Increase)/Decrease in prepayments	(1)	(5)
Increase/(Decrease) in creditors	160	247
Increase/(Decrease) in employee provisions	11	(3)
Increase/(Decrease) in unearned revenue	949	(808)
Increase/(Decrease) in administered revenue payables	818	1,903
Net cash provided by (used in) operating activities	<u>988</u>	<u>(49)</u>

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the financial statements

For year ended 30 June 2004

2004
\$'000

2003
\$'000

52. 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	-	148
	<u>-</u>	<u>148</u>
<p>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.</p> <p>No renewal or purchase options exist in relation to operating leases and no operating leases contain restrictions on financing or other leasing activities.</p>		

53. Contingencies

Litigation in Progress

Receivables

As at 30 June 2004, the department has a right to pursue 100 traders/former traders to recover claims paid under the *Property Agents and Motor Dealers Act 2000* or the repealed *Auctioneers and Agents Act 1971* including the following ongoing cases:

	Cases
Magistrates Court	2
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 2004, there were 39 claims under the *Property Agents and Motor Dealers Act 2000* that were awaiting determination.

As at 30 June 2004 the following cases were in progress as a result of the determination of claims by the Chief Executive, the former Auctioneers and Agents Committee or the former Property Agents and Motor Dealers Tribunal:

	Cases
District Court	2

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

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the financial statements

For year ended 30 June 2004

CERTIFICATE OF THE DEPARTMENT OF TOURISM, FAIR TRADING AND WINE INDUSTRY DEVELOPMENT

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, Fair Trading and Wine Industry Development for the financial year ended 30 June 2004 and of the financial position of the department at the end of that year.

Ian Warren
Director, Financial Management Unit
B.Bus. (Accy), M. Fin. Mgt.

3 September 2004

Helen Ringrose
Director-General
D.N.F.S., M.B.A. (Monash),
M.P.H. (Hawaii), F.A.I.C.D.

3 September 2004

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the financial statements

For year ended 30 June 2004

INDEPENDENT AUDIT REPORT

To the Accountable Officer of the Department of Tourism, Fair Trading and Wine Industry Development

Scope

The Financial Statements

The financial statements of the Department of Tourism, Fair Trading and Wine Industry Development consist of the statement of financial performance, statement of financial position, statement of cash flows, 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 of Tourism, Fair Trading and Wine Industry Development, for the year ended 30 June 2004.

Accountable Officer's Responsibility

The Accountable Officer is responsible for the preparation and true and fair presentation of the financial statements, the maintenance of adequate accounting records and internal controls that are designed to prevent and detect fraud and error, and for the accounting policies and accounting estimates inherent in the financial statements.

Audit Approach

As required by law, an independent audit was conducted in accordance with *QAO Auditing Standards* to enable me to provide an independent opinion whether in all material respects the financial statements present fairly in accordance with the prescribed requirements, including any mandatory financial reporting requirements as approved by the Treasurer for application in Queensland.

Audit procedures included –

- examining information on a test/sample basis to provide evidence supporting the amounts and disclosures in the financial statements,
- assessing the appropriateness of the accounting policies and disclosures used and the reasonableness of significant accounting estimates made by the Accountable officer,
- obtaining written confirmation regarding the material representations made in conjunction with the audit, and
- reviewing the overall presentation of information in the financial statements.

Independence

The *Financial Administration and Audit Act 1977* promotes the independence of the Auditor-General and QAO authorised auditors.

The Auditor-General is the auditor of all public sector entities and can only be removed by Parliament.

The Auditor-General may conduct an audit in any way considered appropriate and is not subject to direction by any person about the way in which powers are to be exercised.

The Auditor-General has for the purposes of conducting an audit, access to all documents and property and can report to Parliament matters which in the Auditor-General's opinion are significant.

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the financial statements

For year ended 30 June 2004

Audit opinion

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

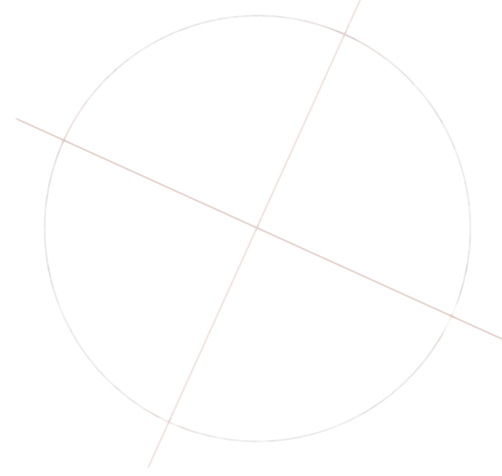
- (a) I have received all the information and explanations which I have required; and
- (b) in my opinion -
 - (i) the prescribed requirements in respect of the establishment and keeping of accounts have been complied with in all material respects; and
 - (ii) the statements have been drawn up so as to present a true and fair view, in accordance with the prescribed accounting standards of the transactions of the Department of Tourism, Fair Trading and Wine Industry Development for the financial year 1 July 2003 to 30 June 2004 and of the financial position as at the end of that year.

B P WORRALL, FCA
Assistant Auditor General
(as Delegate of the Auditor-General of Queensland)



Queensland Audit Office
Brisbane

Reader survey



Your feedback helps us to improve our annual reporting and meet your information needs. Please return your response by facsimile **(07) 3224 7700** or complete the electronic form on our website at **www.dftwid.qld.gov.au**

Name: _____ Position: _____

Organisation: _____ Address: _____

Telephone: _____ Email: _____

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

1. Please rate the following elements of the Annual Report 2003-2004

	Excellent	Good	Satisfactory	Poor
Overall				
How effectively does the report communicate the department's performance and achievements for 2003-2004?	<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 report be improved? _____

5. For what purpose did you read or refer to the report?

(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:

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

Thank you for completing this survey.