

Department of Tourism, Fair Trading and Wine Industry Development

Annual Report

2005-

06





**Queensland
Government**

Department of
**Tourism, Fair Trading
and Wine Industry
Development**

The Honourable Margaret Keech MP
Minister for Tourism, Fair Trading and
Wine Industry Development
Level 26, 111 George Street
Brisbane Queensland 4000

Dear Minister

I am pleased to present the 2005–06 Annual Report for the Department of Tourism, Fair Trading and Wine Industry Development.

This report is a full account of the operational and financial performance of the department during the past financial year.

It draws on information from the Ministerial Portfolio Statement, the department's Strategic Plan, divisional operational plans, financial statements, policies, the Executive Management Group and associated governance committees, and from key units and staff.

It was prepared in accordance with:

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

Yours sincerely

George O'Farrell
Director-General

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Purpose of the annual report

The *2005–06 Annual Report* for the Department of Tourism, Fair Trading and Wine Industry Development provides our stakeholders – the community, business, industry and government – with an opportunity to review our performance, priorities, plans and operational effectiveness.

This report:

- fulfils Queensland Government reporting requirements
- outlines the department's activities and significant achievements
- provides performance, financial and statistical information
- includes the department's Statement of Affairs
- outlines plans for 2006–07.

The department welcomes your feedback. Please return the reader survey provided in the back of the report by facsimile on (07) 3224 8411 or complete the online version on our website at www.dtftwid.qld.gov.au

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Department overview



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.

Queensland's greatest growth areas are the small business, hospitality and tourism markets. Not only do these sectors contribute to employment and economic growth, they also influence the way Queenslanders invest their leisure time and money. It is vital these areas are supported by the information and services provided by the department.

The agency fulfils its purpose by:

- promoting the economic development of the liquor and wine industries within a socially and commercially responsible framework
- developing the Queensland wine industry by promoting it to national and international markets and fostering strategic alliances between the tourism and wine sectors
- fostering cooperation and collaboration between key Queensland Government agencies and private industry for sustainable tourism growth
- building consumer and business confidence in the marketplace by delivering effective industry regulation and improving the integrity of trading practices within Queensland
- providing accessible, equitable, responsive and authoritative information and dispute resolution services to stakeholders, with an emphasis on mediation.

Resources

The department employed the full-time equivalent of 506 staff and had an operating budget of \$57.1 million as at 30 June 2006.

Structure

The department consists of the following units:

- Office of Fair Trading
- Liquor Licensing Division
- Service Delivery and Development Division
- Wine Industry Development Division
- Tourism Strategy Division
- Executive and Corporate Services Division
- The Project Office
- 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** 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, the motor trade and security providers. The office works to achieve fair trading by: maintaining regulations that balance the needs of business and consumers; monitoring fair trading compliance; resolving disputes; investigating complaints; taking enforcement actions; enabling access to consumer compensation; providing effective registration, licensing and trade measurement services; and educating businesses and consumers.

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

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 offices in Cairns, Hervey Bay, Mackay, Maroochydore, Mount Isa, Rockhampton, Southport, Toowoomba and Townsville.

The **Wine Industry Development Division** and **Tourism Strategy Division** foster the growth of their respective industries by using strategies and activities aimed at building their operational capacities. They facilitate effective communication and consultation among government, industry and community stakeholders to research and analyse industry issues, monitor emerging trends and anticipate future needs.

The **Executive and Corporate Services Division** provides corporate governance and support services to 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 services, financial, strategic planning, performance reporting, corporate communications, and information management and technology services.

The **Project Office** within the Department of Tourism, Fair Trading and Wine Industry Development was established in June 2005 to manage the transition of selected services from the Office of Fair Trading and the Liquor Licensing Division to Smart Service Queensland.

The **Commercial and Consumer Tribunal** has the jurisdiction to handle dispute resolution services across the following groups: architects, builders, building and construction industry adjudicators, building certifiers, engineers, liquor industry, 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 associated bodies

Statutory bodies

- Tourism Queensland
- Travel Compensation Fund

Advisory boards and committees

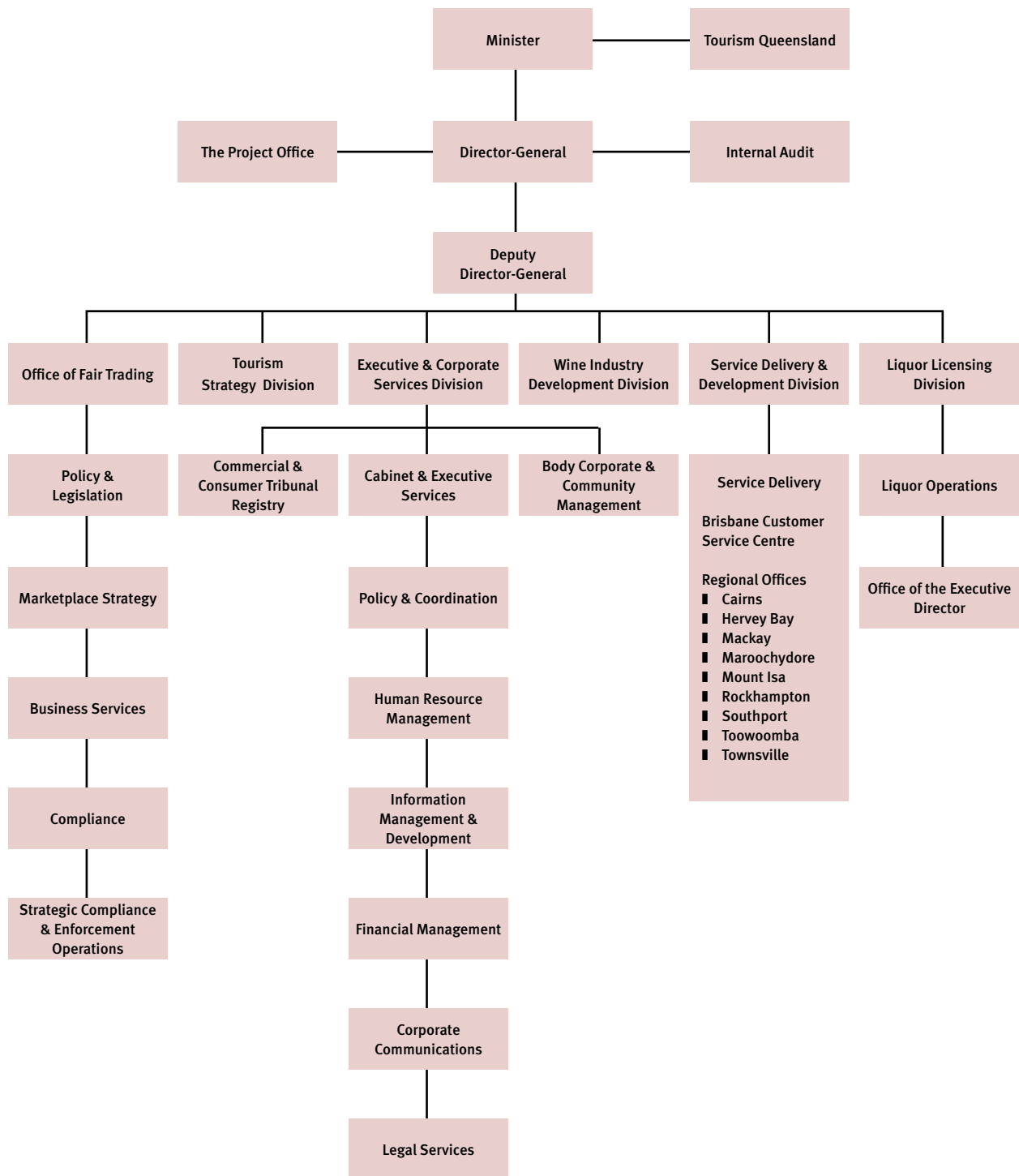
- Consumer Safety Committee
- Disaster Appeals Trust Fund Committee
- Funeral Benefit Trust Fund Committee

Dispute resolution bodies

- 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

Organisational chart

Current at 30 June 2006



Values

Leadership	Practise collaborative leadership and engage in active consultation to achieve quality outcomes.
Service	Understand and strive to exceed client expectations.
Partnerships and teamwork	Build partnerships and teamwork across the portfolio with key public and private sector stakeholders.
Innovation and integrity	Value and encourage innovation and ethical behaviour.
Diversity	Value people and their differences.

Partners

The department works with partners across government, as well as with local communities, non-government organisations and the private sector to support the growth and prosperity of all Queensland communities.

Partners include:

- Aboriginal and Torres Strait Islander communities
- local government and Aboriginal shire councils and Island councils
- not-for-profit organisations
- courts and the justice sector
- private sector organisations
- tourism, fair trading, liquor and wine industry associations
- advocacy and consumer groups
- other Queensland Government agencies
- Australian Government agencies.

- *Anglican Church of Australia (Diocese of Brisbane) Property Act 1889*
- *Ann Street Presbyterian Church Act 1889*
- *Associations Incorporation Act 1981*
- *Bills of Sale and Other Instruments Act 1955*
- *Bishopsbourne Estate and See Endowment Trusts Act 1898*
- *Boonah Show Ground Act 1914*
- *Business Names Act 1962*
- *Charitable Funds Act 1958*
- *Chinese Temple Society Act 1964*
- *Churches of Christ, Scientist, Incorporation Act 1964*
- *Classification of Computer Games and Images Act 1995*
- *Classification of Films Act 1991*
- *Classification of Publications Act 1991*
- *Collections Act 1966*
- *Consumer Credit (Queensland) Act 1994 (including Consumer Credit Code)*
- *Cooperatives Act 1997*
- *Credit Act 1987*
- *Credit (Rural Finance) Act 1996*
- *Disposal of Uncollected Goods Act 1967*
- *Factors Act 1892*
- *Fair Trading Act 1989*
- *Funeral Benefit Business Act 1982*
- *Guides Queensland Act 1970*
- *Hire-purchase Act 1959*

Legislation administered

Current at 30 June 2006

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 Act 1895*
- *Anglican Church of Australia Act 1895 Amendment Act 1901*
- *Anglican Church of Australia Act 1977*
- *Anglican Church of Australia Constitution Act 1961*

- *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 1986*
- *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 Lands Act 1985*
- *Roman Catholic Church (Northern Lands) Vesting Act 1941*
- *Roman Catholic Relief Act 1830*
- *Sale of Goods Act 1896*
- *Sale of Goods (Vienna Convention) Act 1986*
- *Salvation Army (Queensland) Property Trust Act 1930*
- *Scout Association of Australia Queensland Branch Act 1975*
- *Sea-Carriage Documents Act 1996*
- *Second-hand Dealers and 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 Antient 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*
- *Commercial and Consumer Tribunal Act 2003*

Other

- *Building Units and Group Titles Act 1980* (Parts 4 and 5; sections 121 to 125; sections 127 to 132; Schedules 2, 3 and 4; sections 5, 5A, 119, 133 and 134 jointly administered with the Minister for Natural Resources, Mines and Water)



In 2005–06, the department refined its compliance and customer service models to respond better to the challenges facing the small business, hospitality and tourism sectors in Queensland.

As we continue to protect consumers and patrons, build marketplace confidence and encourage industry investment, it is important that we stay attuned to growing public expectations for much closer relationships between business, consumer groups, local communities and the Government.

Fostering marketplace confidence

The Office of Fair Trading experienced another busy year on the compliance and legislative fronts. More than 3120 enforcement actions were taken out against traders, allowing the office to achieve \$2.9 million in redress for consumers. This compensation was generated across 37 727 compliance checks, many of them proactive, to ensure the office remained a highly visible watchdog.

While business registration and licensing have increased, complaints and enforcement actions have decreased. This suggests two things. Firstly, that non-compliant traders are finally getting the message and are looking after customers, or they are simply being put out of business. Secondly, it may indicate that consumers have never been better armed with information on their rights and responsibilities or more willing to defend their purchasing power at the point of sale.

The Office of Fair Trading reviewed key legislation such as the *Property Agents and Motor Dealers Act 2000* and the *Retirement Villages Act 1999* to keep

these laws up-to-date with the changing needs of business and consumers. The Government announced reforms to the *Security Providers Act 1993* to eliminate rogue operators and permanently block them from the security industry. The office led participation in national policy developments for finance brokers and product safety regulations. Looking ahead to the next generation of shoppers, the office advanced a strategy for better consumer and financial literacy for school students by leading a working group on the issue.

The Queensland Consumer Protection Awards went from strength to strength in the second year and my congratulations to those winning businesses, media, community groups and individuals for their contribution to a fairer marketplace. They are certainly receiving ongoing support with the Office of Fair Trading's *ShopSmart*, *TradeSmart* and now *ScamSmart* campaigns.

Finally, the agency looks forward in 2006–07 to capitalising on the current research the office is conducting with Griffith University on complaint statistics; consumer and trader confidence, satisfaction and knowledge; and the impact of credit providers and financial advisors on the public.

Supporting safer communities

During 2005–06, the Liquor Licensing Division delivered a number of practical initiatives to support the Brisbane City Safety Action Plan and Statewide Safety Action Plan which address the need for improved public safety and behaviour in and around licensed premises. Both action plans have been implemented in stages with those elements successfully trialled in Brisbane being expanded statewide. A statutory 3 am lockout now applies to all licensed premises in Queensland.

The division commenced a full review of the *Liquor Act 1992* which involved extensive consultation with the liquor and hospitality industries, tourism operators, social workers and other stakeholders in early 2006. The review examined current regulations with a focus on the responsible sale, supply and promotion of alcohol; public safety at licensed premises; protecting people at high risk of alcohol abuse; and removing unnecessary administration.

The division's *Code of Practice for the Responsible Service, Supply and Promotion of Liquor* was launched in late 2005 as a 'best practice' risk management tool to help licensees identify, manage and reduce their high-risk liquor practices and clearly understand their statutory obligations.

Enforcement services were boosted with six extra compliance officers and a new Flying Squad in August 2005. The squad has been providing regular, effective and highly-visible liquor enforcement operations statewide by investigating high-risk locations and events in conjunction with local police and the Queensland Fire and Rescue Service.

Liquor Licensing also continued to work with the Department of Aboriginal and Torres Strait Islander Policy and local Aboriginal councils to reduce alcohol-related abuse and crime by overseeing alcohol restrictions in 19 Indigenous communities.

Growing Queensland's wine regions

The Wine Industry Development Division has forged a meaningful partnership with the state's wine industry, leading to a significant range of regional initiatives over the past 18 months. These initiatives are being rolled out to more than 160 wineries in 10 wine growing areas.

The division will soon complete a review of the *Wine Industry Act 1994*. Queensland restaurateurs have also constantly been encouraged to include more local wines on their wine lists. The division has been particularly successful at coordinating and participating in promotional events that increased consumer and hospitality support and appreciation of Queensland wines.

Of particular note were the 2006 Queensland Week tastings, the RNA and Toowoomba Wine Shows, the Groove and Grape Festival, the Good Food and Wine Show and the 2005 Brisbane Wine Festival which genuinely showcased the state's quality winemakers and products.

Vision for tourism growth

During 2005–06, the Tourism Strategy Division fostered a strong partnership with the tourism industry to develop a 10-year vision for the State. The Queensland Tourism Strategy will provide a strategic framework for the coordinated and

sustainable development of tourism and give industry and government the targets and actions to meet the challenges and opportunities ahead.

The release of the draft strategy was a significant milestone as it was informed by the views of almost 1000 stakeholders during the most comprehensive industry and community engagement process ever undertaken with the Queensland tourism industry. A key part of the development was a regional consultation program which saw 20 workshops held in 19 locations and the lodgement of more than 50 public submissions.

Service delivery success

Service delivery and client satisfaction remain key benchmarks for the department. In 2005–06, the agency continued transferring consumer advice services and select business processes to Smart Service Queensland to support the state's integrated service delivery strategy. Staff took a record 517 163 enquiries on fair trading and liquor licensing requests or complaints.

The in-house Service Delivery and Development Division still retained responsibility for a broad range of vital liquor licensing and fair trading services at its Brisbane Customer Service Centre and network of nine regional offices. Staff finalised 10 069 complaints and enquiries during 2005–06, resulting in redress of more than \$1.36 million for consumers. The division also played a major role implementing liquor licensing strategies to assist Indigenous communities deal with alcohol issues.

Finally, I would like to thank departmental staff for their dedication, professionalism and enthusiasm during 2005–06. I also wish to acknowledge the contribution and work of my predecessor Helen Ringrose, who after three years as Director-General of this department, left in July 2006 to become the Chief Executive of whole-of-Government projects in the Department of the Premier and Cabinet.

This report covers a period when Helen Ringrose was Director-General of this department. I would like to acknowledge her contribution and record that the achievements set out in this report — and there are many — are to her credit.



George O'Farrell
Director-General

The 2005–06 year has been eventful for the department with a program of legislative changes and compliance activities across the portfolio. These changes are highlighted as follows:

Fair trading

- Finalised 10 513 complaints and achieved almost \$2.9 million in redress for consumers.
- Maintained licensing and registration services to 395 259 businesses and community groups and 1.04 million searches of its public registers.
- Conducted 6849 proactive compliance checks, an increase of 5.9 per cent on 2004–05.
- Finalised 3670 investigations.
- Finalised 3125 enforcement actions against traders, resulting in fines, costs and compensation.
- Monitored 37 727 businesses, community groups and individual licensees for compliance.
- Verified almost 5500 measurement standards for business and government.
- Provided information and advice to more than 2.7 million customers.
- Commenced stage one amendments to the *Property Agents and Motor Dealers Act 2000*.
- Commenced amendments to the *Retirement Villages Act 1999*.
- Prepared reforms to the *Security Providers Act 1993* following a public benefit test.
- Rewarded outstanding business and individual contributions to consumer protection and a fairer marketplace by conducting the Queensland Consumer Protection Awards.
- Progressed the strategy on consumer and financial literacy for young people by leading a working group to develop a national framework.
- Launched the *ScamSmart* campaign in conjunction with the Australasian Consumer Fraud Task Force to advise consumers about avoiding scams.

- Conducted marketplace research into complaint statistics, levels of consumer and trader confidence, customer satisfaction and sources of consumer and trader awareness.
- Conducted research into credit and financial services and their impact on consumers using joint funding arrangements with Griffith University.
- Coordinated consumer group input into policy development and consumer advocacy activities in conjunction with Griffith University.

Liquor licensing

Policy and legislation

- Implemented the final stage of licensing conditions for Brisbane City Council area premises under Premier Peter Beattie's 17-point Brisbane City Safety Action Plan.
- Introduced the statutory 3 am lockout for all licensed Queensland venues from 1 July 2006 under stage one of the Statewide Safety Action Plan.
- Commenced a full review of the *Liquor Act 1992* to examine: the responsible sale, supply and promotion of alcohol; public safety at licensed premises; the protection of people at high risk of alcohol abuse; and the removal of unnecessary licensing administration.
- Collaborated with the Brisbane City Council to declare a 'special entertainment precinct' in the Fortitude Valley to enable council to better address local noise level issues from licensed clubs.
- Appointed division-approved trainers to deliver the revised Responsible Service of Alcohol program which is mandatory for all licensed late trading venue staff in the Brisbane area.
- Monitored the impact of alcohol restrictions on 19 Indigenous communities and progressed the review of 13 of the state's Alcohol Management Plans.

- Launched the *Code of Practice for the Responsible Service, Supply and Promotion of Liquor* as a ‘best practice’ risk management tool for licensees.
- Amended the *Liquor Regulation 2002* to enforce the provision of drinking water to patrons free of charge or at a reasonable cost by all licensed Queensland premises.

Compliance

- Created the Liquor Licensing Flying Squad to boost compliance levels across Queensland by staging regular, effective and highly-visible liquor enforcement operations at high-risk events.
- Continued a strong presence at Schoolies Week 2005 to ensure licensed venues were complying with regulations. There were 324 visits to licensed premises, 1366 persons were questioned about identification and 471 infringement notices were issued.
- Undertook independent compliance activities within Indigenous communities and their surrounding catchment areas in cooperation with the Queensland Police Service.

Wine industry development

- Launched the *Queensland Wine Map* which provides comprehensive information on the state’s 10 wine regions, including a description of winery amenities, available wines at each location and full travel directions. The map has raised the profile of Queensland’s wine industry.
- Released the guide *Starting a vineyard or winery* to inform people considering entering the wine industry. The guide provides entrants with business information on growing grapes in Queensland and covers other factors like licensing, food safety, water, insurance and labour.
- Facilitated regular winemaker cluster meetings to enhance quality wine production. These meetings enabled winemakers to share their knowledge, technical innovations and production experiences to lift quality levels across the industry.

- Hosted workshops for sommeliers, food and beverage managers and other key hospitality staff to increase their awareness and perception of Queensland wines. These workshops have influenced operators of major restaurants, hotels and other licensed venues in south-east Queensland to feature more local wines on their wine lists and sell them by the glass.
- Briefed senior members of Queensland’s finance sector in May 2006 to encourage banks and other lenders to more confidently consider wine producer proposals.
- Assisted industry to participate in numerous wine tastings, shows and judging events on the local, national and international stages.
- Encouraged wine producers to feature in publications that profiled their industry.

Tourism strategy

- Conducted the most comprehensive statewide tourism industry consultation ever undertaken in Queensland, involving input into the Queensland Tourism Strategy from almost 1000 industry, community and government stakeholders.
- Developed and released the community consultation draft.
- Developed 13 scoping papers covering critical and emerging issues in the tourism industry to inform development of the strategy.
- Helped facilitate a one-stop-shop within the Queensland Fire and Rescue Service for dealing with complaints about alleged illegal backpacker establishments operating in the sector.
- Led the development of the Mackay Whitsunday Regional Tourism Investment and Infrastructure Plan and a template which will be used to develop Regional Tourism Investment and Infrastructure plans for other destinations across the state.

Dispute resolution

Body Corporate and Community Management

- Commenced implementing recommendations from the departmental review to improve information and dispute resolution services, including:
 - Starting a pilot voluntary conciliation project to help parties resolve disputes themselves and prevent future conflict and adjudication. The pilot commenced in April 2006 and has already resolved 11 disputes through written agreements when only seven disputes were resolved by voluntary mediation for all of 2004–05.
 - Publishing the *Body Corporate: A quick guide to community living in Queensland* booklet aimed at informing people who are considering investing or living in a community titles scheme for the first time, in various community languages.
 - Developing a free online training course on rights and obligations under the *Body Corporate and Community Management Act 1997* for voluntary committee members.
- Delivered 22 information seminars around Queensland to more than 1400 members of the general public and industry groups.
- Resolved 1124 disputes within shorter timeframes with 80.5 per cent within 60 days of the close of the applicant's reply to submissions, compared to 74.5 per cent in 2004–05 and only 49 per cent in 2003–04.
- Responded to 21 100 requests for information, including 14 436 telephone enquiries, 105 personal interviews, 1171 written requests and 5388 searches of adjudicators' orders.

Commercial and Consumer Tribunal

- Resolved 1272 tribunal applications, including successfully mediating more than 68 per cent of domestic and minor commercial building disputes, ensuring a cost effective resolution without the need for a full hearing.
- Increased resolution of all matters by four per cent compared with the previous year.
- Upgraded the case management system to assist in processing disputes and other applications in a timely and cost-effective manner.
- Modified premises to accommodate increased workloads and to provide improved facilities for mediations and client services.

Contribution to Queensland Government priorities

The department plays a key role in developing and managing a contemporary regulatory framework that fosters a fair, safe, sustainable and dynamic marketplace with responsible businesses, employees and consumers. The department's three key outputs – Fair Trading Services, Liquor Industry Services and Dispute Resolution Services – all contribute to the Queensland Government's priorities.

Departmental output	Related whole-of-Government priority	Contribution
Fair Trading Services	<i>A strong diversified economy</i>	A fair marketplace drives economic growth and job creation. The department helps build business and consumer confidence in the marketplace by working collaboratively across all areas of the Queensland community, industry and government. It regulates marketplace conduct, ensures businesses adopt responsible trading practices and better informs consumers of their options, rights and responsibilities.
Liquor Industry Services	<i>Safe and secure communities</i>	<p>Developing and enforcing effective regulations, delivering preventative and responsive public protection strategies, promoting socially responsible liquor industry practices, communicating responsible drinking information and implementing initiatives to minimise the harm associated with alcohol consumption and help reduce crime and safeguard the community.</p> <p>Assisting the tourism, liquor and wine industries to expand in a responsible and sustainable manner stimulates business investment and job creation in these and related fields.</p> <p>The department works closely with Indigenous communities to find appropriate, practical and harmonious ways to resolve the negative impacts of alcohol abuse on their members.</p>
Dispute Resolution Services	<i>A fair, socially cohesive and culturally vibrant society</i>	Setting policies and standards on behalf of the community living sector and providing access to impartial and responsive dispute resolution services for bodies corporate and trades, as well as occupations and industries, supporting those industries' continued growth and standing in the community.

Output performance summary

Output: Fair Trading Services

Related whole-of-Government priority: A strong diversified economy

Quantity				
Key performance measures 05-06	Target 05-06	Actual 05-06	Target 06-07	Comments
Customers provided with information and advice	2.5 million	2.7 million	2.5 million	More customers were given information and advice due to an increase in the number and reach of communication activities and a rise in security searches of public registers e.g. Register of Encumbered Vehicles.
Number of licensing and registration services provided to business and community groups	390 000	395 259	390 000	More licensing and registration services were provided due to an increase in the number of business name renewals and the registration of securities such as on the Register of Encumbered Vehicles.
Number of complaints finalised	12 500	10 513	11 500	The drop in complaints can be attributed to a new complaint management system, the transition of services to Smart Service Queensland, the Office of Fair Trading proactive compliance program and higher consumer and trader awareness of their rights and duties.
Number of enforcement actions initiated	2200	3125	2200	The Office of Fair Trading is committed to taking enforcement actions against traders for serious breaches. Consequently, the office has steadily increased its enforcement actions since 2001-02.
Number of businesses monitored for compliance	35 000	37 727	10 000	The rise in businesses monitored for compliance is attributed to a general spike in marketplace activity and some specific issues that required some in-depth compliance work.
Amount of redress achieved for consumers	\$3.5 million	\$2.9 million	\$3.0 million	The downturn in redress achieved reflects the strong fall in complaints received as consumers become more aware and capable of defending their rights and traders lifted their knowledge and compliance with relevant legislation.

Quality				
Key performance measures 05-06	Target 05-06	Actual 05-06	Target 06-07	Comments
Complaints satisfactorily finalised	80%	64%	80%	This measure indicates the outcome of disputes that did not involve a legal breach. It reflects those disputes which resulted in agreement between the complainant and the trader.
Extent of complying businesses	85%	79%	85%	Businesses monitored for compliance include a high ratio of high risk traders rather than a random sample. This is the most effective use of compliance resources to prevent or address consumer detriment.
Estimated reach of awareness and education initiatives	75%	69%	75%	
Licensing decisions upheld on appeal	95%	100%	95%	
Extent of consumer confidence in marketplace integrity	75%	77%	75%	
Extent of business confidence in marketplace integrity	75%	88%	75%	

Timeliness				
Key performance measures 05-06	Target 05-06	Actual 05-06	Target 06-07	Comments
Licensing applications processed within targets	95%	90%	95%	The level of licensing applications actually processed within targets is 6% higher than in 2004-05 but still lower than expected due to an increased demand for licensing services.
Registration applications processed within targets	95%	90%	95%	
Investigations completed within targets	75%	64%	75%	
Mediations completed within 30 days	75%	76%	75%	

Output: Liquor Industry Services

Related whole-of-Government priority: Safe and secure communities

Quantity				
Key performance measures 05-06	Target 05-06	Actual 05-06	Target 06-07	Comments
Number of restricted areas declared	1	1	Discontinued	This measure will be discontinued for the 2006-07 year. Alcohol restrictions have been declared for all 19 communities identified in the Meeting Challenges, Making Choices strategy.
Visits to Indigenous communities and licensed premises in adjacent areas	260	291	Discontinued	To be replaced by a more expansive measure.
Number of industry information bulletins and liquor trade journal articles produced	35	52	50	
Number of orders for promotional and educative material received from licensees and other industry stakeholders	500	408	Discontinued	This measure will be discontinued due to the increased popularity of web-based marketing and materials and the subsequent decline in orders for hard copy items.
Number of licensed premises checked for compliance	9500	8057	8500	Target was not met as resources were diverted to complaint investigations.
Number of complaints investigated	1500	2766	2000	There has been a significant increase in the number of reports by police on the operations of licensed premises.
Number of liquor, wine and adult entertainment applications processed:				
<ul style="list-style-type: none"> ■ complex applications (e.g. new licences, detached bottle shops, adult entertainment permits) 	1450	954	1000	Fluctuations are the result of the reclassification of some application types, e.g. nominee applications have been reclassified from the moderate to the standard category and renewal of extended hours permits after 3 am have been reclassified from the complex to the moderate category.
<ul style="list-style-type: none"> ■ moderate applications (e.g. no advertising required) 	6550	5577	5500	
<ul style="list-style-type: none"> ■ standard applications (e.g. one-off permits) 	13 000	15 477	15 000	

Quantity				
Key performance measures 05-06	Target 05-06	Actual 05-06	Target 06-07	Comments
Licensing decisions upheld on appeal	80%	46%	Discontinued	This measure will be discontinued as it does not take into account those decisions which are withdrawn or successfully resolved by negotiation prior to Tribunal consideration. The actual result is skewed because appeals against seven decisions of the Chief Executive were heard jointly as one matter and set aside in one decision of the Tribunal.
Complaints finalised	90%	85.4%	90%	

Timeliness				
Key performance measures 05-06	Target 05-06	Actual 05-06	Target 06-07	Comments
Front-end licensing activities completed within nominated timeframes	95%	85%	95%	Some delays were experienced due to complaint investigation priorities.

Output: Dispute Resolution Services

Related whole-of-Government priority: A fair, socially cohesive and culturally vibrant society

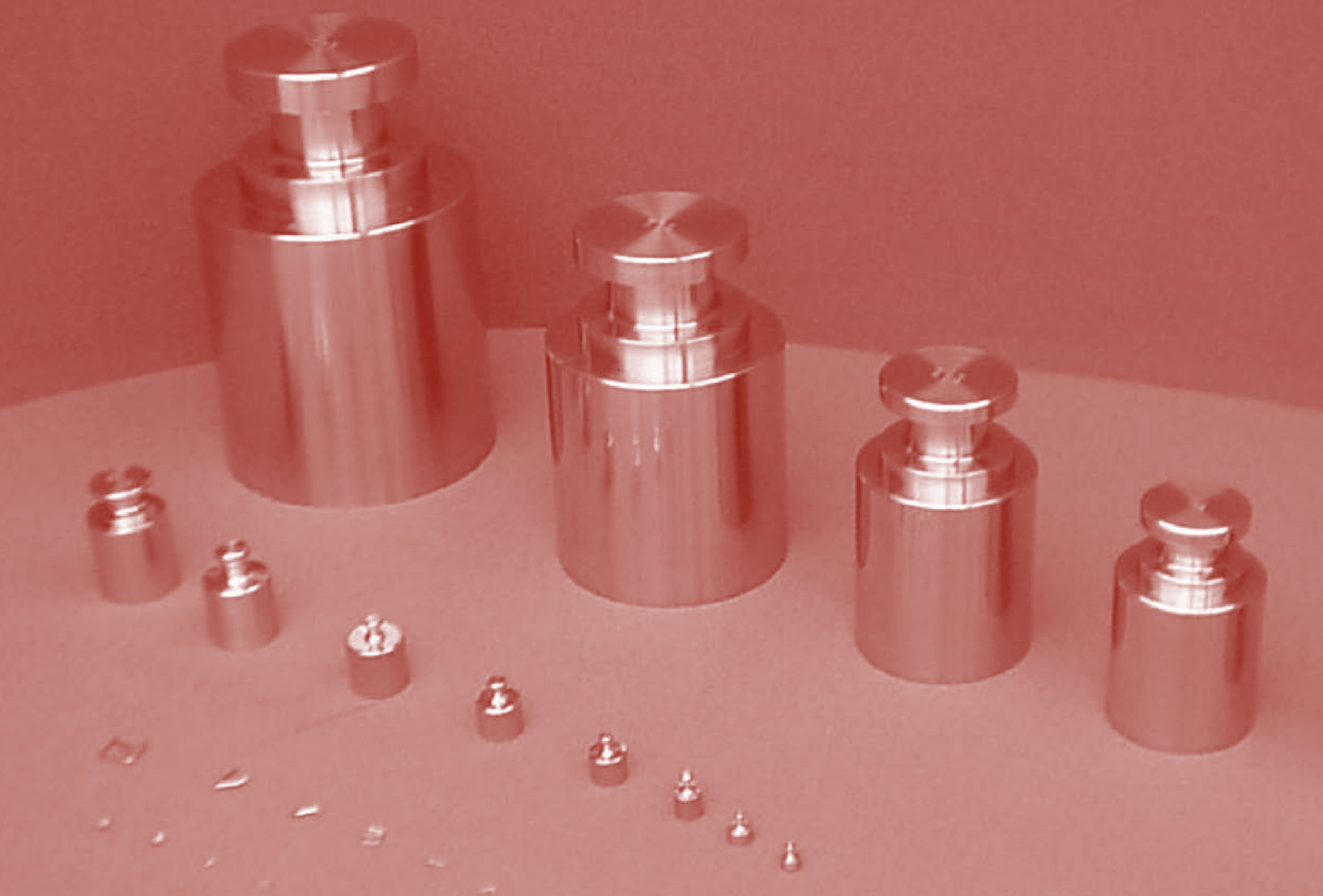
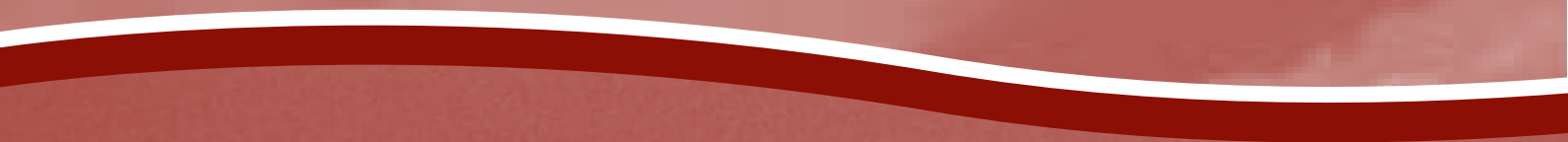
Quantity				
Key performance measures 05-06	Target 05-06	Actual 05-06	Target 06-07	Comments
Number of applications lodged:				BCCM refers to the Office of the Commissioner for Body Corporate and Community Management. CCT refers to the Commercial and Consumer Tribunal.
■ BCCM	1150	1143	1200	
■ CCT	1400	1303	1450	
Number of applications resolved:				
■ BCCM	1100	1124	1150	
■ CCT	1200	1272	1300	
Number of BCCM information service client contacts	21 500	21 100	22 000	It is estimated that demand for these services will grow in line with the increasing number of bodies corporate in Queensland and enhancements to BCCM's information services.

Output performance summary

Quantity				
Key performance measures 05-06	Target 05-06	Actual 05-06	Target 06-07	Comments
Orders overturned or altered on appeals:				
■ BCCM	2%	<0.2%	2%	
■ CCT	2%	<2%	2%	

Timeliness				
Key performance measures 05-06	Target 05-06	Actual 05-06	Target 06-07	Comments
Applications resolved within established timeframes:				
■ BCCM	80%	80.5%	80%	BCCM's target is to resolve 80% of matters referred to departmental adjudication within 60 days of the close of the applicant's reply to submissions. CCT's target is to resolve 80% of matters within seven months.
■ CCT	80%	78%	80%	

Fair trading



The Office of Fair Trading administers fair trading and consumer protective legislation in Queensland. The object of the legislation is for an informed, safe, competitive and equitable marketplace. The purpose of the office is to promote marketplace integrity, and business and consumer confidence. Quality regulation and administration directly contribute to market efficiency and economic growth.

Functions

The Office of Fair Trading enhances marketplace integrity by:

- maintaining a contemporary fair trading regulatory framework that balances the needs of business and consumers
- delivering targeted information campaigns to improve awareness among consumers and traders of their rights and responsibilities
- monitoring compliance with fair trading standards and legislation
- investigating complaints and taking enforcement action over breaches
- resolving disputes
- providing effective registration, licensing and trade measurement services.

Key stakeholders

The Office of Fair Trading relies on the strong partnerships it has with a broad range of stakeholders to identify and respond to current and emerging fair trading issues. These stakeholders include:

- peak business and industry groups
- consumer and community agencies
- Queensland Government agencies
- state and federal marketplace regulators, including the Australian Competition and Consumer Commission and the Australian Securities and Investments Commission
- individual businesses and consumers.

Goals for 2005–06

To promote:

- a contemporary fair trading framework
- informed businesses and consumers
- consumer protection and responsible businesses
- effective administrative infrastructure for the marketplace.

Statistical snapshot

These highlights demonstrate the effectiveness of Queensland's fair trading laws and the Office of Fair Trading's activities that build consumer and business confidence, facilitate economic growth and minimise consumer detriment.



Over 577 proactive annual compliance checks were performed on high risk products such as cots

Responsibilities	2004–05	2005–06
Maintaining a contemporary regulatory framework for marketplace transactions	<ul style="list-style-type: none"> ■ Finalised 13 979 consumer complaints. ■ Achieved almost \$3.7 million in redress for consumers. ■ Maintained licensing and registration services to 401 741 businesses and community organisations. 	<ul style="list-style-type: none"> ■ Finalised 10 513 consumer complaints. ■ Achieved almost \$2.9 million in redress for consumers, including more than \$1.4 million in redress conciliated with traders on behalf of consumers. ■ Maintained licensing and registration services to 395 259 businesses and community organisations and 1.04 million searches of its public registers.
Ensuring businesses operate responsibly	<ul style="list-style-type: none"> ■ Finalised 5196 enforcement actions against traders including 116 actions before the courts and Commercial and Consumer Tribunal, resulting in more than \$1 million in penalties. 	<ul style="list-style-type: none"> ■ Conducted 6849 proactive compliance checks, an increase of 5.9% on 2004–05. ■ The breaches identified resulted in 676 infringement notices and 329 warning notices being issued. ■ Finalised 3125 enforcement actions against traders resulting in fines, costs and compensation orders exceeding \$0.76 million.
Checking compliance with fair trading, product safety and trade measurement standards and legislation	<ul style="list-style-type: none"> ■ Monitored 42 617 businesses, community groups and individual licensees for compliance with legislative requirements. ■ Verified 8549 measurement standards for business and government. 	<ul style="list-style-type: none"> ■ Monitored 37 727 businesses, community groups and individual licensees for compliance with legislative requirements. ■ Verified almost 5500 measurement standards for business and government.
Educating consumers and businesses about their rights and responsibilities	<ul style="list-style-type: none"> ■ Provided information and advice to more than 2.8 million customers. 	<ul style="list-style-type: none"> ■ Provided information and advice to more than 2.7 million customers. ■ Answered 469 671 enquiries.

Please note: The 2004–05 figure for enforcement actions includes more than 2000 warning notices issued in relation to the David Rhodes chain letter scheme and more than 190 enforceable undertakings entered into in relation to independent contractors in the real estate industry.

The downturn in complaints can be attributed to factors such as: the implementation of a new complaint management system and the way complaints are counted; the transition of customer and business services to Smart Service Queensland; and the Office of Fair Trading’s proactive compliance program.

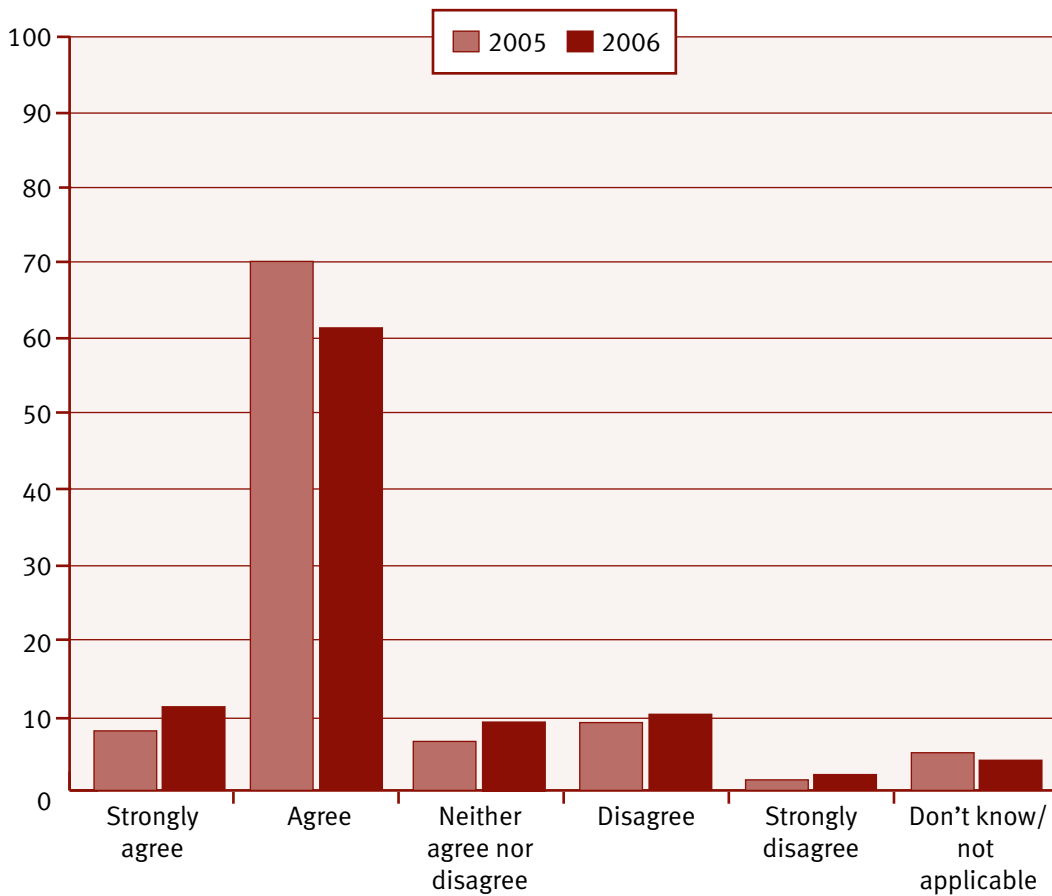
Results

Independent research shows that the Office of Fair Trading’s activities continued to have positive marketplace impacts:

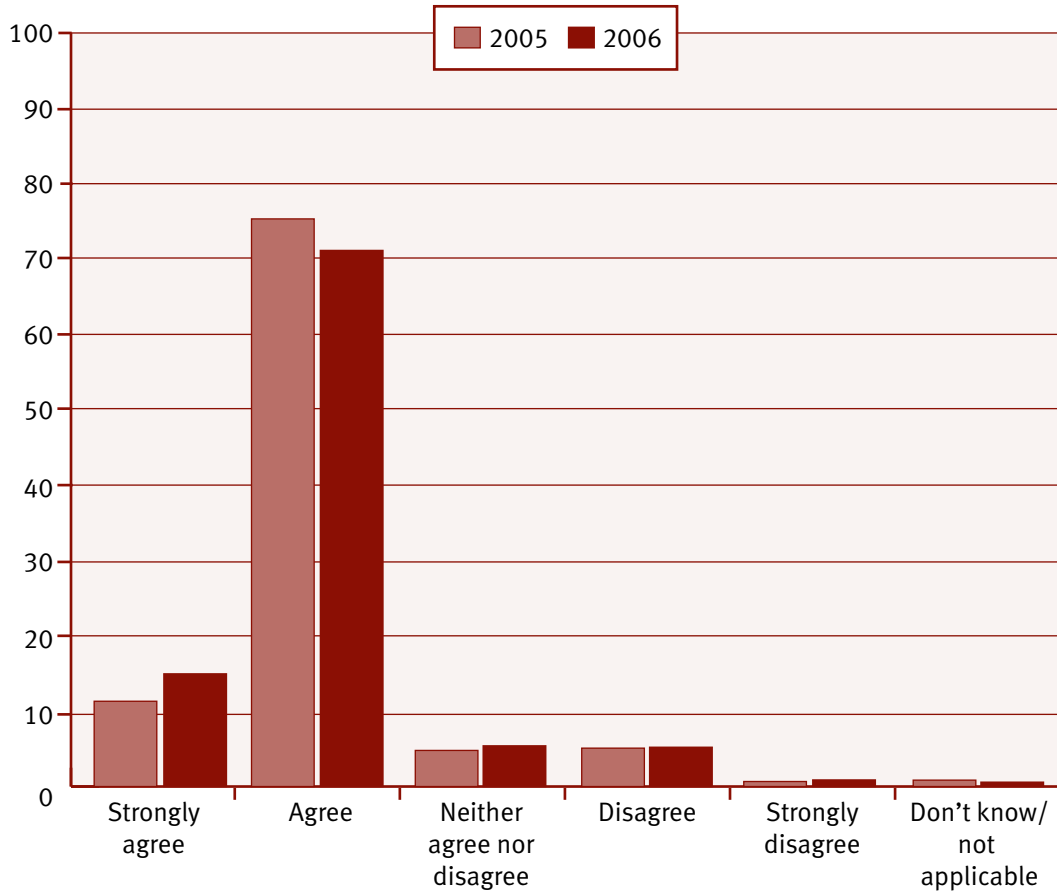
- 74 per cent of Queensland consumers believe that if Queensland traders do not behave fairly or ethically, there are laws that will protect consumer rights
- 88 per cent of Queensland traders believe that if Queensland traders do not behave fairly or ethically, there are laws that will protect consumer rights
- 77 per cent of Queensland consumers have a positive outlook by believing they can rely on Queensland traders to act fairly and ethically
- An estimated 69 per cent of Queensland’s adult population were reached through awareness and education activities.

Source: Trader and Consumer Confidence Survey May 2006; Queensland Household Survey May 2006.

Consumers’ response to: *If traders do not behave fairly and ethically there are laws which protect a consumer’s rights*



Traders' response to: *If traders do not behave fairly and ethically there are laws which protect a consumer's rights*

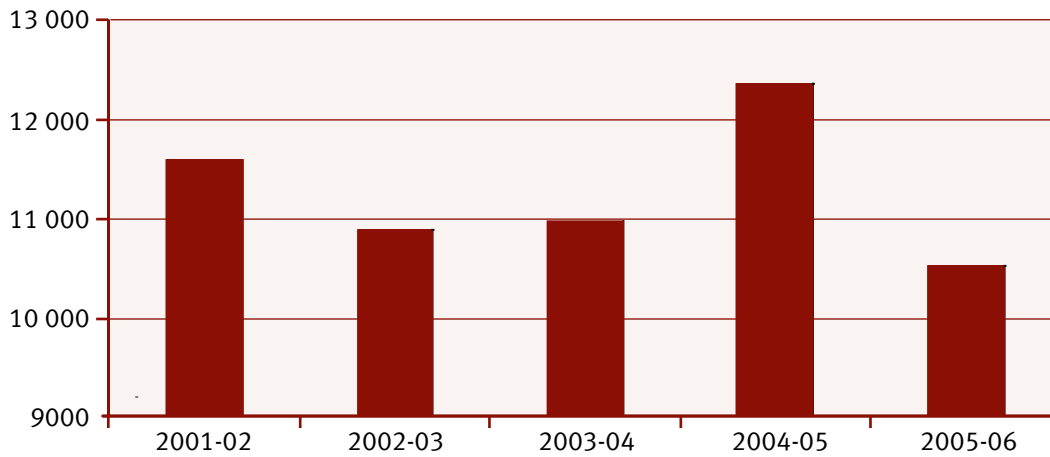


Community complaints

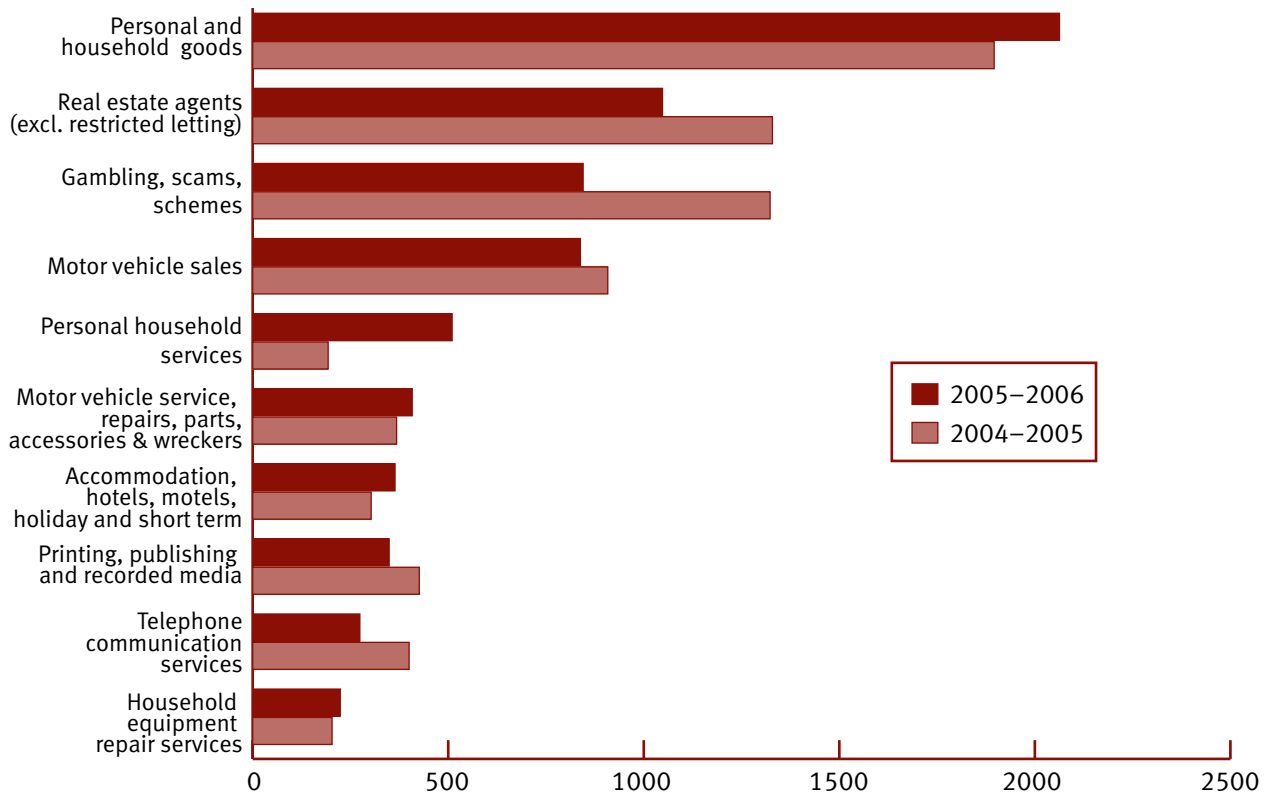
The Office of Fair Trading resolved 10 513 complaints in 2005–06 — a decrease of 14.9 per cent from the last financial year.

The downturn can be attributed to the new complaint management system and the way complaints are counted, the transition of customer and business services to Smart Service Queensland, and the proactive compliance work.

Written complaints resolved



Top 10 complaints by industry group

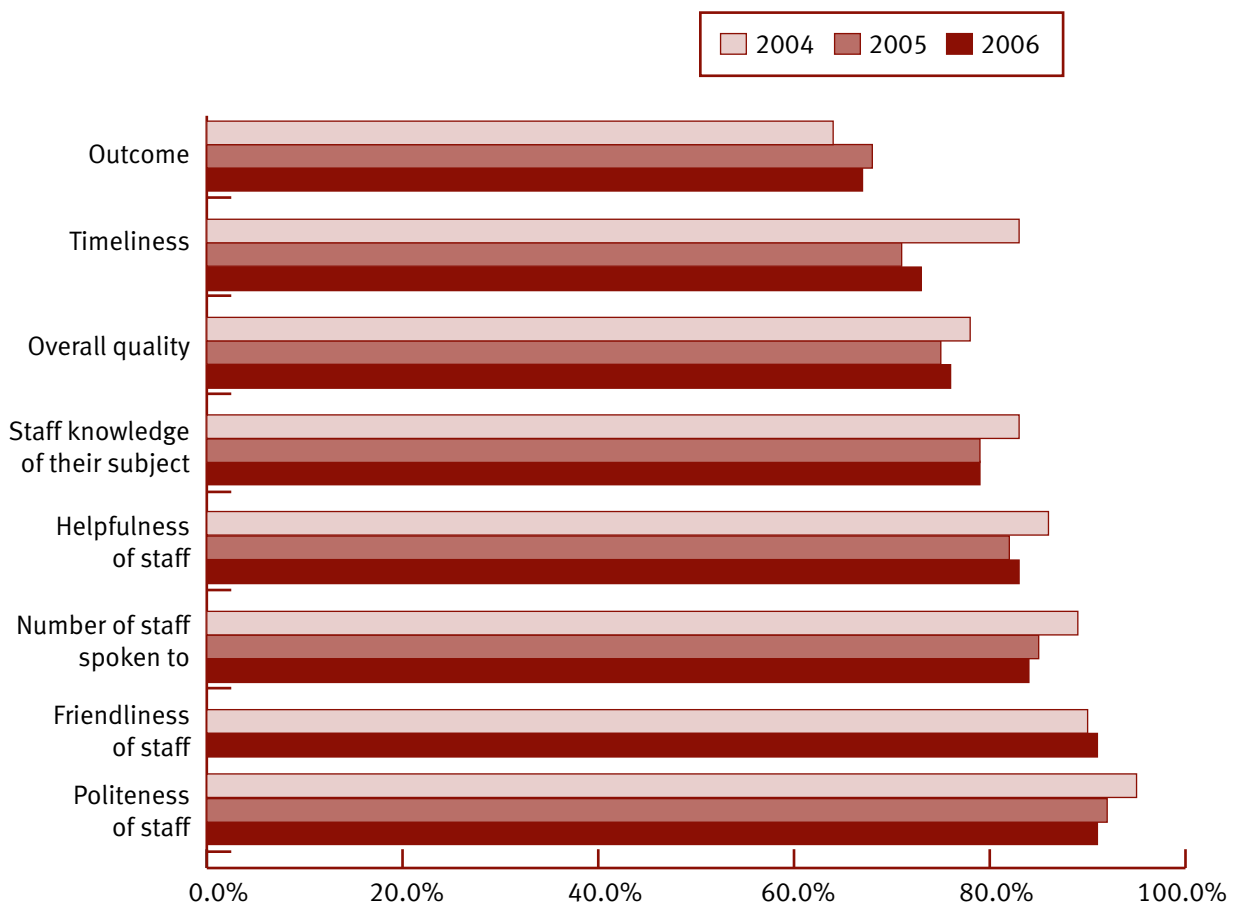


Please note: From 1 July 2005, the Office of Fair Trading started classifying all complaints by industry group.

Customer satisfaction

In 2006, the Office of Fair Trading asked 382 randomly selected customers about their satisfaction levels with a range of fair trading services including occupational licensing, business name registration and complaint handling. Customers rated overall service quality at 76 per cent with high levels of satisfaction reported on factors such as politeness and friendliness of staff and also staff knowledge.

Customer satisfaction levels with fair trading services



Please note: This graph excludes not applicable and don't know responses and the friendliness of staff figure was not measured in 2004.

Service satisfaction

Satisfaction among the Office of Fair Trading's occupational licensing customers increased by 12 per cent in 2005, with 84 per cent being very satisfied or satisfied with the overall service quality received in 2006.

Satisfaction with business name registration services remains high with 89 per cent of customers surveyed in 2006 stating they were very satisfied or satisfied, compared to 92 per cent in 2005.

Sixty-four per cent of customers surveyed said they were either very satisfied or satisfied with the complaint handling services they received in 2006, which has remained stable since 2005.

Percentage of satisfaction with the overall quality of service received (Satisfied or Very Satisfied)



Staffing highlights

- **Ms Julie Kinross** commenced duty on 17 October 2005 as the new Commissioner for Fair Trading.
- **Mr Brian Bauer** was appointed Deputy Commissioner for Fair Trading on 26 April 2006.
- **Mr Damian Sammon** was appointed Executive Manager of the Policy and Legislation Branch on 14 March 2006.
- **Mr Malcolm Bartlett**, Manager of the Office of Fair Trading's Trade Measurement Branch, received a Public Service Medal in the 2006 Queen's Birthday Honours List, in recognition of his outstanding public service.

Policy and legislation program

The policy and legislation program ensures the Office of Fair Trading has a regulatory framework that addresses marketplace issues while balancing the needs of business and consumers. It achieves this by:

- proactively researching emerging issues and developing timely and efficient policy and legislative responses
- leading or contributing to projects that achieve nationally-consistent regulations where suitable

- undertaking a legislative review program
- giving the Office of Fair Trading's operational areas high quality, practical and timely advice about its legislation.

Major achievements

The Office of Fair Trading conducted a range of reviews to ensure Queensland's fair trading framework remained relevant in the changing marketplace. The policy and legislation program achieved the following:

- commenced stage one amendments to the *Property Agents and Motor Dealers Act 2000*
- commenced amendments to the *Retirement Villages Act 1999*
- prepared reforms to the *Security Providers Act 1993* following a public benefit test
- agreed proposals to amend the *Associations Incorporation Act 1981*
- progressed the review of the *Fair Trading Act 1989*
- initiated the passage of updates to the *Trade Measurement Act 1990*
- finalised amendments to the national *Consumer Credit Code* to allow for e-commerce.

Queensland also played a key role leading the reform agenda in the national arena through the Ministerial Council on Consumer Affairs. The Office of Fair Trading enjoyed major progress in the following areas:

- approval by the Federal Office of Regulation Review of a regulatory impact statement on the national regulation of finance brokers
- progression of proposed amendments on the regulation of fringe credit providers for the consideration of the Ministerial Council
- further work on the national regulation of property investment advisors
- continued development of a national regulatory impact statement on unfair contract terms.

Compliance program



Fuel pumps are monitored by the Office of Fair Trading using random targeted checks

The Office of Fair Trading safeguards consumers by enforcing responsible business practices. This is achieved by:

- conducting proactive compliance checks on high risk industries and traders while also maintaining an appropriate level of random spot checks
- investigating consumer complaints, providing access to compensation and taking appropriate enforcement action against non-compliant businesses

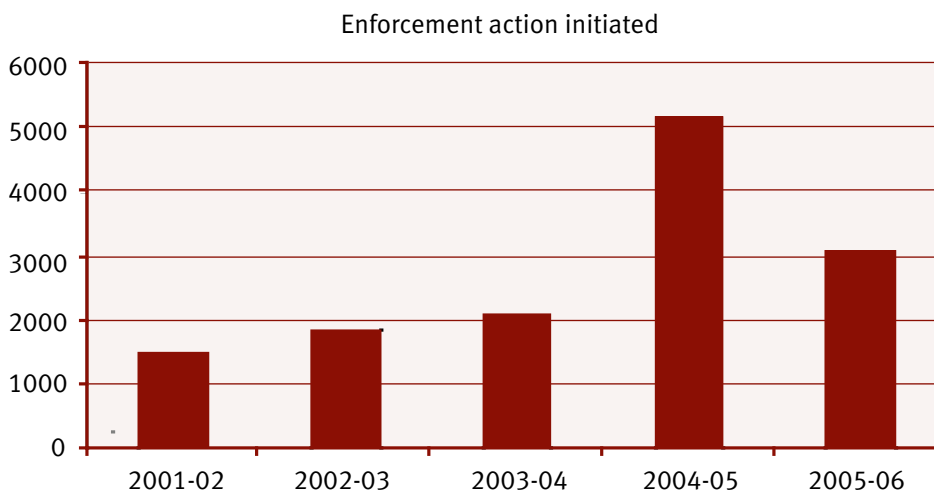
- resolving disputes
- working with other regulators and interstate agencies to achieve wider shared goals in an increasingly 'borderless' marketplace.

The priority continues to be effectively allocating resources towards the most serious cases of non-compliance, matters of the greatest detriment to consumers and instances of systemic fraud.

Major achievements

- Conducted 6849 proactive compliance operations covering:
 - high risk groups with industry-specific legislation such as inbound tour operators, introduction agents, property agents, motor dealers, security providers, second-hand dealers and pawnbrokers
 - product safety issues, including compliance with safety and information standards
 - trade measurement issues such as the correct weight and measure of products, the accurate labelling of goods and the proper use of scales.
- Finalised 3670 investigations.
- Finalised 3125 enforcement actions and issued 2002 warnings and 968 infringement notices.
- Achieved \$1.4 million in consumer redress.
- Commenced 174 actions before the Courts and Commercial and Consumer Tribunal, more than doubling the 83 legal actions from 2004–05.
- Finalised 113 actions before the Courts and Tribunal resulting in fines, costs and consumer compensation orders of more than \$466 000.
- Legal actions spanned a range of industries and offences including:
 - breaches of the *Fair Trading Act 1989* and *Consumer Credit Code*
 - motor vehicle traders for tampering with vehicle odometer readings
 - unlicensed real estate agents and motor dealers
 - various traders for unprofessional, misleading and deceptive conduct.

- Collaborated with the Australian Competition and Consumer Commission and the Australian Securities and Investments Commission on local, national and international investigations.
- Continued to work with key agencies like the Queensland Police Service in areas such as:
 - the activities of second-hand dealers and inbound tour operators
 - fuel quality and other trade measurement matters
 - fraud, consumer product safety and scams.

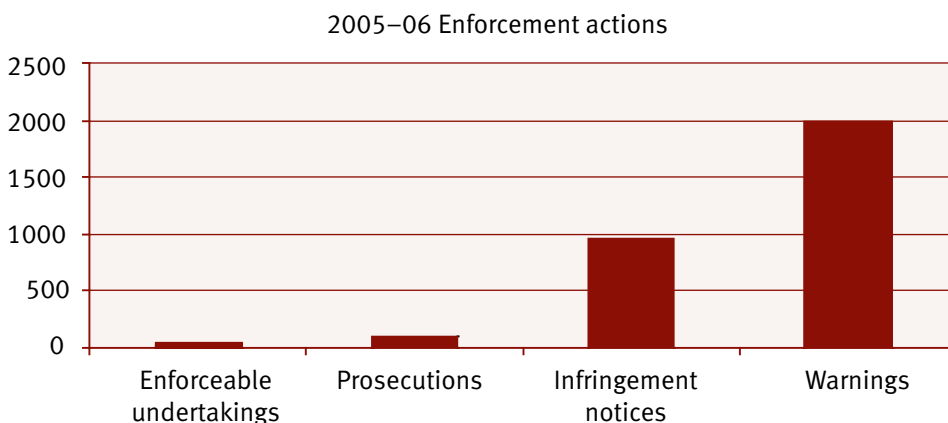


Please note: The 2004–05 figure includes more than 2000 warning notices issued over the David Rhodes chain letter scheme and more than 190 enforceable undertakings entered into by independent contractors in the real estate industry.

The Office of Fair Trading is committed to taking enforcement action against traders for serious legal breaches.

Improved targeting of enforcement actions for less serious breaches made greater use of infringement notices and enforceable undertakings to deliver faster results, thus minimising consumer detriment and reducing legal costs. An enforceable undertaking is when a trader acknowledges illegal or unethical practices and commits to fixing their business processes.

The most serious breaches of legislation were managed by prosecutions and disciplinary actions in the Commercial and Consumer Tribunal and the Courts.

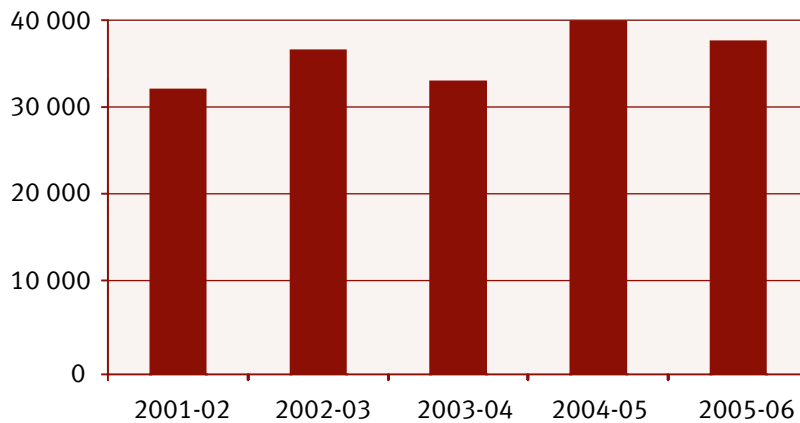


Major prosecutions conducted in 2005–06 include:

Person / Company	Offence	Fine / Outcome
Compensation Finance (Australia) Pty Ltd	Breaches of the <i>Consumer Credit Code</i>	\$45 000
Tamtar Pty Ltd trading as TPL Finance and its directors Tony Maxwell Phillips, Tessa Lindsay Phillips, Geoffrey James Robinson and Sandra Lee Robinson	Breaches of the <i>Consumer Credit Code</i>	\$45 000 (\$9000 per executive officer) Each executive officer permanently banned from providing credit
George Lloyd JONES	False motor vehicle odometer representations	\$42 000
Julie-Anne JELONEK	Unlicensed salesperson and failing to disclose commissions	\$30 000
Rehana MOHAMED	Carry on the business of a travel agent while unlicensed	\$25 000 + court costs of \$2062
Nicola KUZMANOVIC	Continuing offence of failing to provide information to a fair trading inspector	\$19 050
Warren Francis CLAYTON	Unprofessional business conduct	\$11 250 + court costs of \$1335 Permanently disqualified from holding a motor dealer's licence or being an executive officer of a corporation
Norcon Investments Pty Ltd trading as Auto Liquidators	Borrowing a licence and operating as a motor dealer without authorisation	\$10 000
Chipperfield Financial Services Pty Ltd trading as Kwikloan	Breaches of the <i>Consumer Credit Code</i>	\$10 000
Rodney John PERKINS	False motor vehicle odometer representations	\$9000
Loan shark Mark WATSON a.k.a Elton Mark TUKUPUA	Breaches of the <i>Consumer Credit Code</i>	\$5000 Permanently banned from providing credit
Frederick George WALKER	Misappropriation of trust funds and unprofessional conduct	\$4500 + court costs of \$1335 Permanently disqualified from holding a motor dealer's licence
David Alexander IRVINE	Lending a motor dealer's licence	\$1875 + court costs of \$1335 Permanently disqualified from holding a motor dealer's licence Five years disqualification from holding any other business licence

Person / Company	Offence	Fine / Outcome
Power Pacific International Media Pty Ltd and Spacelink Holdings Pty Ltd and its directors David Robert Barrett and Trent David Barrett and training officer Frank Wilson	Misleading and deceptive invoice fraud	Obtained an interim injunction in the Federal Court to prevent it from engaging in misleading and deceptive invoice fraud A further investigation into continuing breaches of the interim injunction has been completed and contempt proceedings were filed in the Federal Court on 2 June 2006

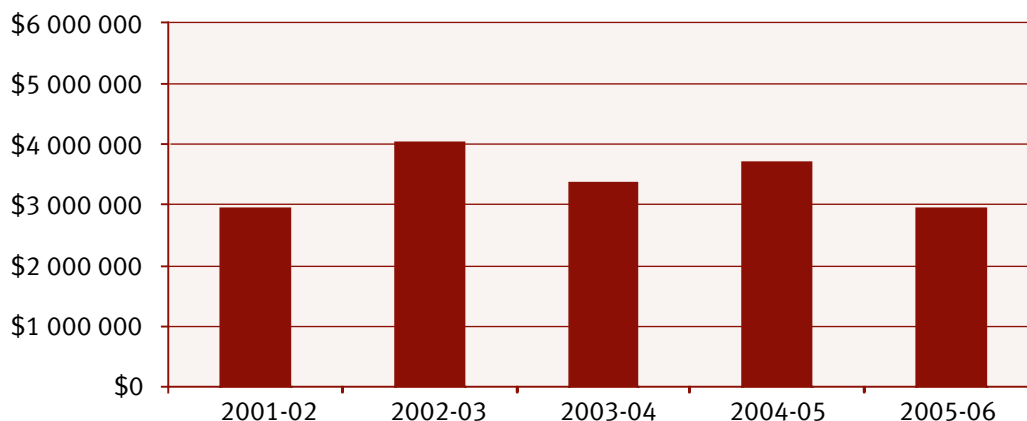
Spot checks



The Office of Fair Trading monitors compliance proactively by conducting random spot checks. In 2005–06, the office spot-checked 37 727 businesses, community groups and individual licensees for compliance.

These activities help identify and deal with non-compliant traders, especially those in high risk and newly regulated industries. Maintaining a visible presence in the marketplace acts as a deterrent and reduces the risk of misconduct going unchecked. It also provides early warning signs of serious marketplace problems.

Consumer redress



The Office of Fair Trading has obtained nearly \$10 million in redress for consumers over the past three years. In the 2005–06 financial year, the Office of Fair Trading assisted in the return of \$2.9 million to consumers. Of this total, \$1.4 million was obtained through resolving disputes between the consumer and trader without having to go to court.

Some examples of the Office of Fair Trading's mediation success in 2005–06 include:

- \$69 515 to 29 unit owners against the management of a Port Douglas resort for complaints relating to letting arrangements, receipting of monthly payments and the provision of monthly financial statements.
- \$36 000 in redress for a Hervey Bay consumer from a real estate agent which included a refund of the \$6000 commission and a further \$30 000 in compensation.
- \$4650 in redress for a consumer from a cruise boat operator was obtained through conciliation with Cairns regional office for misrepresentation and poor service.
- A consumer who lodged a complaint with Toowoomba regional office about a faulty plasma television received a replacement television with the value of \$3849.

Marketplace strategy program

This program aims to improve marketplace integrity and build consumer and business confidence in the marketplace by informing consumers and traders about their fair trading rights and obligations. This is achieved by:

- providing access to targeted information and advice on fair trading issues for business and consumers
- increasing consumer and business awareness of the Office of Fair Trading's role and services
- ensuring the fair trading business strategy is based on reliable information about marketplace issues and developments
- providing information to individual consumers and traders through a telephone information service.

Major achievements

- Conducted the Queensland Consumer Protection Awards to acknowledge and reward outstanding business, media and consumer contributions towards a fairer marketplace.
- Progressed the strategy on consumer and financial literacy for young people by leading a working group that is developing a national framework. In November 2005, the inclusion of consumer and financial literacy principles in school curricula throughout Australia was endorsed by the Australian Education Systems Officials Committee. Subsequently, the working group's framework was provided to the National Consistencies of Curriculum Outcomes project to be incorporated into relevant state and territory curriculum frameworks and syllabuses.
- Implemented statewide communication campaigns to lift business and consumer knowledge, responsible trading behaviour (*TradeSmart*) and better buying practices (*ShopSmart*). Communication projects were also conducted on consumer credit, real estate and motor dealer transactions, the Register of Encumbered Vehicles and product safety (*Safety Sells*).



The *ScamSmart* campaign was launched to advise consumers about avoiding scams

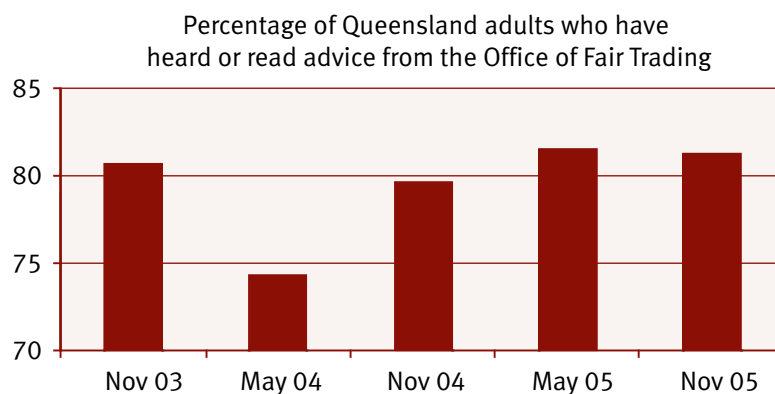
- Communicated legislative changes to stakeholders in industries such as retirement villages, property agents and motor dealers, security providers, travel agents and finance brokers.

- Delivered a full range of communication and compliance activities to protect the consumer rights of young people attending Schoolies Week 2005 events right across the state.
- Held media conferences to promote product safety messages relating to babies' and children's clothing flammability and results for the annual Christmas toy safety audit.
- Launched the *ScamSmart* campaign in conjunction with the Australasian Consumer Fraud Task Force to advise consumers about avoiding scams.
- Conducted marketplace research into complaint statistics, levels of consumer and trader confidence, customer satisfaction and levels and sources of consumer and trader awareness.
- Collaborated with Griffith University to conduct research into credit and financial service issues affecting Queensland consumers.
- Coordinated consumer group input into relevant policy development and consumer advocacy activity in conjunction with Griffith University.
- Promoted statewide awareness of fair trading issues through extensive media activity such as:
 - issuing 61 media releases and 146 media statements
 - undertaking 246 media interviews
 - releasing 51 weekly *Fair Trading News Updates*, 12 *TradeSmart Updates* and 6 *Resident Letting Agents Updates* e-newsletters.
- Answered 469 671 fair trading enquiries.



Awareness campaigns

Three in four Queenslanders surveyed or 81.6 per cent of people reported that they either heard or read advice or warnings from the Office of Fair Trading in the six months leading up to November 2005 (Source: Queensland Household Survey). This is a strong indicator of the impact of the Office of Fair Trading's communications.



Building partnerships

Partnerships with Indigenous communities

The Office of Fair Trading progressed a number of Indigenous-specific initiatives under the Fair Go Strategy to address consumer rights and issues, particularly for those Indigenous communities in remote areas.

Long-term initiatives covered by the Fair Go Strategy include:

- improving service delivery in regional locations
- building stronger partnerships with Indigenous organisations such as the Indigenous Consumer Assistance Network
- increasing the capacity of service providers to assist and educate community residents on financial issues
- developing compliance plans to deter unlicensed trading and the sale of unroadworthy motor vehicles
- creating culturally appropriate guides to help Indigenous organisations interpret the law and comply with legal obligations.

These initiatives are in line with the eight priority areas of the National Indigenous Consumer Strategy Action Plan 2005–10 endorsed by the Ministerial Council on Consumer Affairs and launched in late 2005.

In 2005–06, the Office of Fair Trading conducted the following initiatives under the Fair Go Strategy:

- spot checks of motor dealers that service Indigenous communities
- a memorandum of understanding between the Office of Fair Trading and the Indigenous Consumer Assistance Network to deliver fair trading information to Indigenous communities
- regular targeted media including radio spots on *Bumma Bipperra* Indigenous radio in Cairns and monthly fair trading newspaper columns in *Koori Mail* and *Torres News*
- developing a Fair Go consumer guide already widely distributed throughout Queensland

- working with the Australian Competition and Consumer Commission's network of regional outreach managers and supporting their *Fair Store* initiative
- contributing to the Australian Securities and Investments Commission's *Book-up Guide*.

Developing these initiatives involved partnering with a range of Indigenous representatives and stakeholders including:

- the Indigenous Consumer Assistance Network
- the Department of Aboriginal and Torres Strait Islander Policy
- the Department of Housing
- the Department of Education and the Arts
- Queensland Transport.

In 2005, 57 complaints were made by Indigenous consumers to the Office of Fair Trading:

- 17 were about motor vehicles (29.8 per cent)
- 12 related to white goods (21 per cent)
- 5 were about scams (8 per cent).

Improved service delivery to non-English speaking background customers

In 2005–06, the Office of Fair Trading enhanced its delivery of services and information to people from a range of cultural backgrounds by:

- participating in the Queensland Multicultural Festival in Brisbane in October 2005
- distributing *ShopSmart* refund tips translated into Chinese, Greek, German, Vietnamese and Italian at this festival and to various multicultural organisations
- updating translated consumer protection forms and fact sheets on real estate transactions
- monthly fair trading interviews on ethnic radio 4EB in Brisbane
- further developing the *Other languages* section on the the Office of Fair Trading website by translating text to make it easier for NESB consumers to access fair trading information.

Business services program

The Office of Fair Trading administers 17 pieces of legislation requiring registration and licensing. The business services program delivers an effective administrative infrastructure by providing high quality licensing, registration and accreditation services to a broad range of clients including:

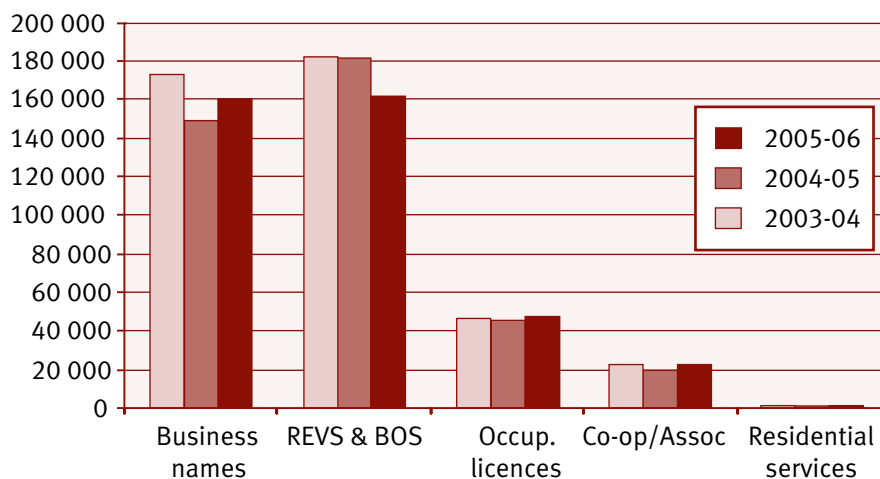
- real estate agents
- motor dealers
- security providers
- business name registration
- charities
- incorporated associations
- cooperatives
- retirement village operators
- travel agents
- inbound tourism operators
- residential service providers.

This program also delivers a cost-effective measurement standards service to government and industry through the Measurement Standards Laboratory.

Major achievements

- Processed 395 259 registration and licensing applications for business and community organisations.
- Improved procedures for occupational licence applications to accelerate processing times. The level of licence applications processed within target timeframes has increased from 84 per cent during 2004–05 to 90 per cent during 2005–06.

Registration and licensing services processed 2005–06



Please note: REVs and BOS = Registration of Securities.

- Collaborated with other agencies to progress a national Register of Encumbered Vehicles.
- Contributed to national discussions on a seamless, single, online registration system for Australian Business Numbers and State Business Names.
- Participated in the development of amendments to the *Association Incorporations Act 1981*.
- Processed registration applications for 119 residential services, accreditation applications for 34 residential services and investigated then finalised 193 complaints in 2005–06.
- Collaborated with the Measurement Standards Laboratory and Department of Primary Industries and Fisheries to ensure reliable evidence testing to reduce the risk of successful challenges to fisheries enforcement action.

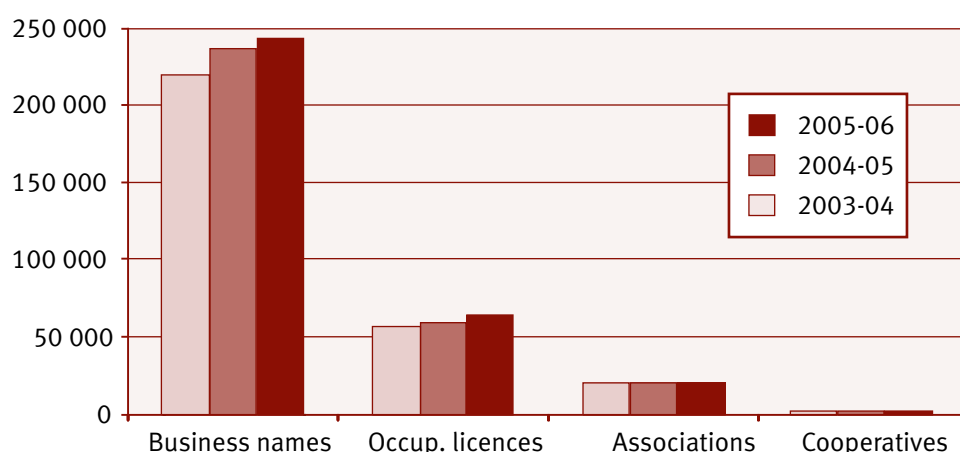
Business services

The number of registered business names and associations and occupational licensees in the state continued to rise in 2005–06. This reflected ongoing marketplace growth led by increased economic activity and strong interstate migration to Queensland.

In 2005–06, 30 per cent of the Office of Fair Trading’s ‘business name’ customers took advantage of the Phone Pay service, an increase from 28 per cent in 2004–05. Phone Pay is a faster, more convenient way for traders to renew their business name registration at any time of the day or night. Customers also had the option to renew their business names for one or three years.

In 2005–06, 41 per cent of new registrations and 29 per cent of renewals were for a three-year period, which saves businesses time and money.

Business services: Registrations and licences
(as at 30 June 2006)



Consumer Credit Fund

The Consumer Credit Fund holds money generated by fines imposed on financial institutions under the *Consumer Credit (Queensland) Act 1994*. The Act is a legislative template for the National Uniform Consumer Credit Code. OFT dedicates these funds to delivering consumer education, compliance activities and policy and legislation developments related to credit matters.

The Consumer Credit Fund balance at 1 July 2005 was \$1.119 million and was \$0.996 million at 30 June 2006. During the 2005–06 financial year, the Fund received \$158 506 through legal fees recovered and bank interest.

Income	
Legal fees recovered	\$90 000
Bank interest	\$68 506
Total	\$158 506
Expenditure	
Centre for Credit and Consumer Law	\$130 000
Legal fees	\$7 103
Compliance and investigations	\$99 428
Uniform Consumer Credit Code administration	\$44 841
Total	\$281 372

Report on the *Travel Agents Act 1988*

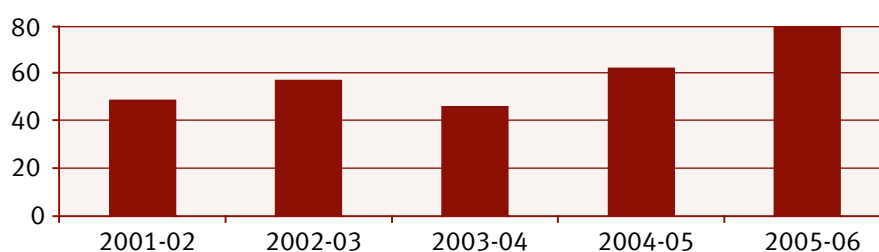
The *Travel Agents Act 1988* requires the licensing of persons who sell or arrange the sale of travel and accommodation. The Act's primary objectives are to regulate the conduct of travel agents and provide compensation through the Travel Compensation Fund. This fund reimburses consumers who have suffered a loss due to the conduct of a licensed travel agent.

As at 30 June 2006, a total of 599 agents were licensed to operate in Queensland. Forty-three travel agents surrendered their licence applications while 80 new licences were granted during 2005–06. OFT received 23 complaints about travel agents, mostly for unlicensed trading. Two travel agents were also prosecuted under the *Travel Agents Act 1988*.

During the year, the Travel Compensation Fund terminated the membership of three Queensland agencies. Two members were cancelled for failing to lodge annual returns while the third was cancelled for compensation claims made against the fund.

The fund paid 12 claimants with 6 claims a total of \$16 350 against two Queensland agents in 2005–06 compared to 48 claims with a total payout of \$151 689 in 2004–05.

Travel agent licences granted



Future developments

Fairer trading

- Maintain engagement with consumers, government and businesses to refine the Office of Fair Trading's integrated fair trading strategy to improve marketplace outcomes and resolve state and national issues.
- Keep collecting and analysing trader and customer intelligence to monitor marketplace performance and inform the Office of Fair Trading's business strategies.

- Continue exploring tactics that foster better complaint handling by industry associations and businesses.
- Keep implementing the Fair Go Strategy to support the Ministerial Council on Consumer Affairs on the national priorities for the five-year National Indigenous Consumer Strategy.

Contemporary fair trading framework

- Progress the review of the *Fair Trading Act 1989*.
- Proceed with stage two amendments to the *Property Agents and Motor Dealers Act 2000* and *Code of Conduct*.



Commenced stage one amendments to the *Property Agents and Motor Dealers Act 2000*

- Proceed to stage one amendments to the *Associations Incorporation Act 1981*.
- Finalise and implement the outcomes of the review of the *Security Providers Act 1993*.
- Lead the reforms for uniform national trade measurement legislation under the auspice of the Ministerial Council of Consumer Affairs.
- Head the reforms to uniform national product safety under the auspice of the Ministerial Council of Consumer Affairs.
- Establish a national standard for four-wheel drive snatch straps and the flammability of upholstered furniture and mattresses.
- Develop a Queensland safety standard for lead and toxic metals in toys.

Responsible businesses

Continue delivering a targeted compliance monitoring program focusing on:

- the practices of used motor vehicle dealers and odometer tampering, the management of trust accounts and advertising in the real estate industry, security providers, credit providers, inbound tour operators, resident letting agents and mandatory product safety standards, particularly for children's products
- petrol and diesel fuel quality, accuracy in packaged goods measurement, measuring equipment used for transactions and practices such as price scanning and labelling.

Consumer protection

- Maintain a visible presence in the marketplace to deter poor trading conduct and initiate appropriate enforcement actions to address non-compliance.
- Implement communication and customer service strategies that respond to the needs of vulnerable consumers, particularly Indigenous people, young people, older people and people from non-English speaking backgrounds.
- Continue reviewing the impact of mandatory safety provisions for flammable furniture.
- Keep enforcing the mandatory accreditation of all residential services, including those which provide meals or personal care services.

Informed businesses and consumers

- Continue progressing a national strategy to improve consumer and financial literacy, especially among young people.
- Keep implementing statewide communication campaigns to support responsible marketplace behaviour by businesses and consumers.
- Continue promoting the Queensland Consumer Protection Awards to publicly acknowledge the contribution made by individuals, the media, businesses and community groups to Queensland's marketplace integrity.
- Market Queensland Consumer Month with the Australasian Consumer Fraud Taskforce to increase awareness of fair trading issues among consumers and businesses.

Funeral Benefit Trust Fund						
Body	Role	Constituting Act	Annual reporting requirement	Cost at 30 June 2006	Members at 30 June 2006	Notes
Funeral Benefit Trust Fund Committee	Administers the Funeral Benefit Trust Fund by determining claims made by Fund contributors	<i>Funeral Benefit Business Act 1982</i>	See notes	\$872.73	Robert Ahern Chair and representative of the Treasurer Raymond White Secretary and representative of the Registrar Arie van den Berg State Actuary's representative Brian Gill Representative of corporations	The board of trustees met 12 times during 2005–06 and processed 238 funeral benefit claims, up from the 233 claims made in 2004–05. This resulted in \$63 445.39 being paid from the Fund. During the same period, 87 contributors surrendered their agreements resulting in a payout to contributors of \$16 706.

Case study: The Product Safety Unit – compliance program

The 2005–06 product safety proactive compliance program included:

- More than 4000 toys inspected for compliance with product safety laws at 196 premises statewide prior to Christmas 2005. A total of 28 unsafe toys were removed from store shelves to protect Queensland children.
- 300 show bags inspected for safety prior to the Royal Queensland Show in August 2005. Compliance checks were continued throughout the 10-day event.
- 577 proactive annual compliance checks performed for each mandatory safety product standard. The standards for high risk products such as toys, bunk beds, cots and baby walkers are checked more frequently.

Case study: The Trade Measurement Branch – fuel pump checks

Fuel pumps are monitored using random targeted checks.

Year	Complaints received (excludes LPG)	Pumps tested	Results	Enforcement action
2005–06	82	1668	322 pumps delivered short	5 entities issued with infringement notices
2004–05	60	1269	201 pumps delivered short	3 entities issued with infringement notices
2003–04	45	1515	175 pumps delivered short	2 entities issued with infringement notices

Service station pump tests indicate the correct volume of fuel is being delivered in most cases throughout Queensland. Fuel quality is maintained by the Trade Measurement Branch on behalf of the Commonwealth Department of Environment and Heritage. During 2005–06, 46 fuel samples were obtained for testing and results did not indicate any significant legislation breaches.

Liquor licensing



The Liquor Licensing Division regulates the sale and supply of alcohol throughout Queensland with the aim of developing a dynamic liquor industry which embraces responsible business practices and responsible alcohol consumption. To achieve this, the division administers the *Liquor Act 1992* and *Wine Industry Act 1994* and undertakes many projects and communication activities designed to minimise alcohol-related harm.

Functions

- Process applications and permits under the *Liquor Act 1992* and *Wine Industry Act 1994*.
- Maintain a register of licences and permits.
- Investigate and resolve complaints.
- Conduct prosecutions and other disciplinary actions for legal non-compliance.
- Maintain, review and improve the regulatory framework for the liquor and wine industries.
- Implement and maintain alcohol restrictions in the Indigenous communities identified in the Meeting Challenges, Making Choices strategy.
- Research, monitor and evaluate liquor industry trends.
- Educate the industry and public on liquor legislation and responsible alcohol service and consumption.
- Facilitate Responsible Service of Alcohol training and deliver statewide awareness programs.

Key stakeholders

Liquor Licensing maintains alliances with a wide range of stakeholders including:

- liquor industry associations
- liquor producers and wholesalers
- licensees, permittees and their staff
- applicants for licences and permits
- Indigenous communities and associations
- community groups and individuals affected by the sale and supply of liquor
- the media
- other state and local government agencies.

Goals for 2005–06

- Progress the Liquor Act review by undertaking industry, community and government consultation to develop recommended legislative amendments.
- Assist the Brisbane City Council to declare the first 'special entertainment precinct' in Fortitude Valley to enable council to better address local noise level issues.
- Commence amendments to the *Liquor Act 1992* to impose stricter conditions on Brisbane City Council area licensees under the Brisbane City Safety Action Plan.
- Develop and implement the Statewide Safety Action Plan to impose stricter conditions and a statutory 3 am lockout on all licensed premises operating in Queensland.
- Develop a new legislative structure for regulating the state's adult entertainment industry.
- Implement strategies and systems to support locally based liquor accords.

Statistical snapshot

- Queensland had 6586 licensed premises at 30 June 2006.
- 12 077 licence and permit applications were processed in the year to 30 June 2006.
- Processed more than 8710 permits authorising the sale or supply of liquor on one-off occasions across the state.
- 2766 complaints were received about licensed premises and patron behaviour in 2005–06, with noise complaints (523) topping the list.
- 2323 — or 84 per cent of all complaints — were finalised in 2005–06.
- 8057 investigations were undertaken in the last financial year, including 6157 targeted compliance investigations during peak liquor trading hours.

- 17 362 Responsible Service of Alcohol training certificates were issued in 2005–06. Since the program began in 1997, more than 33 000 liquor industry workers have been trained in responsible serving practices.
- Since mandatory training in the Responsible Management of Licensed Venues commenced on 1 January 2004, 4422 licensees and nominees have completed the course.
- Liquor Licensing finalised more than 10 800 investigations and inspections and undertook 85 prosecutions, together with 181 show cause and disciplinary actions, in the last financial year.
- There was a 71 per cent increase in on-the-spot fines in 2005–06, bringing the total issued by licensing officers to 1623.
- Fines — including those collected from on-the-spot infringement notices — exceeded \$3 million, an increase of \$1.1 million on the last financial year.
- During Schoolies Week festivities, division officers made 324 visits to licensed premises, 1366 persons were questioned about their identification and 471 infringement notices were issued.

Number of licences and complaints		
Year	Licences	Complaints
2005–06	6586	2766
2004–05	6387	2019
2003–04	6103	1558
2002–03	5882	1565
2001–02	5716	1509
2000–01	5685	1491
1999–00	5461	1450
1998–99	5177	1153

Policy and legislation program

- Implemented the final stage of licensing conditions for Brisbane City Council area premises under the Premier’s 17-point Brisbane City Safety Action Plan which included minimum crowd controller numbers, compulsory Responsible Service of Alcohol training for staff, the use of security cameras, bans on drinking games and promotions, as well as happy hour limits.
- Introduced the statutory 3 am lockout for all licensed Queensland venues from 1 July 2006 under stage one of the Statewide Safety Action Plan.
- Commenced reviewing the *Liquor Act 1992* with all stakeholders. The review will examine: the responsible sale, supply and promotion of alcohol; public safety at licensed premises; the protection of people at high risk of alcohol abuse; and the removal of unnecessary licensing administration.
- Collaborated with the Brisbane City Council to declare a ‘special entertainment precinct’ in Fortitude Valley to enable council to better address local noise level issues.
- Appointed division-approved trainers to deliver the revised Responsible Service of Alcohol program which is mandatory for all licensed late trading venue staff in the Brisbane area.

- Monitored the impact of alcohol restrictions on 19 Indigenous communities and progressed the review of 13 of the state's Alcohol Management Plans.
- Released the *Code of Practice for the Responsible Service, Supply and Promotion of Liquor* as a 'best practice' risk management tool for licensees featuring a sample management plan.
- Amended the *Liquor Regulation 2002* to enforce the provision of drinking water to patrons free of charge or at a reasonable cost by all licensed Queensland premises.
- Announced the Government will introduce stricter regulation of the adult entertainment industry following a review by the Crime and Misconduct Commission. Liquor Licensing will develop the *Regulation of Adult Entertainment Bill 2006* to cover licensed and unlicensed venues.

Compliance program

- Created the Liquor Licensing Flying Squad in August 2005 to monitor compliance and reduce alcohol-related incidents in regional Queensland by staging effective and highly visible liquor enforcement operations. The squad made 834 visits across the state in the 2005–06 period.
- Appointed six additional compliance officers to Liquor Licensing's regional offices.
- Continued a strong presence at Schoolies Week 2005, with an emphasis on the Gold Coast, to monitor compliance in licensed venues and detect underage offences.
- Conducted independent compliance activities within Indigenous communities and surrounding catchment areas and in cooperation with the Queensland Police Service.
- Liaised with organisers to negotiate responsible alcohol supply practices under customised licensing requirements at community events in regional and rural locations.

Licensing and client services

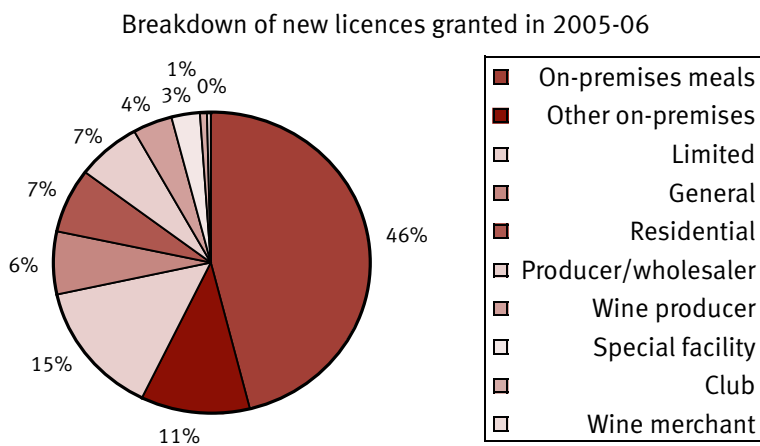
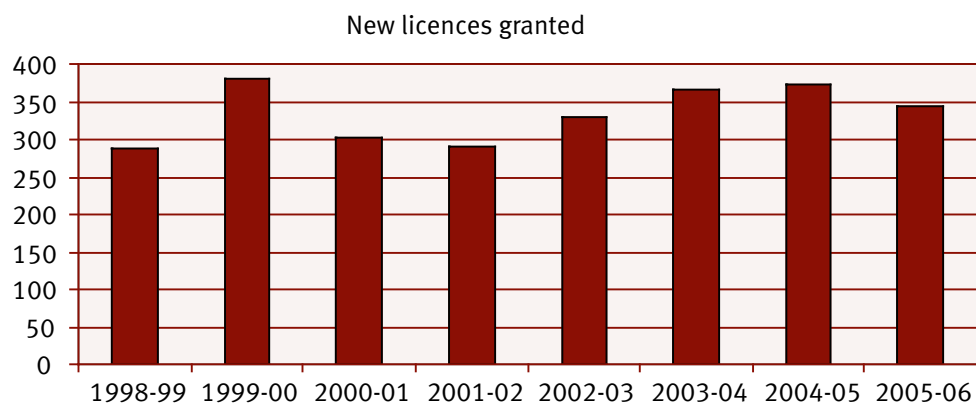
- Received 22 055 applications under the *Liquor Act 1992* and *Wine Industry Act 1994* during 2005–06. Of these, 7473 were general purpose permits, with 7208 being granted for one-off events conducted by community organisations.
- Received 23 applications to allow the conduct of sexually-explicit entertainment on licensed premises, with 22 annual permits and a single one-off permit being approved.



The Liquor Licensing Flying Squad was formed in August 2005

New applications lodged and adjudicated in 2005–06				
Application type	Lodged	Granted	Refused	Withdrawn
New licence (other than club or wine)	384	325	0	50
New club licence	7	3	0	0
New wine licence	17	16	0	5
Detached bottle shop	54	53	0	8
Satellite cellar door	30	17	0	3
Total	492	414	0	66

Please note: Some lodged applications were not resolved in the 2005–06 year.



On-premises meals	159	46%
Other on-premises	38	11%
Limited	50	15%
General	22	6%
Residential	24	7%
Producer/wholesaler	23	7%
Wine producer	15	4%
Special facility	9	3%
Club	3	1%
Wine merchant	1	0%
Total	344	100%

Safer communities

At the core of Liquor Licensing operations is the preservation of patron and community safety and responsible public behaviour in and around licensed premises. During 2005–06, the division focused on initiatives of the Brisbane City Safety Action Plan and the Statewide Safety Action Plan.

Implemented Statewide Safety Action Plan initiative:

- 3 am lockout conditions for all late-trading licensed premises in Queensland.

Implemented Brisbane City Safety Action Plan initiatives:

- 3 am lockout conditions for all late-trading licensed premises in the Brisbane City Council area
- a prescribed minimum ratio of crowd controllers to patron numbers at licensed venues
- requirements for Responsible Service of Alcohol training for all staff at licensed premises
- the installation and monitoring of closed circuit television cameras on all public entrances and exits at licensed venues
- a ban on advertising which encourages excessive alcohol consumption
- limits on the frequency and duration of happy hours
- a ban on drinking competitions or games that promote excessive drinking on licensed premises
- the development and maintenance of responsible house policies.

Industry and community awareness

- Redesigned the divisional website at www.liquor.qld.gov.au to align with revisions made to the Department's website and to provide more information and services online.

- Launched the monthly *Liquor Licensing Update* e-newsletter which was being distributed to 805 industry, community and media stakeholders as at 30 June 2006.
- Released the *Code of Practice for the Responsible Service, Supply and Promotion of Liquor* as a 'best practice' risk management tool for licensees featuring a sample management plan.
- Supplied regular articles to the following industry publications: *QHA Review*, *Inside Liquor*, *Club Insight*, *Club Chat*, *Restaurant & Catering Queensland Magazine*, *Resort News* and the *RSL Clubs Courier*.
- Increased the number of licensee (19) and community (8) fact sheets to 27.
- Continued promoting key publications to licensees and the public including *Drink spiking happens – Don't let it happen to you* and *No more risky business*.
- Produced a laminated wallet-sized card for youth outlining Queensland's liquor laws, the penalties for breaching them and acceptable forms of identification.
- Assisted licensees to manage drink spiking issues on-site with regional visits, workshops and information kits containing 'unattended drink' cards, posters and fact sheets.
- Collaborated with the Gold Coast Liquor Industry Consultative Association to develop their accord aimed at providing a safe and enjoyable environment at licensed venues in the region.
- Supported *The Good Sports Program* to deliver education and awareness training to sporting association members and players on responsible alcohol consumption at sporting venues.
- Advertised the locations, details and restrictions behind each of the 19 Indigenous Alcohol Management Plans using various brochures and print media.

Indigenous initiatives

- Contributed to the Cabinet report on the Finding the Balance: Queensland Alcohol Action Plan 2003–04 to 2006–07, which builds on existing alcohol regulations and public health initiatives.
- Supported alcohol restrictions in 19 Indigenous communities with greater compliance activities.
- Signposted roads in Indigenous areas to clearly show the public where Alcohol Management Plan conditions were in effect, and supported them with print and electronic advertising.
- 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.
- Imposed additional licensing conditions on liquor outlets in Indigenous community catchments as part of the Meeting Challenges, Making Choices program. The negotiated conditions were applied to the Burketown Pub, Archer River Roadhouse, Musgrave Telegraph Roadhouse and the Exchange Hotel Coen, and to hotels in Normanton, Karumba, Chillagoe and Weipa.
- Provided Responsible Management of Licensed Venues training to licensees and nominees within Indigenous communities in October 2005. Continue to develop and deliver effective community education strategies regarding the responsible service of alcohol in indigenous communities.
- Continued to work with Indigenous communities to encourage the training and hiring of local people as security providers. This has enabled canteens to boost security staff, provide safer patron environments and contribute to local employment.
- Worked with tour operators using stringent restricted area permits to ensure that Cape tourism continues to grow, while ensuring the intent of alcohol restrictions is not compromised.
- Continued to work closely with the Department of Aboriginal and Torres Strait Islander Policy to review alcohol restrictions in the 19 Indigenous communities.

- Maintained the free 1800 Sly Grog Hotline which takes anonymous reports of sly grogging. The hotline was promoted via community service announcements on the National Indigenous Radio Service throughout northern Australia.
- Commenced an intensive Indigenous Community Communications Plan to identify and implement culturally-driven communication tools that raise awareness within Aboriginal communities of the need to serve and drink alcohol responsibly. It will promote the benefits of alcohol restrictions and the added licensing conditions placed on nearby liquor outlets.
- The department has engaged an Indigenous communications agency to consult with Indigenous councils, community justice groups, Government agencies and other organisations to incorporate (where possible) local icons, images and language that will better promote the responsible service and consumption of alcohol in local communities.



Reviews commenced of 13 of the state's Alcohol Management Plans

Future developments

- Further streamline existing licensing and administration to ensure top quality customer service.
- Participate in the review of alcohol restrictions implemented in Indigenous communities.
- Develop and deliver an effective community education strategy targeting the responsible service and consumption of alcohol in Indigenous communities.

- Implement new e-payment systems for licence applications.
- Continue reviewing the *Liquor Act 1992* to ensure ongoing currency with community and industry expectations.
- Progress the Statewide Safety Action Plan based on results from the Brisbane City Safety Action Plan.
- Develop and implement a new legislative framework for regulating adult entertainment.
- Continue the partnership with Queensland Police and the Department of Communities to develop new frameworks for liquor accords around the state.

Top five compliance priorities for 2006–07:

1. Delivering industry, community and patron development programs aimed at harm prevention.
2. Addressing community issues with intoxication, disorderly behaviour, unreasonable noise and related harm in and around licensed premises.
3. Protecting Indigenous communities from the sale and supply of sly grog.
4. Reducing liquor offences concerning minors.
5. Reviewing the supply of packaged liquor resulting in undue intoxication in public places.

Case study: The Pormpuraaw Indigenous community

Pormpuraaw was known as the Edward River Mission until 1987. Now the local Aboriginal Council operates a number of enterprises including a crocodile farm, pastoral and cattle operations and river-based fishing camps. Pormpuraaw has a population of approximately 700, and 650 of them are Indigenous Australians.

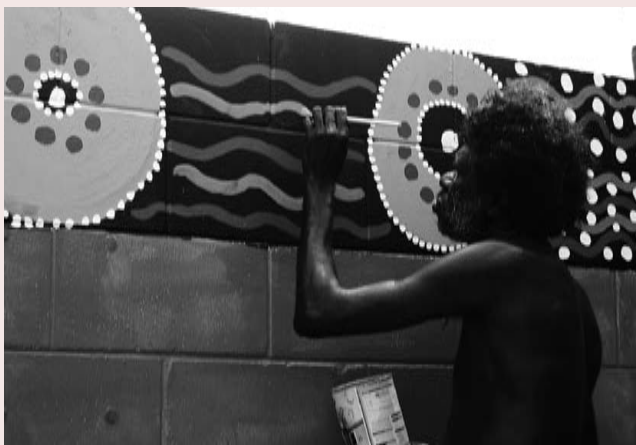
Two groups of Aboriginal people live in Pormpuraaw. The Thaayore are traditionally from the area to the south including the Coleman River. The Munkan are traditionally from the area to the north including the Edward and Holroyd Rivers. Several Aboriginal Australian languages are spoken in the community.

Pormpuraaw is geographically isolated on the western side of Cape York Peninsula, 600 kilometres west of Cairns. It is generally only accessible by air during the wet season (November to March) and accessible by four-wheel drive during the dry.

Liquor Licensing is working with Pormpuraaw to reduce harm caused by alcohol misuse and abuse. A strategy was developed with community consultation for an Alcohol Management Plan which informed the liquor restrictions declared under the *Liquor Act 1992*. Pormpuraaw's Alcohol Management Plan has recently been reviewed and amendments are being considered by the community.

In May 2006, 14 Pormpuraaw residents passed their Responsible Service of Alcohol certificates after the Aboriginal Shire Council requested the course and made a training room available at the local radio station.

Liquor Licensing also funded the local Arts Council to create murals at the Edward River Canteen. The two artists' murals depict historical stories and remind people to think about their cultural heritage and everyday family life.



A local Pormpuraaw artist and his Edward River Canteen mural

Wine industry development



The Queensland wine industry is valued at approximately \$40 million annually, with \$1 million in export sales to 16 different countries. The Queensland Government delivers support to the industry through the Wine Industry Development Division.

In 2005–06, the division continued to build on the partnership between the Queensland Government and the wine industry to implement a range of regional initiatives. These initiatives supported Queensland's 10 wine regions by providing opportunities to diversify economic development and increase local skills and employment. The successful expansion of Queensland wine tourism experiences is a prime example.

The division worked alongside industry and government to implement the Queensland Wine Industry Development Strategy, released in December 2004. The five-year strategy provides a blueprint for a sustainable, diverse and innovative wine industry which attracts employment and investment in the entire production cycle — from harvesting grapes and producing wine, to selling the product at cellar doors, national outlets and international events.

Between the launch and 30 June 2006, 27 strategy actions have been fully implemented and another 35 actions with ongoing or annual milestones have been completed across four key areas:

- building sustainable practices
- creating a competitive business environment
- fostering robust industry linkages
- promoting smart sales.

The Wine Industry Development Division also published a consultation paper reviewing the *Wine Industry Act 1994* to ensure it keeps pace with this fast-growing and highly competitive enterprise. Submissions closed in February 2006 and the review team is currently evaluating the results.

Functions

- Support the ongoing growth and development of the emerging Queensland wine industry.
- Lead the implementation of actions from the *Queensland Wine Industry Development Strategy*.
- Coordinate whole-of-Government strategy activities.
- Research, monitor and evaluate wine industry trends, relevant scientific information and strategy outcomes.
- Promote Queensland wines intrastate, nationally and overseas via metropolitan and regional wine and tourism shows, wine tasting and judging events, hospitality and tourism exhibitions and other highly visible public channels.

Key stakeholders

- Queensland Wine Industry Association
- regional wine associations
- Queensland Vine Improvement Association
- grape growers
- wine producers
- wine industry participants including consultants and writers
- Queensland Government agencies servicing the wine industry
- academics from various tertiary institutions
- hospitality sector representatives
- regional tourism organisations
- local government councillors
- federal and local government agencies involved with the wine industry

Goals for 2005–06

- Maintain a responsive leadership role in implementing development activities from the Queensland Wine Industry Development Strategy.

- Monitor the effective implementation of strategy actions through the Wine Industry Development Strategy Steering Committee and Senior Officers Group.
- Complete a review of the *Wine Industry Act 1994* to ensure an effective business and regulatory environment exists which supports responsible industry development.
- Publish the good business guide *Starting a vineyard or winery in Queensland* for new entrants in the wine industry to provide information on business planning, site selection, grape varieties and laws relating to wine sales and production.
- Organise and conduct a Queensland wine industry business seminar in consultation with industry.
- Provide ongoing practical support to the wine industry through organisational assistance at wine events, shows and exhibitions, and in publications which promote the local industry.
- Produce and distribute a Queensland wine regions map featuring useful wine tourism information and data on the state's wine growing areas.
- Participate in state and national forums and initiatives to promote Queensland wine and the Queensland wine industry.

Wine industry update

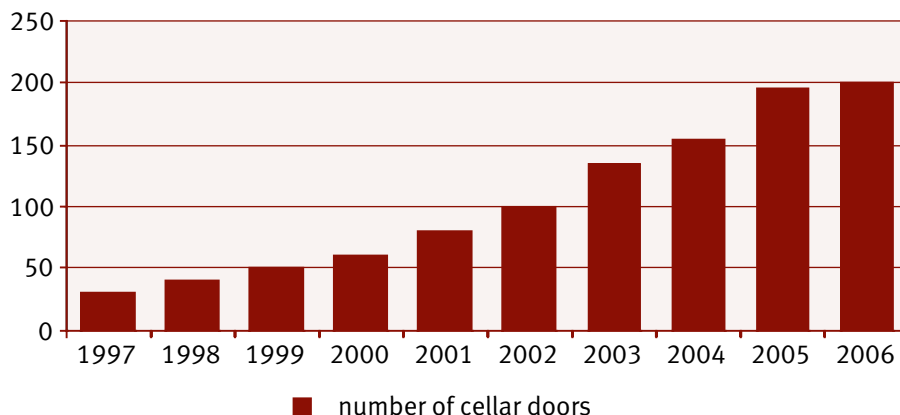
Queensland's wine industry is well-positioned to reach its full potential. The number of state wine producers and merchants has grown by 94 per cent over the past five years. As at 30 June 2006, there were 176 wine producers and merchants operating in 10 wine regions, from the southern Granite Belt to the north Queensland fruit wine areas. This compares to just 91 wine producers and merchants in 2001.



Wine producers are raising the quality and reputation of Queensland wines through their partnerships with Government and the tourism and hospitality sectors. The industry is gaining a foothold in key international markets with 14 wineries exporting to 16 countries including the United States of America, the United Kingdom, China, Japan and Canada.

Producers are also tapping into a consumer trend towards wine tourism by showcasing their product through the cellar door. More than 90 per cent of Queensland wine producers operate a cellar door – many with a café or restaurant – the highest percentage in Australia.

Cellar doors operating in Queensland

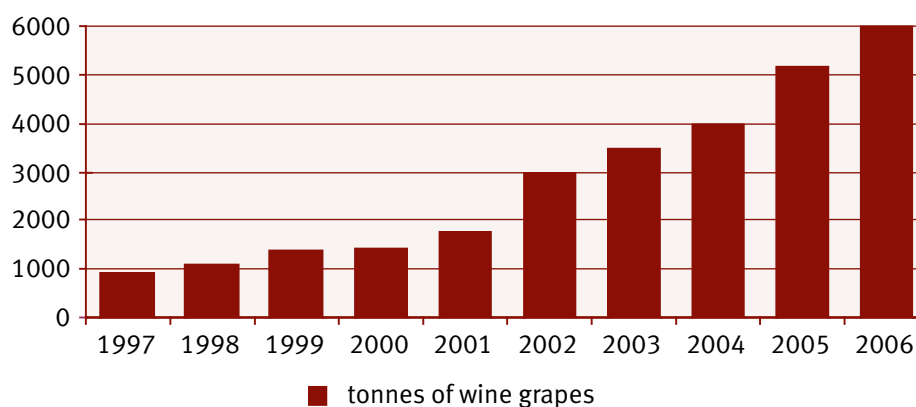


Please note: This graph includes main cellar door outlets and off-site satellite cellar doors.

Many wine producers excel at growing verdelho, a native Portuguese white wine variety well-suited to Queensland conditions. Verdelho is proving extremely popular with consumers who enjoy its crisp fruit-driven style. Other varieties thriving in Queensland include chardonnay, semillon, pinot gris, shiraz, cabernet and merlot.

Queensland now has a total vineyard area of more than 1450 hectares under cultivation, compared to just 100 hectares eight years ago. The 2006 grape crush is on track to exceed last year's crush of 5150 tonnes. This would represent a ten-fold increase on the 500 tonnes produced in 1998.

Wine grape harvests



Industry breakdown 2005-06		
Producer size	Licenseses	Percentage of industry
Small (<50 grape crush tonnes each year)	152	87%
Medium (50-200 grape crush tonnes each year)	20	11%
Large (>200 grape crush tonnes each year)	4	2%
Total	176	100%

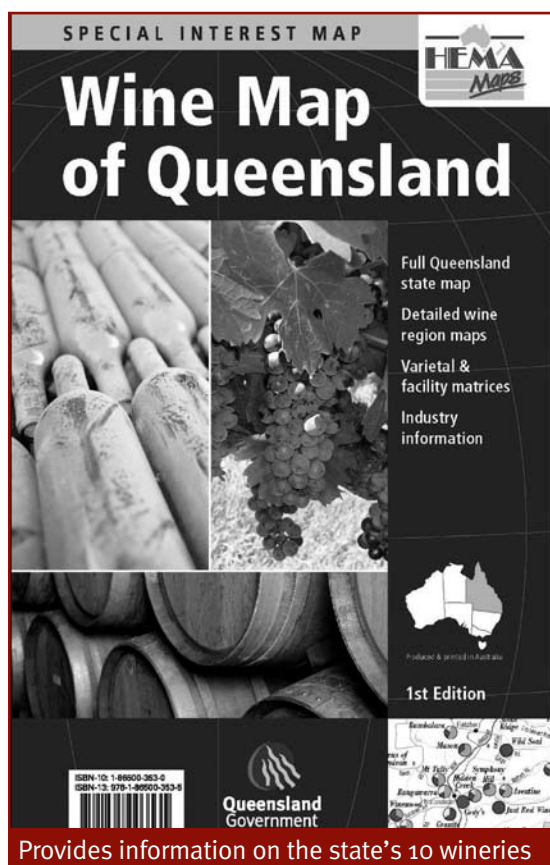
Cellar doors across wine regions 2005–06

Region	Cellar doors	Percentage of industry
Granite Belt	55	28%
South Burnett	17	9%
Darling Downs	15	8%
Gold Coast & Hinterland	17	9%
Sunshine Coast & Hinterland	25	13%
Scenic Rim & Brisbane	28	14%
Somerset Valley	7	3%
The Western Downs	4	2%
North Burnett	13	6%
Far North Queensland	15	8%
Total	196	100%

Please note: This table includes main cellar door outlets and off-site satellite cellar doors.

Highlights for 2005–06

- Continued implementing initiatives from the Queensland Wine Industry Development Strategy.
- Progressed a review of the *Wine Industry Act 1994* to ensure the regulatory environment supports responsible, sustainable and competitive wine industry development.



Provides information on the state's 10 wineries

- Launched the *Queensland Wine Map* which provides comprehensive information on the state's 10 wine regions, including a description of winery amenities, available wines at each location and full travel directions.
- Briefed senior members of Queensland's finance sector in May 2006 to encourage banks and other lenders to more confidently consider wine producer investment and loan proposals.
- Released the guide *Starting a vineyard or winery* to inform people considering entering the wine industry. The guide provides entrants with business information on growing grapes and covers factors like climate, viticulture, licensing, food safety, water, insurance and labour.
- Raised the profile of Queensland wines in local, domestic and international markets by participating in a range of events and promotions including:
 - 2005 Gold Coast Show: Food and Wine Village
 - 2005 Brisbane RNA Exhibition: Food and Wine Pavilion
 - 2005 Conrad Hotel Groove and Grape Weekend
 - 2005 Australian Small Winemakers Show
 - 2005 Queensland Wine Awards

- 2005 Brisbane Good Food and Wine Show
 - 2006 Queensland Rail: Queensland wine Traveltrain selection event
 - 2006 Queensland Hospitality Industry Conference Expo
 - 2006 Queensland Week: various wine events
 - 2006 RAS Toowoomba Wine Show
 - 2006 Brisbane Wine Festival.
- Improved industry capacity to succeed overseas by establishing a wine export cluster.
 - Facilitated winemaker cluster meetings to enable winemakers to share their knowledge, technical innovations and production experiences to lift quality levels across the industry.
 - Hosted workshops for sommeliers, food and beverage managers and other key hospitality staff to increase their awareness and perception of Queensland wines. These workshops have influenced operators of major restaurants, hotels and other licensed venues in south-east Queensland to feature more local wines on their wine lists and sell them by the glass.
 - Supported the establishment of a Queensland College of Wine Tourism at Stanthorpe to enhance the current skills of the wine workforce and build its future capacity.
 - Assisted the Queensland Wine Industry Association to gain funding under the *Building Entrepreneurship in Small Business Program* which will allow the organisation to employ an executive officer for two years.
 - Aided the recruitment of two full-time wine industry development officers to provide practical and technical advice and support to the wine industry. One consultant is based in the Granite Belt while the other supports winemakers in the South Burnett region.
 - Encouraged wine producers to feature in publications that profiled their industry.



New signage supporting growth in the wine regions

Future developments

- Maintain an effective and responsive leadership role during implementation of the Queensland Wine Industry Development Strategy.
- Monitor the successful implementation of strategy activities through the Wine Industry Development Strategy Steering Committee and the Senior Officers Group.
- Progress and promote approved amendments to the *Wine Industry Act 1994*.
- Organise a Queensland wine industry business seminar.
- Implement a marketing plan to encourage Queensland restaurateurs to include local product on their wine lists and offer Queensland wine for sale by the glass.
- Increase wine industry awareness in the banking and finance sector to improve their understanding and support of industry development and operational requirements.
- Provide practical support to the wine industry through organisational assistance at selected wine events, shows and exhibitions and in publications which profile the Queensland industry.
- Participate in state and national forums and initiatives that promote Queensland wine and the Queensland wine industry.

Case study: The Queensland College of Wine Tourism

The new Queensland College of Wine Tourism represents a direct integration of education and industry development to generate future growth and employment. The college is ideally situated in the heart of the Granite Belt at the Stanthorpe State High School's Banca Ridge vineyard. It will be the state's peak training body for viticulture and winemaking.

The college was developed in partnership with the:

- Department of Tourism, Fair Trading and Wine Industry Development
- Department of Education and the Arts
- Department of Employment and Training
- Commonwealth Department of Employment, Science and Training
- Queensland Wine Industry Association
- University of Southern Queensland
- Southern Queensland Institute of TAFE
- Stanthorpe Shire Council
- and various regional state high schools and colleges.

Premier Peter Beattie turned the first college sod in August 2005 and building began in early September. Stage A — comprising a teaching winery, cellar door, bistro café and interpretive centre — is already open and the complete facility will be operational in November 2006.

While planning between the teaching partners is still in progress, courses will include:

- Certificate III, IV and Diploma in Tourism
- Certificate III, IV and Diploma in Hospitality
- Certificate III, IV and Diploma in Business
- Certificate II and III in Food Processing (Wine)
- Bachelor of Wine Science (University of Southern Queensland).

The college will showcase the state's wine industry as the only wine tourism training facility in northern Australia. It will be recognised as the 'Key Industry Centre' in terms of identity, promotion, training, research and development. The college will also provide ongoing training for existing industry new technologies.

The college will attract students wishing to pursue a wine tourism industry career from all over Queensland and northern New South Wales. In addition, it will exploit the global expansion of the wine industry, particularly in Asia, to develop an international training market.



Stage A of the Queensland College of Wine Tourism was completed in April 2006

Tourism strategy



Tourism is Queensland's third largest export earner, generating visitor expenditure of more than \$18.4 billion a year and employing almost 140 000 Queenslanders. The Tourism Strategy Division works closely with Tourism Queensland, key industry peak bodies and Government agencies to foster improved coordination between the public and private sectors and influence the whole-of-Government understanding of tourism.

The draft Queensland Tourism Strategy was developed in close partnership with industry to identify the challenges and opportunities facing Queensland tourism over the next decade and to outline the goals and directions for future growth.

Queensland Tourism Strategy: A 10-year vision

The Queensland Tourism Strategy represents a shared vision for government and industry stakeholders and has been overseen by a high level steering committee. For the first time, Queensland will have challenging and quantifiable targets for expanding the industry above current forecasts.



The strategy sets benchmarks in five key areas:

- impact on Queensland visitor expenditure
- Queensland's share of national visitor expenditure
- expenditure in each Queensland destination
- economic contribution to gross state product
- direct tourism industry employment.

During 2005–06, the Tourism Strategy Division conducted the most comprehensive tourism industry consultation ever undertaken in Queensland, to facilitate the development of the Government's comprehensive strategy.

The consultation involved more than 1000 industry, community and government stakeholders and included government and industry workshops and a series of 20 regional workshops held in 19 locations across the state. Individual interviews were conducted with 20 industry leaders and a Ministerial Regional Community Forum was hosted in Townsville. A three-day specialist forum attended by 120 government and industry representatives was also convened to develop the action plans.

The draft Queensland Tourism Strategy was released for broader community consultation and comment in June 2006.

The strategy will deliver tourism benefits across all Queensland destinations. To achieve this, a new collaborative planning and implementation framework is proposed to drive regional tourism growth. The key outcomes include:

- improving government and industry coordination, creating and building partnerships and enhanced community engagement
- attracting new tourism investment and improving transport access to and within the state
- addressing skills shortages by repositioning tourism as a career of choice, planning for workforce development and offering innovative training solutions
- delivering a world-class product that is more strategically and competitively promoted to the domestic and international marketplace



Consultation was held throughout the state to facilitate the development of the Queensland Tourism Strategy

- encouraging greater visitor expenditure within all destinations
- strengthening the relationship between the tourism industry, the conservation movement and protected area managers
- facilitating Indigenous involvement in tourism
- greater recognition of culture as a genuine tourism asset
- delivering relevant consumer focused market and industry research at a state and regional level.

The final Queensland Tourism Strategy is due for release in late 2006.

Mackay Whitsunday Regional Tourism Investment and Infrastructure Plan

Work continued on development of the Mackay Whitsunday Regional Tourism Investment and Infrastructure Plan, in partnership with Tourism Queensland. This plan will identify the critical investment and infrastructure needs required to drive sustainable tourism development in the region. Using the knowledge and methodology gained in developing the Mackay Whitsunday Regional Tourism Investment and Infrastructure Plan, a template will be used to facilitate the preparation of Regional Tourism Investment and Infrastructure Plans across Queensland's other tourism regions.

Other achievements

Other divisional achievements for 2005–06 include:

- Helped facilitate a one-stop-shop within the Queensland Fire and Rescue Service for dealing with complaints about alleged illegal backpacker establishments operating in the sector.
- Ensured that tourism industry interests were considered during development of the Queensland Government's framework for adapting to climate change.
- Contributed to the Red Tape Reduction Task Force's review of regulation for small businesses operating in the tourism industry.
- Continued to ensure the impact of Alcohol Management Plans on local tourism was minimised with the support of relevant Government agencies.
- Facilitated whole-of-Government support for the Queensland Tourism Industry Council's Training Express initiative which delivered tourism and hospitality training and knowledge to rural and regional Queensland.
- Contributed to the development and implementation of a number of whole-of-Government strategies including:
 - Blueprint for the Bush
 - Queensland Skills Plan
 - Commercial and Tourism Aviation Plan.

Dispute resolution services



The Office of the Commissioner for Body Corporate and Community Management and the Commercial and Consumer Tribunal provide independent, accessible, cost-effective, fair, timely and informal dispute resolution services, with an emphasis on mediation.

The Office of the Commissioner for Body Corporate and Community Management determines body corporate disputes and provides information services to the community living sector, which includes unit owners and occupiers, body corporate committees, managers and caretakers. In addition, the department is responsible for body corporate policy and legislation development.

The Commercial and Consumer Tribunal 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.

Body Corporate and Community Management

The Office of the Commissioner for Body Corporate and Community Management aims to provide accessible, equitable and authoritative information and dispute resolution services to the community titles sector under the *Body Corporate and Community Management Act 1997*.

The community living sector has a significant role in Queensland's economy. The sector includes more than 33 000 community titles schemes involving some 305 000 owners. The bulk of lots are located in south-east Queensland with approximately 27 per cent of schemes in Brisbane, 31 per cent on the Gold Coast, and a further 16 per cent on the Sunshine Coast.

Significant sector growth during the past decade has increased demand for dispute resolution and information services. In mid-2004, the department commenced a review of body corporate and community management issues to ensure an effective legal framework and responsive quality services were in place. As a result of this review, the Queensland Government allocated \$1.6 million in additional recurrent funding for services.

Highlights for 2005–06

- Resolved 1124 dispute resolution applications, finalising over 80 per cent of these within 60 days of the close of the applicant's reply to submissions, compared to 74.5 per cent in 2004–05 and only 49 per cent in 2003–04.

Dispute resolution applications 2005–06				
Applications on hand 1 July 2005	Applications received	Applications resolved	Applications resolved within established timeframes	Average time to resolve from lodgement date
273	1143	1124	80.5%	4 months

Applications resolved	Applications withdrawn	Applications rejected or dismissed	Applications mediated	Applications conciliated	Resolved by adjudicator's order
1124	220	107	3	11	783

- Responded to 21 100 requests for information including in-person, telephone and written enquiries, representing an average of 83 client contacts each working day.

Client contacts 2005–06			
Telephone enquiries	In-person enquiries	Letters	Searches of adjudicator orders
14 436	105	1171	5388

- Delivered 22 information seminars across Queensland to more than 1400 members of the general public and industry groups.



- Commenced implementing recommendations from the departmental review that were not reliant on legislative amendment, to improve information and dispute resolution services:
 - Started a pilot voluntary conciliation project to help parties resolve disputes themselves and prevent future conflict and adjudication. The pilot commenced in April 2006 and has already resolved 11 disputes through written conciliated agreements when only seven disputes were resolved by voluntary mediation for all of 2004–05.
 - Developed a communications strategy and action plan to prioritise and monitor enhancements to information products and services.

- Published the *Body Corporate: A quick guide to community living in Queensland* booklet aimed at informing people who are considering investing or living in a community titles scheme for the first time (in various community languages).
- Developed a free online training course on rights and obligations under the *Body Corporate and Community Management Act 1997* for voluntary committee members.

Future developments

- Finalise and implement all recommendations arising from the departmental review to promote the ongoing viability of the community titles sector into the future.
- Continue enhancing information and education services to:
 - promote self-management
 - better equip bodies corporate and committees to manage their own affairs
 - empower consumers to become more aware of their rights and responsibilities
 - reduce conflict in community titles schemes.
- Keep improving the timely and cost-effective handling of dispute resolution applications.



Body Corporate and Community Management developed an online training course

Commercial and Consumer Tribunal

The Commercial and Consumer Tribunal has been operating for three years, having commenced on 1 July 2003. During the 2005–06 year, the tribunal had an overall increase in applications. The Commercial and Consumer Tribunal operates under the *Commercial and Consumer Act 2003* but takes its jurisdiction from a number of empowering Acts, allowing it to resolve 1273 applications in the past financial year.

The jurisdiction includes:

- architects
- building and construction industry adjudicators
- building
- building certifier reviews
- engineers
- liquor industry
- manufactured homes
- property agents and motor dealers
- plumbers and drainers
- residential services accreditation
- retirement villages
- tourism services.

Highlights for 2005–06

- Resolved 1273 tribunal applications, including successfully mediating more than 68 per cent of domestic and minor commercial building disputes, ensuring a cost-effective resolution without the need for a full hearing.
- Increased resolution of all matters by four per cent compared with the previous year.
- Upgraded the case management system to assist with processing disputes and other applications in a timely and cost-effective manner.
- Modified premises to accommodate increased workloads and to provide improved facilities for mediations and client services.

The Commercial and Consumer Tribunal maintained performance in service delivery within timeframes, and achieved financial savings. The tribunal provides an accessible forum for consumers and industry to have their cases dealt with in an informal, fair, just, cost-efficient and timely manner.

Under the Act, the Commercial and Consumer Tribunal prepares its own independent *Annual Report 2005–06* which is available on the website at www.tribunals.qld.gov.au or email cct@tribunals.qld.gov.au or telephone (07) 3247 3333 to request a copy.



Commercial and Consumer Tribunal hearing room

Service delivery and development

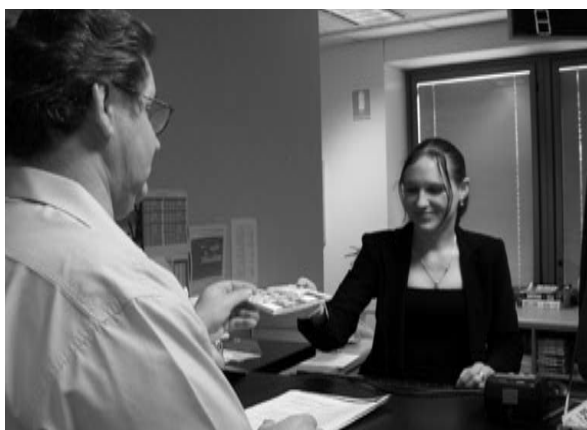


The Service Delivery and Development Division manages the delivery of liquor licensing and fair trading services across the department's 10 regional offices and through Smart Service Queensland. Regional staff offer a network that provides localised responses to requests for information, proactive consumer education and strategic compliance and enforcement services to deliver 'local solutions for local issues'.

Smart Service Queensland provides consumers with an integrated service delivery centre for government transactions, information and referrals via the Internet, facsimile, post and telephone. Smart Service Queensland staff answered 517 163 enquiries from consumers with various fair trading and liquor licensing questions, requests and complaints during 2005–06.

Brisbane region

The Brisbane Customer Service Centre and public counter based in the State Law Building provided liquor licensing and fair trading services to communities throughout the Brisbane, Pine Rivers, Redcliffe and Redland shires.



Service Delivery and Development Division finalised 10 069 complaints and enquiries in 2005–06

Highlights for 2005–06

- Finalised 3401 complaints and achieved \$699 589 in redress for consumers.
- Complaints mainly related to financial services, real estate matters, motor dealers and consumer scams.

Cairns region

The Cairns Regional Office provided liquor licensing and fair trading services to 16 shire councils, including Mareeba, Aurukun and Burke.

Highlights for 2005–06

- Received 739 complaints and achieved \$81 184 in redress for consumers.
- Complaints mainly related to real estate and motor vehicle transactions, general consumer grievances and scams.
- Since the implementation of Alcohol Management Plans, Liquor Licensing officers have focused primarily on enforcement and compliance duties with each shire's alcohol restrictions.
- The office also concentrated on assisting with recovery efforts in the wake of Cyclone Larry.

Gold Coast region

Based at Southport, the Gold Coast Regional Office provided liquor licensing and fair trading services to the Gold Coast, Beaudesert and Boonah shire councils.

Highlights for 2005–06

- Received 2523 complaints and achieved \$213 356 in redress for consumers.
- Complaints mainly related to real estate transactions, general consumer grievances and scams.
- This region hosts various major events for which the department plays a significant role in ensuring their success, safety and benefits to the community. These events include Schoolies Week and the Indy Carnival.

Hervey Bay region

The Hervey Bay/Burnett Regional Office provided liquor licensing and fair trading services to 19 shire councils, including Bundaberg, Maryborough and Kingaroy.

Highlights for 2005–06

- Received 650 complaints and achieved \$80 209 in redress for consumers.
- Complaints mainly related to real estate and motor vehicle transactions, general consumer grievances and scams.
- The Childers Festival of Cultures was filled with market stalls, and multicultural entertainment was showcased on numerous stages. The event was attended by more than 50 000 people who enjoyed the festivities without incident. The meticulous long-term planning by Government, small business and community groups created an event that may be used as a benchmark for other future regional occasions.

Mackay region

The Mackay Regional Office provided liquor licensing and fair trading services to eight shire councils, including Bowen, Whitsunday and Nebo.

Highlights for 2005–06

- Received 279 complaints and achieved \$12 444 in redress for consumers.
- Complaints mainly related to real estate and motor vehicle transactions, general consumer grievances and scams.

Sunshine Coast region

The Sunshine Coast Regional Office provided liquor licensing and fair trading services to seven shire councils, including Noosa, Maroochy and Caloundra.

Highlights for 2005–06

- Received 1025 complaints and achieved \$125 284 in redress for consumers.
- Complaints mainly related to real estate and motor vehicle transactions, general consumer grievances and scams.

Rockhampton region

The Rockhampton Regional Office provided liquor licensing and fair trading services to 22 shire councils, including Fitzroy, Emerald and Longreach.

Highlights for 2005–06

- Received 415 complaints and achieved \$50 717 in redress for consumers.
- Complaints mainly related to real estate and motor vehicle transactions and scams.
- The Indigenous community of Woorabinda is also serviced by this office and the local Senior Liquor Licensing Officer assists with educational and enforcement support of the area's Alcohol Management Plan.

Toowoomba region

The Toowoomba Regional Office provided liquor licensing and fair trading services to 30 shire councils in the Granite Belt and Darling Downs region.

Highlights for 2005–06

- Received 537 complaints and achieved \$230 115 in redress for consumers.
- Complaints mainly related to motor vehicle transactions, general consumer grievances and scams.
- To assist the Queensland wine industry, all wine licence applications are centrally processed and managed by the Toowoomba Regional Office. This has improved access to wine licensing services, given more consistency and certainty to applicants, and rapidly reduced processing times. The initiative has received overwhelming support and the office has a good rapport with wine industry members and associations.

Townsville region

The Townsville Regional Office, which incorporates the Mount Isa Office, provided liquor licensing and fair trading services to 13 shire councils, including Richmond, Hinchinbrook and Mount Isa.

Highlights for 2005–06

- Received 495 complaints and achieved \$44 922 in redress for consumers.
- Complaints mainly related to real estate and motor vehicle transactions, general consumer grievances and scams.

- The Indigenous communities of Mornington Island and Doomadgee are serviced by the two Mount Isa-based Liquor Licensing officers while the Indigenous community of Palm Island is serviced by the Townsville-based Liquor Licensing officers. These officers provide educational and enforcement support of the communities' Alcohol Management Plans.

Regional initiatives for 2006–07

Whole-of-Government regional priorities include Alcohol Management Plans, Partnerships Queensland, regional coordination and planning (Regional Managers Coordination Network) and the sustainability of primary production, economic growth and liveability in the state's rural regions (Blueprint for the Bush Strategy).

Anticipated outcomes are:

- effective coordination of government services and planning in regional areas
- improved economic and social well-being of Aboriginal and Torres Strait Islander people through reduced alcohol-related harm and reduced crime and imprisonment
- stronger economic development for Indigenous communities through better use of individual and group financial resources and increased employment in tourism initiatives
- better crime prevention and safer communities
- faster growing Queensland regions.

The Service Delivery and Development Division, which comprises all regional offices, will support these whole-of-Government priorities through:

- departmental obligations
- Partnerships Queensland, including representation at Indigenous negotiation tables
- regional service coordination via the Regional Managers Coordination Network
- support for other initiatives such as Crime Prevention Queensland and Safer Communities
- statewide management of the department's liquor, fair trading and tourism commitments at the Schoolies festival

- Blueprint for the Bush Senior Officers Working Group.

Service program

The Service Delivery and Development Division provides services on behalf of the Liquor Licensing Division, the Office of Fair Trading and the Wine Industry Development and Tourism Strategy divisions to:

- generate strong and diversified economic development
- ensure the socially responsible sale, supply and consumption of liquor
- assist in the growth of the Queensland wine industry
- minimise the harm caused by alcohol abuse, particularly among Indigenous communities
- promote responsible and fair trading practices in the marketplace
- build greater consumer and business confidence in the marketplace
- ensure better informed business operators and consumers
- maintain effective consumer protection.

The division will support these priorities as follows:

- **Liquor licensing services:**
 - offer specialist information and advice to the public and industry stakeholders



Smart Service Queensland staff answered 517 163 enquiries, requests and complaints during 2005–06

- process licence and permit applications under the *Liquor Act 1992*
 - process licence and permit applications under the *Wine Industry Act 1994*
 - manage regional mechanisms and forums for consulting with liquor stakeholders
 - monitor compliance with the Liquor and Wine Industry Acts in regional areas and undertake enforcement actions as required
 - implement and monitor the Government’s Meeting Challenges, Making Choices strategy through Alcohol Management Plans in 19 Indigenous communities.
- **Fair trading services:**
- offer specialist information, advice and education to consumers, traders, community groups and industry associations
 - provide statewide conciliation services for disputes between consumers and traders
 - monitor compliance with fair trading legislation and trade measurement standards in regional areas and undertake enforcement actions as required
- manage regional mechanisms and forums for consulting with fair trading stakeholders.
- **Wine industry development services:**
- offer specialist information, advice and services through the Toowoomba Regional Office wine industry hub
 - provide coordinated statewide licensing and industry development activities
 - support the development of a sustainable and compliant wine industry through education, advice and licensing to the wine and wine tourism industries.
- **Tourism strategy services:**
- conduct regional liaison with tourism stakeholders as required
 - aid regional tourism development and coordination between Tourism Queensland, the Regional Managers Coordination Network and local tourism industries
 - foster a viable and responsible tourism industry in regional Queensland through liquor licensing and fair trading compliance activities.

Case study: the Cyclone Larry response

After Cyclone Larry in early 2006, officers from the Cairns Regional Office have been readily available to receive complaints from North Queensland residents about misleading statements on price rises caused by the disaster.

Consumers who called the Smart Service Queensland Disaster Relief hotline were put through to a dedicated officer in the Cairns Regional Office. Investigators were on standby seven days a week to respond immediately to consumer issues. The office also worked proactively with businesses and tradespeople to reduce the perception of poor conduct and reassure the community that all reasonable steps were being taken to protect their consumer rights.



Repair work is still in progress following the devastation of Cyclone Larry

Executive and corporate services



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

Functions

Services provided by the division include:

- executive services to the Minister, Director-General and Deputy 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 communications
- financial management
- internal auditing
- knowledge 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 professional development
- registry services for dispute resolution bodies associated with the department
- workplace health and safety
- Smart Service Queensland integration pilot project.

Key stakeholders

- Minister, Director-General and Deputy Director-General.
- Office of Fair Trading, Liquor Licensing Division, Wine Industry Development Division, Tourism Strategy Division, Service Delivery and Development Division, Office of the Commissioner for Body Corporate and Community Management and the Commercial and Consumer Tribunal.

- Tourism Queensland and other statutory authorities associated with the department.
- Managers and employees of the department.
- General public who require information on corporate matters.
- Other government agencies.
- Industry and community groups.
- Employee unions.

Highlights for 2005–06

Cabinet and executive services unit

- Reviewed and revised systems and processes to improve the quality and timeliness of executive, Cabinet and parliamentary services to the Minister, Director-General and Executive Management Group.
- Supported the Minister in undertaking roles and responsibilities including Cabinet meetings, preparing for parliamentary sitting times and responding to issues raised by members of the community in correspondence.

Corporate communications unit



Department display at the 2006 Royal Queensland Show

- Managed the production of key corporate documents including the Annual Report, Ministerial Portfolio Statement and Budget Highlights.

- Managed the department's participation in a range of industry and government events including the Careers and Employment Expo, Royal Queensland Show, @Work and Play: Queensland on Show Expo and the Restaurant & Catering Queensland Awards.
- Provided strategic communication advice and editorial services across a wide spectrum of corporate and departmental information products.
- Provided strategic communication advice and support to divisions, corporate units and special projects.
- Provided ongoing media management services.

Financial management unit

- Commenced implementation of the whole-of-Government SAP finance system solution within the agency to provide standardised business processes.
- Monitored the application of the Australian Equivalents to International Financial Reporting Standards effective from 1 July 2005, and recast the 2004–05 statements for comparisons with the 2005–06 results.
- Implemented the whole-of-Government asset threshold policy from 1 July 2005 and managed the associated budget implications.

Human resource management unit

- Visited most regional offices to conduct training programs tailored to the individual needs of respective departmental officers.
- Reviewed the pilot Aboriginal and Torres Strait Islander mentoring program.
- Commenced mentoring programs for Indigenous and ethnic community employees.
- Increased training and enhanced awareness in workplace health and safety.
- Liaised with the Shared Services Implementation Office on extending shared corporate service arrangements to integrate workplace health and safety and workplace rehabilitation services.

- Reviewed and revised processes for:
 - performance management
 - complaints handling
 - disciplinary action
 - grievance processes.
- Assisted with the implementation of investigator training.

Information management and development unit

- Implemented a superior operational support system for processing limited liability partnerships for the business names and securities area.
- Installed SPAM filtering, email filtering and Internet blocking software.
- Assisted with the implementation and fine-tuning of the Market Accreditation and Compliance System.
- Assisted the Gold Coast Regional Office with a trial of hand-held data devices for field staff during Schoolies Week 2005.
- Reviewed the use of Blackberry wireless email devices. As a result of this review, senior management's use of Blackberry devices has been extended.
- Implemented a rolling IT asset replacement program. The program has replaced older IT devices including personal computers, printers, laptops and servers.
- Converted all major business applications to Oracle 10G software to support new service delivery initiatives such as Smart Service Queensland and the introduction of new online services for the public.
- Assisted The Project Office and Smart Service Queensland to progress development of new online services.
- Reviewed disaster recovery procedures and updated documentation to cover the new clustered server configuration.

- Enhanced the Body Corporate and Community Management information system to enable the data capture and management of conciliation activities, as required by approved changes to the *Body Corporate and Community Management Amendment Bill 2005*.
- Completed the whole-of-Government baseline analysis of current and planned ICT investments.
- Developed an ICT Resource Strategic Plan 2006–10 using the new whole-of-Government ICT planning methodology.
- In conjunction with The Project Office, prepared a submission to the Service Delivery and Performance Commission on its review of Government ICT.
- Assisted with the development of a product safety standards online tool for the Office of Fair Trading website.
- Assisted with the development of an online training and testing facility for the Body Corporate and Community Management website.
- Reviewed the Operating Level Agreement with Corporate Solutions Queensland and negotiated a revised agreement for 2006–07.
- Implemented new whole-of-Government mail screening arrangements.
- Continued preparing for future implementation of the electronic Documents and Records Management System (eDRMS) and Web Content Management System (WCMS). Their adoption will be subject to funding and the systems' level of success at other agency trials.

Legal services unit

- Provided strategic legal advice to all areas of the department.
- Provided independent legal policy advice to the Minister and Director-General.
- Established a departmental contract register.
- Established a departmental intellectual property register.



Dominic Robinson is part of the legal services team to provide legal advice across the department

- Established a system for managing copyright permissions.
- Continued to be the contact point and provide advice on issues relating to privacy, intellectual property (including copyright), trade practices and native title.
- Conducted prosecutions on behalf of the Liquor Licensing Division.
- Represented Liquor Licensing on appeals before the Commercial and Consumer Tribunal.
- Provided extensive legal advice to Liquor Licensing on various Indigenous liquor issues.
- Provided extensive legal advice on a wide range of corporate governance issues.
- Completed the *Better Decisions Report* to assist the department to improve its administrative decision-making.
- Reviewed and implemented departmental compliance with the Trade Practices Act.

Policy and coordination unit

- Provided input into the agency's policy development and supported the Director-General's responsibilities in advocating and implementing whole-of-Government initiatives.
- Supported the Director-General's membership duties on relevant committees.

- Contributed policy services for major projects such as body corporate and community management, wine industry development, liquor compliance programs in Indigenous communities and tourism strategy initiatives.
- Supported or led portfolio responses to major whole-of-Government initiatives, including Partnerships Queensland, the Community Engagement Improvement Strategy, the Queensland Government's Multicultural Policy and the Crime Prevention Strategy.
- Coordinated the 2006–10 strategic and annual operational planning processes across the department.
- Led preparation of the 2006–07 annual corporate budget submission processes, the Ministerial Program Statement and coordinated performance reporting.
- Coordinated development and implementation of integrated risk management and business continuity planning across the department.

Shared services

The Shared Service Initiative is a whole-of-Government approach to corporate services delivery which aims to provide high quality, cost-effective corporate services to State agencies. The department's shared service provider is Corporate Solutions Queensland which provides a range of:

- documents and records management services
- financial services
- human resource recruitment and payroll services
- telecommunications services
- fleet management services
- procurement services
- minor public works services for the agency.

The Executive and Corporate Services Division will continue working with Corporate Solutions Queensland to ensure a consistently high level of service delivery across the entire department.

Future developments

Corporate communications unit

- Provide expert communication, media, marketing and event management services and advice.
- Develop communication strategies to support legislative amendments arising from the *Liquor Act 1992* review, the *Wine Industry Act 1994* review and the *Security Providers Act 1993* review.
- Continue supporting the implementation and promotion of the Brisbane City Safety Action Plan and Statewide Safety Action Plan with a range of print, electronic, display, below-the-line and event-based marketing and communication materials.
- Increase communication and public awareness activities around Queensland's Alcohol Management Plans and various departmental Indigenous community initiatives.
- Launch a statewide *No more. It's the Law* community safety communications campaign.
- Develop a departmental calendar of events to support internal planning and coordination.
- Evaluate producing a departmental corporate identity and style guide.
- Refurbish the department's Royal Queensland Show display.
- Revise the Liquor Licensing and Wine Industry Development websites as required.
- Continue high level participation in targeted events to promote the services of the department to the general public and key stakeholders.
- Develop and implement an education and awareness campaign to promote the responsible service and consumption of alcohol within the 19 Indigenous communities identified by the Queensland Government's *Meeting Challenges, Making Choices* strategy.

Financial management unit

- Provide quality financial and facilities management services and advice.
- Complete implementation of the whole-of-Government SAP finance system solution within the agency to provide standardised business processes.
- Continue employing effective account management processes for the shared services provider environment.

Human resource management unit

- Provide quality human resource management services and advice.
- Review and implement revised recruitment and selection processes.
- Review recruitment strategies to increase the representation of employees who are Indigenous or members of ethnic communities.
- Support the implementation of a new whole-of-Government human resource management solution.
- Expand the mentoring program to include access for all employees.
- Contribute to the development of initiatives for the new enterprise bargaining agreement.
- Implement initiatives arising from the new enterprise bargaining agreement being negotiated by the Department of Industrial Relations.

Information management and development unit

- Provide effective and efficient IT support services that enable departmental business areas to maintain or improve their outputs and operations.
- Assist with the development of a new Trade Measurement System.
- Investigate the development of a system to monitor and report on the Queensland Tourism Strategy.
- Investigate and scope the replacement or enhancement of the LIQUOR system.

- Assist with the development of new online service initiatives for key business systems, starting with online occupational licence renewals.
- Continue the rolling IT asset replacement program.
- Keep implementing whole-of-Government information standards with priority given to information security, information planning and electronic records management policies.
- Align new and existing hardware and systems to the whole-of-Government standards contained in the Government Enterprise Architecture.
- Assist with the upgrade of financial and human resource management systems in line with whole-of-Government standardisation initiatives.
- Continue to investigate funding options, in line with endorsed business cases, for the implementation of the whole-of-Government strategy for electronic document and records management and web content management systems.
- Continue to foster cross-agency and intra-agency networks to facilitate knowledge sharing, communities of practice and standardised practices.

Legal services unit

- Provide quality legal services and advice.
- Lead implementation of the department's intellectual property policy to ensure compliance with the Queensland Government's intellectual property principles, including the moral rights policy and the whole-of-Government intellectual property register.
- Assist departmental staff to further improve their administrative decision-making.
- Lead agency compliance with whole-of-Government guidelines for significant litigation.

- Further develop the departmental policy on the Queensland Government Insurance Fund to ensure agency compliance.

Policy and coordination unit

- Finalise the current body corporate and community management review and continue policy research into related issues.
- Provide ongoing support for whole-of-portfolio policy initiatives and for departmental corporate governance arrangements.
- Provide quality strategic evaluation and reviews to support policy priorities and future directions.
- Provide leadership for the development of integrated planning and reporting.

Corporate governance



Corporate governance is a system employed by an organisation to manage, direct and account for strategic and day-to-day operations. The Department of Tourism, Fair Trading and Wine Industry Development employs a number of corporate governance mechanisms to guide its functions.

Contribution to Government governance

Chief Executive Officer Committees play a significant role in ensuring a whole-of-Government service delivery environment. Typically, the Committees are supported by Senior Officers Groups in taking their annual work program forward.

The Director-General of the department is a member of the following Chief Executive Officer committees:

- Employment, Economic Development and Infrastructure
- Law and Justice Policy
- Partnerships Queensland
- Subcommittee on Disability
- Subcommittee on Homelessness (including reference to public intoxication)
- Subcommittee for Building Fire Safety.

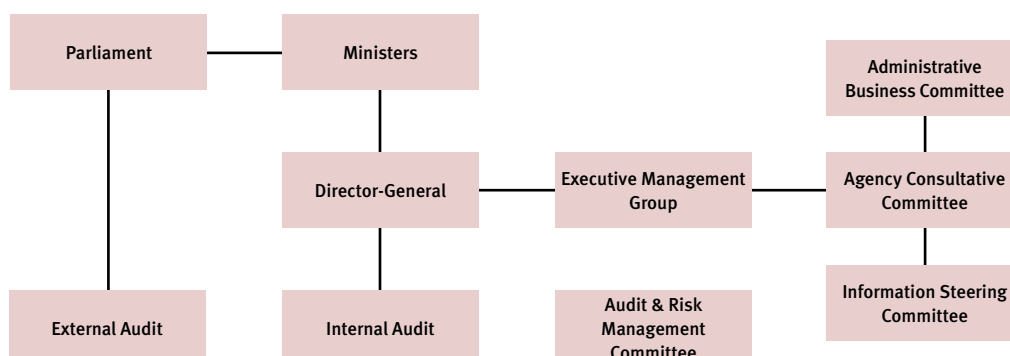
The department has also supported the development of the Blueprint for the Bush through its representation on the Steering Committee and Senior Officers Group.

Corporate governance framework

The Department of Tourism, Fair Trading and Wine Industry Development maintains a sound corporate governance framework developed with a clear understanding of the department’s business and decision-making processes, Government legislation, policy and procedures, public sector management practices, and accountability to stakeholders. It also requires effective risk management practices and a strong commitment to ethical standards and conduct.

The department’s performance is managed by the Director-General who is accountable to the Minister and the Premier.

The department’s corporate governance framework (see below) draws on best practice to maintain effective and efficient daily operations and ensure transparent, accountable and effective governance. Each board, committee and advisory group has specific terms of reference with defined objectives and a requirement to evaluate its operations against benchmarked objectives.



Executive Management Group

The Executive Management Group, led by the Director-General, is comprised of senior executives from key operational and corporate support areas. The group meets monthly to consider operational management issues and to discuss matters of strategic importance across the portfolio.

At least one member of this leadership group is involved in each of the department's governance committees and boards. This ensures that each board and committee has a direct link with the Executive Management Group and is aligned with the strategic policy intent of the portfolio.

Members of the Executive Management Group at 30 June 2006:

- Helen Ringrose, Director-General
- Laurie Longland, Deputy Director-General
- Julie Kinross, Commissioner for Fair Trading
- Chris Watters, Executive Director, Liquor Licensing Division
- Ian Warren, Executive Director, Executive and Corporate Services Division
- Bill Date, Director, Wine Industry Development Division
- Justin Murphy, Director, Tourism Strategy Division
- Kerry Batchler, Director, Service Delivery and Development Division
- Nev Scheffe, Acting Director, Commercial and Consumer Tribunal Registry

- Greg Morrow, Director, The Project Office
- Liz Dickens, Secretary to the Executive Management Group

Governance committees

Administrative Business Committee

The Administrative Business Committee's role is to ensure the effectiveness of the department's legislative, administrative and reporting processes.

The Administrative Business Committee meets quarterly or as required by emergent priority issues. It monitors all aspects of the department's corporate governance at the operational level, including workforce management issues, financial management issues and resource management issues.

During 2005–06 the Administrative Business Committee continued its focus on the review and update of corporate policies and procedures.

Agency Consultative Committee

The Agency Consultative Committee advises the Director-General on human resource management issues to assist in carrying out responsibilities under the relevant legislation and agreements. The committee:

- provides a link between management and employees on issues which have the potential to impact on the department's structure, employment security and other industrial relations issues affecting employees



- monitors the implementation of enterprise bargaining initiatives, including the use of temporary employees, and changes to the department's structure
- provides a governance function by formulating corporate policy and carrying out, as required, statutory reporting in relation to human resources
- provides leadership by developing and promoting strategic vision, guiding implementation of department-wide projects as they pertain to effective human resource delivery
- assists decision-making on matters relating to human resources by acting as an advisory group to the Executive Management Group
- provides a forum for sharing and discussing whole-of-department and whole-of-sector issues relating to human resources.

The committee comprises 10 members (five union and five management representatives) and is jointly chaired by union and management members. It meets six times a year, and more regularly as required.

As a result of the committee's activities, the enterprise bargaining training initiative has been extended with two employees completing studies and another four employees currently undertaking studies. Consultation has occurred on restructures to a number of areas in the department and changes have been implemented. This includes changes flowing from the Smart Service Queensland initiative.

Information Steering Committee

The Information Steering Committee is responsible for strategic planning and management of information resources and the deployment of information technology throughout the department. The committee's charter is reviewed annually to ensure its role and membership reflect the importance of information services to the effective delivery of departmental services to Government and the community.

Key changes implemented during 2005–06 include:

- incorporation of whole-of-Government ICT strategic priorities and directions
- added external agency representatives from Queensland Treasury and the Office of Government Information and Communications Technology to the committee
- focused committee business onto the department's four strategic directions.

In 2005–06, the Information Steering Committee directed the progress of various information and communications technology projects including:

- introduced a rolling program to replace the department's network hardware and IT infrastructure on a timely basis
- trial of hand-held mobile data devices to assist field staff during Schoolies Week
- business system enhancements to support the Smart Service Queensland initiative, including converting all major business applications to Oracle 10G software
- extended the Blackberry wireless devices trial for executive staff
- enhanced the Body Corporate and Community Management information management system and website
- developed the ICT Resource Strategic Plan 2006–10.

Key issues reviewed by the Information Steering Committee during 2005–06 included:

- completing the department's contribution to the whole-of-Government baseline analysis of information and communications technology investments
- upgrading the recovery and testing strategies for the Information Disaster Recovery Plan
- ongoing implementation of whole-of-Government information standards, with particular priority given to information security and business continuity
- ongoing compliance with the *Smart Directions Statement* for the standardisation of future information technology strategies across Government

- enabling technology to support the Smart Service Queensland initiative.

Initiatives the Information Steering Committee will focus on in 2006–07 include:

- developing online services for key business activities in line with the Smart Service Queensland initiative
- developing a new Trade Measurement System
- ongoing implementation of whole-of-Government information standards and Government enterprise architecture, with particular priority given to information security, information planning and electronic records management
- ongoing timely replacement of IT hardware and infrastructure
- investigating mobile technology to further assist service delivery by field staff and tele-commuters' network access to management and field staff.

Audit and Risk Management Committee

In 2005–06, the department merged the Audit Committee and Strategic Risk Review Committee to form the Audit and Risk Management Committee.

The Audit and Risk Management Committee is responsible for:

- monitoring the effectiveness and efficiency of the internal audit program
- reviewing the annual financial statements
- providing advice on issues identified by internal and external audit activities to the Director-General
- monitoring risk management activities incorporating the identification, assessment, evaluation and response to key strategic, operational, financial, reporting and compliance risks.

The Audit and Risk Management Committee has observed its charter and has given appropriate regard to Queensland Treasury's Audit Committee Guidelines.

The Audit and Risk Management Committee met on three occasions during the year. The committee is chaired by the Director-General and its members include the:

- Deputy Director-General
- Executive Director, Executive and Corporate Services Division
- Commissioner for Fair Trading
- Executive Director, Liquor Licensing Division
- Director, Service Delivery and Development Division
- Director of Internal Audit, Department of Justice and Attorney-General.

The director of the department's Financial Management Unit and managers of the external and internal audit functions are ex-officio members of the committee.

Advisory groups

Equal Employment Opportunity Advisory Committee

The department's Equal Employment Opportunity Advisory Committee was established in July 2000 to:

- help members of the four target groups (women, people from a non-English speaking background, people who identify as being Aboriginal or Torres Strait Islander, and people with a disability) to effectively compete for employment opportunities within the department
- provide a workplace free of harassment and discrimination
- ensure the 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 various divisions, regions and target groups. The committee operates under a formal charter. The committee informs the Administrative Business Committee, reports to the Executive Management Group and reports directly to the Director-General as required.

During 2005–06, the committee:

- reviewed equal employment opportunity census material to ensure the proper identification of all target group members within the department's workforce
- supported the Migrant Work Experience Program by placing a participant within the Marketplace Strategy Division of the Office of Fair Trading
- arranged the participation of departmental staff in International Women's Day and Harmony Day activities and a Disability Action Week seminar
- managed and promoted the implementation of target group reference groups.



Audience members of the International Women's Day Great Debate held on 8 March 2006

Operational planning

Operational plans cascade strategies outlined in the Strategic Plan into the day-to-day activities of the department. These plans cover the current financial year and are updated annually.

Strategic Plan 2005–09

This four-year plan outlines the actions required by the Department of Tourism, Fair Trading and Wine Industry Development to meet whole-of-Government priorities including:

- public safety
- consumer protection
- building business and consumer confidence
- encouraging investment and innovation
- meeting changing community expectations

- fostering partnerships between business, consumer groups, communities and Government.



Minister Keech speaking at the 2006 Consumer Protection Awards

The Strategic Plan maps the department's vision, purpose, structure, divisional roles and values to the department's outputs in relation to whole-of-Government priorities.

Most importantly, the Strategic Plan details the agency's five primary goals, as listed below, how they are evaluated and their specific performance reporting information.

1. A fair, safe and competitive marketplace with responsible businesses, industries and consumers.
2. An optimal environment for the development of tourism, wine, liquor and hospitality industries.
3. Services which are culturally responsive and build capacity in Aboriginal and Torres Strait Islander communities.
4. Client-focused service delivery which is seamless and innovative.
5. A high performing organisation achieving business excellence.

Assets Strategic Plan 2005–09

The Assets Strategic Plan has been developed in accordance with Section 24 of the *Financial Management Standard 1997*.

In 2005–06, the department focused on developing technology infrastructure and re-engineering technology systems to align integrated service delivery with departmental and whole-of-Government outcomes. This is outlined

in the Information and Communications Technology Strategic Plan.

The department's capital acquisition program for 2005–06 was estimated at \$2 047 000 made up of property plant and equipment (\$927 000) and computer software (\$1 120 000) including:

- systems and web development to give external clients and Government service providers access to departmental services proposed for integration with Smart Service Queensland
- further development of a business proposal to 'system specification stage' for a trade measurement system for the Office of Fair Trading
- an upgrade of the information system supporting the dispute resolution tribunals
- ongoing provision of appropriate office equipment and information technology hardware for technical and administrative staff in the Brisbane and regional offices.

Updating existing computer equipment and upgrading current information systems will provide more accessible and reliable information creating improved client services.

The department's asset register incorporates a replacement schedule to ensure that all assets are replaced or disposed of in a timely and cost-effective manner. Asset maintenance is generally covered under warranty or by specific maintenance arrangements.

Information and Communications Technology Strategic Plan 2005–09

The Information and Communications Technology Strategic Plan identifies the appropriate information and communication technologies and standards for the department to deliver client focused, seamless and innovative services. The plan's key objectives are:

- to deliver information systems, services and infrastructure that support the department's business environment and integrated service delivery

- to develop the processes for managing information in a way that enables effective decision-making and improves the quality of client service delivery.

The department undertakes an ongoing review of its information and communications technology assets through this plan to ensure:

- efficient processing speeds and capabilities
- effective maintenance support and reasonable costs
- satisfactory operational support for existing and new business needs
- effective utilisation of current technology.

Strategic Recordkeeping Implementation Plan

The Strategic Recordkeeping Implementation Plan aims to provide service and expertise in systematically acquiring, storing, locating, selecting, organising, distilling and presenting information that enables the department to meet its business goals and governance duties.

The plan has been developed in accordance with *Information Standard 40* and the policies, principles and guidelines issued by Queensland State Archives. The key result areas identified by the plan are:

- compliant and accountable recordkeeping
- designing, implementing and managing reliable recordkeeping systems
- making, keeping, accessing and preserving full and accurate records.

Internal audit

The Internal Audit Unit assists the Director-General to perform the functions and duties conferred upon the position of Accountable Officer under the *Financial Administration and Audit Act 1977*. Internal Audit supports the Director-General by conducting audit reviews to identify risks and opportunities surrounding departmental business processes and by providing consultative advice.

Furthermore, the unit assists all levels of departmental management to achieve sound managerial control over key functions so that business activities are carried out efficiently, effectively and in accordance with statutory, departmental and professional requirements.

The annual internal audit plan for 2005–06 was developed in consultation with senior management. During the financial year, 11 audits were conducted which encompassed financial, compliance and operational reviews.

The Internal Audit Unit Manager reports directly to the Director-General on the conduct and outcomes of all audits. In addition, the manager regularly reports summary audit findings and status reports to the Audit and Risk Management Committee.

Community engagement

Community and industry engagement is viewed as a key step in the planning and deployment of a number of key programs and initiatives across the portfolio to develop and deliver responsive and client-focused policy, programs and services.

In 2005–06, the department and the Minister participated in various community and industry forums including the:

- Queensland Wine Industry Development Strategy Steering Committee which is chaired by the Minister and comprises wine industry leaders, stakeholder representatives and the Director-General. The committee provides a forum to discuss strategy implementation and enables the industry to seek feedback from the Minister on industry-led actions.
- Queensland Tourism Strategy Steering Committee which is chaired by the Minister and comprises influential government and tourism industry stakeholders. The committee has been overseeing the development and future implementation of the Queensland Tourism Strategy.
- Liquor Industry Action Groups which are community partnerships between liquor licensees, the department, the Queensland Police Service, local government officers,

chambers of commerce, residents and other stakeholders such as taxi, limousine and bus operators. The groups are implemented by licensees to directly address public concerns about licensed premises. They operate under a wide variety of names including alcohol management partnerships, licensee forums and licensee accords.

The department systematically incorporated stakeholder feedback into major policy and legislation via discussion papers, information forums, working groups and other engagement mechanisms.

Liquor Act 1992 review

The *Liquor Act 1992* review is evaluating which liquor laws need amending to reflect current community concerns about alcohol abuse and alcohol-related offences, and to keep pace with industry growth. A discussion paper was released in April 2006 seeking feedback on a range of issues including: trading hours; controlling patrons; the responsible service, supply, promotion and consumption of liquor; liquor accords; undesirable liquor products; and the definitions of the Act.

Fifteen regional workshops were held statewide for face-to-face consultation with a wide variety of local industry, government and community stakeholders.

A reference group was also established to engage with peak industry associations, the Local Government Association of Queensland, the Aboriginal and Torres Strait Islander Legal Service, unions and key Government agencies such as Queensland Health and the Queensland Police Service. Public consultation closed in June 2006 and submissions are currently being reviewed.



The review of the *Liquor Act 1992* commenced this year

Wine Industry Act 1994 review

The *Wine Industry Act 1994* balances industry development with legislation to safeguard the integrity of Queensland's wine sector while also promoting its growth. During formation of the Queensland Wine Industry Development Strategy, business stakeholders sought a review of the Act to ensure it still supported effective and responsible industry development in the marketplace. The review commenced in November 2005 with the release of a consultation paper on potential amendments.

The consultation period closed in February 2006. Feedback on the paper identified strong opinions on various amendments relating to wine permits, licensing conditions, industry definitions, local wine content, satellite cellar doors and breach penalties.

Queensland Tourism Strategy

The Queensland Tourism Strategy is a 10-year vision for the sustainable development of Queensland tourism. It provides direction, targets, benchmarks and actions for government and industry, while reflecting government, industry and community priorities. Consultation was undertaken over three phases and represented the most comprehensive tourism industry consultation ever conducted in Queensland, with input from nearly 1000 stakeholders.

Industry, community and government participation in the strategy development was facilitated by a number of processes which include:

- Phase one involved targeted industry and government consultation including:
 - surveys of industry groups in partnership with the Queensland Tourism Industry Council
 - liaison with the 14 Regional Tourist Organisations, the industry-based Tourism and Transport Forum and the existing Growing Tourism Steering Committee
 - a government workshop attended by representatives of 21 government agencies
 - an industry workshop hosted by the Queensland Tourism Industry Council and attended by representatives of 12 peak industry associations.
- Phase two involved more than 600 industry and government representatives attending 20 regional workshops in 19 locations across the state, and another 120 representatives attending a three-day Specialist Forum to develop the action plans. The regional consultations began on the Gold Coast in August 2005 before continuing to the other 18 regions.

- Phase three involved releasing the Draft Tourism Strategy on 2 June 2006 to provide a further opportunity for feedback on the final Queensland Tourism Strategy. By the closing date of 14 July 2006, approximately 55 submissions were received.

The draft strategy was overseen by a Steering Committee chaired by the Minister and comprising Directors-General of key government agencies and 14 tourism industry leaders. The committee was supported by an Operational Team of senior Government officials and the Chief Executive Officer of the Queensland Tourism Industry Council. The strategy will be launched in the final quarter of 2006.

Associations Incorporation Act 1981 review

The *Associations Incorporation Act 1981* provides a simple and inexpensive method of incorporation for non-profit organisations. Many Queenslanders belong to a voluntary non-profit association at some time in their lives, whether it be a social or sporting club, an association with religious, patriotic or political interests, or a professional or charitable organisation. Approximately 20 000 associations are currently registered in Queensland.

When reviewing the Act, public consultation was undertaken on the key issues of eligibility for incorporation, types of associations, dispute resolution, conflicts of interest, public liability insurance, and reporting and auditing requirements.

It was proposed that the Act be amended in two stages as some issues required further consultation and policy deliberation. This staged approach will ensure straightforward issues and minor technical amendments are dealt with first. It is anticipated these amendments will be introduced into Parliament in late 2006.

Body Corporate and Community Management Act 1997 review

In mid-2004, the department commenced a review of body corporate and community management matters to identify emerging issues and develop a

forward policy agenda. The department has commenced implementing those recommendations that are not reliant on legislative amendment, to improve information and dispute resolution services.

A strategic communications plan was developed and production started on a range of new information products, including:

- a general guide to community living aimed at people considering investing or living in a community titles scheme, called *Body Corporate: A quick guide to community living in Queensland*. This booklet was subsequently released in May 2006.
- an information brochure on enforcing adjudicator's orders in the Magistrates Court
- a free online training course on body corporate legislation in Queensland targeting voluntary committee members.

The department continues to consult closely with stakeholders on proposed amendments to the *Body Corporate and Community Management Act 1997*. It is anticipated that amendments arising from this review will be introduced into Parliament in late 2006.

Schoolies Week 2005

Approximately 30 000 young people attended the 2005 Schoolies Week festival over its initial 10 days with approximately 50 000 young people attending over the whole four-week period.

The Office of Fair Trading licenses resident letting agents. These agents are resident accommodation managers who manage holiday apartments for 'absent owners'. All newly licensed agents received a *Restricted Letting Agent Good Business Guide* outlining their rights and responsibilities with a special section on Schoolies Week. Leading up to Schoolies Week, school-leavers and traders were also provided with advice on their respective rights and responsibilities.

Throughout the festival, the Office of Fair Trading promoted complaint handling and dispute resolution services for resident letting agents and Schoolies visitors. Officers checked 26 resident letting agents to ensure traders were complying with legislation.

In 2005, the Office of Fair Trading:

- conducted 53 seminars with school-leavers statewide
- distributed six weekly email newsletters on Schoolies Week best practice to approximately 1500 letting agents
- distributed 50 000 copies of the *Get Out There! A survival guide for young adults* from the Office of Fair Trading to Queensland school-leavers
- conducted a proactive media promotions campaign
- contributed to Queensland Health's Schoolies Week publication.

The activities were aimed at ensuring everyone enjoyed a safe and successful festival. Evidence of this may be seen in the lower level of complaints received during Schoolies Week 2005.

Throughout the week, the Liquor Licensing Division conducted compliance operations at the Gold Coast, Sunshine Coast, Airlie Beach, Magnetic Island and Yeppoon. The main compliance operation was held on the Gold Coast where the majority of schoolies congregated. In addition, liquor compliance officers helped to plan some Schoolies events at various locations.

During Schoolies Week, 12 liquor compliance officers were deployed on the Gold Coast and worked with officers from Fair Trading, the Queensland Police Service and the Queensland Fire and Rescue Service. They concentrated on the prevention and detection of offences involving minors on licensed premises and adults supplying liquor to minors. Through these joint actions, there was a noticeable drop in the number of enforcement actions taken by compliance officers.

Whole-of-Government service integration

Smart Service Queensland was established by the Beattie Government in 2002 to act as a single entry point for Queenslanders to obtain information and advice and to interact with Government.

The Project Office within the Department of Tourism, Fair Trading and Wine Industry Development was established in June 2005 to manage the transition of services from the Office of Fair Trading and Liquor Licensing Division to Smart Service Queensland. Reporting to the Director-General, the office has undertaken and coordinated many whole-of-Department tasks throughout 2005–06.

In addition to its task of transitioning services to Smart Service Queensland, The Project Office has a wider change management role across the agency. The office is uniquely positioned as the only unit within the department with a broad understanding of all agency business processes and systems and their relationship to whole-of-Government directions. As a result, it can identify areas of duplication, and provide strategic direction to senior management to enhance service delivery.

The Project Office also provides the department with the capacity to adapt to new information and communications technologies while offering a leadership role for improving services. The office has undertaken activities such as: organisational change management, project management, telecommunications re-configuration, business analysis and process reviews, performance monitoring and information technology improvement and alignment.

The Project Office is responsible for driving the department's role as the lead agency in the business cluster which includes the:

- Department of Industrial Relations
- Queensland Treasury
- Department of Employment and Training
- Department of State Development, Trade and Innovation.

As a cluster leader, the department has a number of service integration projects which The Project Office undertakes with various business areas to deliver services via Smart Service Queensland.

Improving project management and delivery

- The Project Office has commenced developing a Project Management Framework. This will assist managers by creating formal governance structures to improve the prioritisation of initiatives and ensure better project management information.
- The office has also completed a proof of concept and is undertaking a pilot of an Enterprise Project Management tool and methodology that provides project monitoring, tracking and reporting.

Case study: Better Decisions Project Report

We all like making good decisions and a new report is now available to help Queensland Government agencies. The *Better Decisions Project Report* is a partnership between the Department of Tourism, Fair Trading and Wine Industry Development, the Department of the Premier and Cabinet and the Queensland Ombudsman.

It has been placed on the Queensland Ombudsman's website to give agencies ready access. Former Department of Tourism, Fair Trading and Wine Industry Development Director-General Helen Ringrose said the work has been extremely valuable to her agency.

'Managers find this a useful tool in identifying areas where improvements can be made – staff training, client communication and handling complaints are just a few examples,' Ms Ringrose said.

'This new work greatly helped staff drafting the reform of a complex claims system within the Office of Fair Trading. By providing a model of best practice, the *Better Decisions Project Report* showed exactly what should be considered right from the outset.'

The report can guide officers involved in substantial reviews of existing systems and those involved in designing and establishing new administrative decision-making systems. References and resources included as appendices allow agencies to benchmark.

Queensland Ombudsman David Bevan said good administrative decision-making systems offer indisputable benefits, both for the community and for agencies.

'Good systems increase the likelihood of agencies making lawful, reasonable and fair decisions about important matters affecting the community,' he said.

'They promote good customer relations, a positive community perception of the role and performance of agencies and allow agencies to identify and implement strategies to improve services,' said Mr Bevan.

The report is available online at www.ombudsman.qld.gov.au



Queensland Ombudsman David Bevan with the department's Legal Services Manager Jennifer Mead who helped guide the Better Decisions Project

Staff profile



The department is committed to providing a workplace which ensures equal employment opportunities, respect for diversity, and a supportive, fair and safe environment for all staff. As at 30 June 2006, the department employed the full-time equivalent of 506 staff who worked in 10 centres across regional Queensland and Brisbane. This is an increase from 482 in 2005.

The rise in full-time employees was mainly a result of:

- the additional staff required for the *Liquor Act 1992* review
- an increase in the number of staff required to handle dispute resolutions.

The workforce (actual employees) as at 30 June 2005 was 561 staff (excluding tribunal members). This represents an increase of 14 staff from 547 in 2005.

The following table represents total actual employees, whether casual, part-time or full-time, however it does not include tribunal members.

Actual staff numbers by work unit			
Work unit	Number of actual staff		
	2003-04	2004-05	2005-06
Body Corporate and Community Management	17	26	32
Commercial and Consumer Tribunal Registry	25	26	25
Executive and Corporate Services Division	79	65	64
Liquor Licensing Division	58	64	70
Office of Fair Trading	211	208	218
Office of the Director-General	4	7	7
The Project Office	-	-	9
Service Delivery and Development Division	166	140	124
Tourism Strategy Division	6	5	5
Wine Industry Development Division	5	6	7
Department total	571	547	561

Please note: This table represents actual employees, not the full-time equivalent number of employees. The data does not include members of tribunals.

The Human Resource Management Unit visited most regional offices to conduct training programs tailored to the individual needs of staff. This included inductions, project management training, code of conduct awareness, presentation skills, dealing with difficult people and situations, and general customer service training.

Actual staff numbers by region			
Region	Number of actual staff		
	2003-04	2004-05	2005-06
Brisbane	387	399	435
Central Office (Service Delivery and Development Division – Brisbane, including the Directorate and Brisbane Customer Service Centre)	88	53	34
Cairns	14	15	15
Gold Coast	28	28	25
Hervey Bay	7	7	6
Mackay	8	7	7
Maroochydore	14	13	15
Mount Isa	1	2	2
Rockhampton	7	7	7
Toowoomba	8	9	8
Townsville	9	7	7
Department total	571	547	561

Please note: This table represents actual employees, not the full-time equivalent number of employees. The data does not include members of tribunals.

The actual employee workforce (not full-time equivalents and excluding tribunal members) as at 30 June 2006 was 561 which comprised 56 per cent female and 44 per cent male staff. This is the same gender composition as the previous financial year.

Actual staff numbers by work unit and gender								
Work unit	No. of staff		Men		Women		% Women	
	04-05	05-06	04-05	05-06	04-05	05-06	04-05	05-06
Body Corporate and Community Management	26	32	8	12	18	20	69%	63%
Commercial and Consumer Tribunal Registry	26	25	7	4	19	21	73%	84%
Executive and Corporate Services Division	65	64	35	35	30	29	46%	45%
Liquor Licensing Division	64	70	30	33	34	37	53%	53%
Office of Fair Trading	208	218	94	92	114	126	55%	58%
Office of the Director-General	7	7	2	2	5	5	71%	71%
The Project Office	-	9	-	4	-	5	-	56%
Service Delivery and Development Division	140	124	59	58	81	66	58%	53%
Tourism Strategy Division	5	5	3	3	2	2	40%	40%
Wine Industry Development Division	6	7	3	3	3	4	50%	57%
Department total	547	561	241	246	306	315	56%	56%

Please note: This table represents actual employees, not the full-time equivalent number of employees. The data does not include members of tribunals.

Valuing workforce diversity and equity

The department is committed to providing its employees with equality of employment opportunity and treatment. Furthermore, it seeks to promote and value workplace diversity and ensure the absence of unlawful discrimination and harassment.

Equal Employment Opportunity Advisory Committee

The Equal Employment Opportunity Advisory Committee developed a Workplace Diversity and Equal Employment Opportunity Management Plan which is grounded in the requirements of the *Equal Opportunity in Public Employment Act 1992*, the *Anti-Discrimination Act 1991* and the Queensland Government's Workplace Bullying Guidelines (1998).

The plan creates a framework for developing a work environment to promote equal access and opportunity for all current and prospective employees, while contributing to real productivity gains. It provides the foundation for:

- progressing proactive and responsive initiatives that support the four Equal Employment Opportunity target groups, namely Aboriginal and Torres Strait Islanders, people from a non-English speaking background, people with a disability, and women
- promoting an awareness of the need and advantages of workplace diversity, including flexible work practices.

Staff representation from the four Equal Employment Opportunity target groups										
Work unit	Department employees			Actual employees in EEO target groups			Staff percentage			2006-07 target
	03-04	04-05	05-06	03-04	04-05	05-06	03-04	04-05	05-06	
Aboriginal and Torres Strait Islanders	571	547	561	15	9	6	2.6%	1.6%	1.1%	2.4%
People from a non-English speaking background	571	547	561	49	67	62	8.6%	12.2%	11.1%	13.5%
People with a disability	571	547	561	49	43	34	8.6%	7.9%	6.1%	–
Women in senior management (SO, SES)	26	25	29	12	10	11	46.2%	40%	37.9%	25%
Women in management (AO6 to SES)	148	160	176	54	62	72	36.5%	38.8%	40.9%	35%

Please note: This table represents actual employees, not the full-time equivalent number of employees. The data does not include members of tribunals.

Equal Employment Opportunity target groups

Aboriginal and Torres Strait Islanders

The department's representation of Indigenous employees fell from 1.6 per cent to 1.1 per cent during the year. This is well below the Government target of 2.4 per cent, despite a number of Indigenous employment strategies currently in operation. These strategies included:

- establishing an Indigenous Reference Group as a forum for discussing Indigenous work issues
- targeting Indigenous applicants for traineeships
- extending the Indigenous mentoring program to support current Indigenous staff
- ongoing Indigenous cross-cultural awareness training for departmental employees.

The drop in representation shows the agency's susceptibility to small changes in employee numbers within a target group (from nine Indigenous staff down to six). In 2006–07,

the department will focus on maintaining initiatives aimed at improving Aboriginal and Torres Strait Islander recruitment and retention. One of these initiatives is the targeted recruitment of Indigenous candidates for base-grade positions.

People from non-English speaking backgrounds

The department's representation of people from non-English speaking backgrounds dropped from 12.2 per cent to 11.1 per cent during the year. This is below the Government's target of 13.5 per cent. The department's main focus has been maintaining accurate records of employees who qualify for this target group. During 2005–06, a Non-English Speaking Background Reference Group was established. This group is coordinating initiatives to increase awareness of the employment barriers faced by ethnic communities and to help organise cultural celebrations such as Harmony Day.

Actual Aboriginal and Torres Strait Islander staff numbers							
Work unit	Number of staff		Number of ATSI staff		% of ATSI staff		2006-07 target
	04-05	05-06	04-05	05-06	04-05	05-06	
Body Corporate and Community Management	26	32	0	0	0%	0%	2.4%
Commercial and Consumer Tribunal Registry	26	25	0	0	0%	0%	2.4%
Executive and Corporate Services Division	65	64	2	2	3.1%	3.1%	2.4%
Liquor Licensing Division	64	70	0	1	0%	1.4%	2.4%
Office of Fair Trading	208	218	4	2	1.9%	0.9%	2.4%
Office of the Director-General	7	7	0	0	0%	0%	2.4%
The Project Office	–	9	–	0	–	0%	2.4%
Service Delivery and Development Division	140	124	3	1	2.1%	0.8%	2.4%
Tourism Strategy Division	5	5	0	0	0%	0%	2.4%
Wine Industry Development Division	6	7	0	0	0%	0%	2.4%
Department total	547	561	9	6	1.6%	1.1%	2.4%

Please note: This table represents actual employees, not the full-time equivalent number of employees. The data does not include members of tribunals.

A strategy has been developed to increase staff numbers from ethnic communities by:

- increasing awareness and understanding by departmental employees of ethnic communities and the issues impacting on them through training provided by Multicultural Affairs Queensland
- improving non-English speaking background staff retention rates by including them in the department's target groups employee mentoring program
- considering other initiatives directed at improving the base-grade recruitment of ethnic community members.

The department participated in the Queensland Government's Migrant Work Experience Program by placing a recently arrived candidate in the Marketplace Strategy Division of the Office of Fair Trading for six weeks of training and genuine work experience.

Multicultural Action Plan 2006–09

During 2005–06, the department implemented the Multicultural Action Plan 2006–09 under the Queensland Government's multicultural policy *Multicultural Queensland – making a world of difference*.

A departmental Multicultural Action Committee, which included representatives from the Ethnic Communities Council of Queensland, implemented the following priorities under the Strengthening Multiculturalism in the Queensland Public Sector Strategy:

- incorporated multicultural planning initiatives into operational planning activities
- implemented the Queenslander Interpreter Card Kit, with associated training, for engaging and working with interpreters to deliver client services
- provided a link to access services in other languages on the department's website
- updated all Body Corporate and Community Management translated brochures.

The Office of Fair Trading regularly sends information to multicultural groups which subscribe to the weekly *Fair Trading Update* for consumers or the monthly *TradeSmart Update* for businesses. The office also corresponded with non-English speaking background community groups as part of its *ShopSmart* campaign to encourage them to:

- distribute translated refund rights brochures to their members
- visit the Office of Fair Trading website to view translated fact sheets and other information
- invite them to subscribe to the *Fair Trading Update*.

The Office of Fair Trading translated four product compliance sheets outlining mandatory standards for business owners and operators. Fact sheet topics such as selling safe toys, safe children's nightwear, protective sunglasses and textile labelling are translated into Chinese, Vietnamese and Korean. This is in addition to existing translated material on the website for consumers and distributed hard copies of translated publications.

Actual non-English speaking background staff numbers

Work unit	Number of staff		Number of NESB (1)		Number of NESB (2)		% NESB (1)		% NESB (2)		Total % NESB (1 & 2)		2006-07 Target
	04-05	05-06	04-05	05-06	04-05	05-06	04-05	05-06	04-05	05-06	04-05	05-06	
Body Corporate and Community Management	26	32	1	1	4	4	3.8%	3.1%	15.4%	12.5%	19.2%	15.6%	13.5%
Commercial and Consumer Tribunal Registry	26	25	3	4	3	4	11.5%	16%	11.5%	16%	23%	32%	13.5%
Executive and Corporate Services Division	65	64	1	1	5	4	1.5%	1.6%	7.7%	6.3%	9.2%	7.9%	13.5%
Liquor Licensing Division	64	70	2	2	4	2	3.1%	2.9%	6.3%	2.9%	9.4%	5.8%	13.5%
Office of Fair Trading	208	218	10	14	16	14	4.8%	6.4%	7.7%	6.4%	12.5%	12.8%	13.5%
Office of the Director-General	7	7	0	0	0	0	0%	0%	0%	0%	0%	0%	13.5%
The Project Office	-	9	-	0	-	0	-	0%	-	0%	-	0%	13.5%
Service Delivery and Development Division	140	124	10	5	8	7	7.1%	4%	5.7%	5.6%	12.8%	9.6%	13.5%
Tourism Strategy Division	5	5	0	0	0	0	0%	0%	0%	0%	0%	0%	13.5%
Wine Industry Development Division	6	7	0	0	0	0	0%	0%	0%	0%	0%	0%	13.5%
Department total	547	561	27	27	40	35	4.9%	4.8%	7.3%	6.2%	12.2%	11.1%	13.5%

Please note: This table represents actual employees, not the full-time equivalent number of employees. The data does not include members of tribunals.

NESB (1) – People whose first language was a language other than English.

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

People with a disability

The department proposes to form a reference group for people with a disability during 2006–07. This group will advocate on behalf of departmental employees with a disability. Activities the reference group may become involved in are:

- identifying any specific training and development requirements
- developing a support and mentoring program
- updating the department’s internal Equal Employment Opportunity website to highlight initiatives supporting people with a disability
- identifying disability access issues as part of hazard audits.

Actual staff numbers with a disability						
Work unit	Number of staff		Number of staff with a disability		Staff percentage	
	04-05	05-06	04-05	05-06	04-05	05-06
Body Corporate and Community Management	26	32	2	1	7.7%	3.1%
Commercial and Consumer Tribunal Registry	26	25	1	1	3.8%	4%
Executive and Corporate Services Division	65	64	3	1	4.6%	1.6%
Liquor Licensing Division	64	70	4	4	6.3%	5.7%
Office of Fair Trading	208	218	13	16	6.3%	7.3%
Office of the Director-General	7	7	0	0	0%	0%
The Project Office	–	9	–	0	–	0%
Service Delivery and Development Division	140	124	19	10	13.6%	8.1%
Tourism Strategy Division	5	5	0	0	0%	0%
Wine Industry Development Division	6	7	1	1	16.7%	14.3%
Department total	547	561	43	34	7.9%	6.1%

Please note: This table represents actual employees, not the full-time equivalent number of employees. The data does not include members of tribunals.

Women’s initiatives

Women make up 56 per cent of the department’s workforce with 37.9 per cent of senior management positions (Senior Officer and Senior Executive Service) being filled by women and 40.9 per cent of management positions (Administration Officer 6 and above).

During the year, the department developed and launched the new initiative Balancing Work, Family and Lifestyle. This strategy highlights entitlements and flexible work practices available to employees seeking to manage their work, family and lifestyle responsibilities more effectively. The strategy details part-time work arrangements, job sharing, telecommuting, extra leave for proportionate salary sacrifice, leave without pay, accrued time and special responsibility leave for caring purposes, as well as the types of leave employees might access.

Actual women in senior management							
Work unit	Women in senior management roles (SO, SES)						2006-07 target
	Number of staff		Number of women staff		Staff percentage		
	04-05	05-06	04-05	05-06	04-05	05-06	
Body Corporate and Community Management	1	2	1	2	100%	100%	25%
Commercial and Consumer Tribunal Registry	1	1	0	0	0%	0%	25%
Executive and Corporate Services Division	5	7	1	1	20%	14.3%	25%
Liquor Licensing Division	3	5	1	2	33.3%	40%	25%
Office of Fair Trading	8	7	4	3	50%	42.9%	25%
Office of the Director-General	4	3	2	2	50%	66.7%	25%
The Project Office	-	1	-	0	-	0%	25%
Service Delivery and Development Division	1	1	1	1	100%	100%	25%
Tourism Strategy Division	1	1	0	0	0%	0%	25%
Wine Industry Development Division	1	1	0	0	0%	0%	25%
Department total	25	29	10	11	46.2%	37.9%	25%

Please note: This table represents actual employees, not the full-time equivalent number of employees. The data does not include members of tribunals.

Actual women in management							
Work unit	Women in management roles (AO6 to SES)						2006-07 target
	Number of staff		Number of women staff		Staff percentage		
	04-05	05-06	04-05	05-06	04-05	05-06	
Body Corporate and Community Management	11	15	6	8	54.5%	53.3%	35%
Commercial and Consumer Tribunal Registry	3	2	2	1	66.7%	50%	35%
Executive and Corporate Services Division	44	41	16	16	36.4%	39%	35%
Liquor Licensing Division	17	23	6	12	35.3%	52.2%	35%
Office of Fair Trading	61	67	25	27	41%	40.3%	35%
Office of the Director-General	4	4	2	2	50%	50%	35%
The Project Office	-	3	-	2	-	66.7%	35%
Service Delivery and Development Division	14	15	4	3	28.6%	20%	35%
Tourism Strategy Division	2	2	0	0	0%	0%	35%
Wine Industry Development Division	4	4	1	1	25%	25%	35%
Department total	160	176	62	72	38.8%	40.9%	35%

Please note: This table represents actual employees, not the full-time equivalent number of employees. The data does not include members of tribunals.

Workplace health and safety

There were 38 reported workplace incidents during 2005–06, nine of which led to workers' compensation claims that were accepted by WorkCover Queensland. The cost of these claims for the year was \$103 385 with 75 per cent of this figure attributed to four claims. This total cost was a significant decrease of more than \$100 000 on claim costs from the previous financial year.

To better manage the department's injury prevention and incident reporting, the workplace health and safety strategy was reviewed during the year. The key elements of this strategy are:

- training and supporting the workplace health and safety network
- upgrading the first aid officers network
- actively managing workplace rehabilitation cases.

As part of the strategy, workplace inspections are conducted annually by local business unit safety staff and triennially by the department's Workplace Health and Safety Officer.

Over the year, the Workplace Health and Safety Officer conducted a number of programs to increase employee awareness of health and safety issues. These programs included:

- workplace health and safety representative training
- safe manual handling, lifting and carrying
- emergency response and fire safety training.

In 2006–07, the department's workplace health and safety functions will transition to Corporate Solutions Queensland and these services will be delivered as part of the shared services initiative.

Voluntary early retirement

Two employees were offered a Voluntary Early Retirement during 2005–06. These occurred because of restructuring within the Tourism Strategy and Service Delivery and Development Divisions. These offers were consistent with the

Government's employment security policy, in that no forced redundancies were imposed. The total cost of payments made for these arrangements, including severance and the cash equivalent of leave entitlements, was \$74 092.

Ethics

A review of the department's Code of Conduct was not required, having just been performed in 2004–05. The code is provided to all employees on appointment and is available on the department's Intranet. While the code is available for inspection by any person, no requests were received from any external organisations during the past financial year.

New employees undertake Code of Conduct training as part of the agency's induction program. This program can be completed online or by attending the corporate induction program in Brisbane. Code of Conduct training is separately offered to existing staff and teams as requested.

Public interest disclosures

In accordance with the *Whistleblowers Protection Act 1994*, the department supports those people wishing to make public interest disclosures. The agency strives to respond to public interest disclosures promptly, thoroughly and fairly. This includes notifying the Crime and Misconduct Commission of any matter that could involve official misconduct.

The Manager of the Internal Audit Unit is the department's Crime and Misconduct Commission Liaison Officer and is also responsible for coordinating the administration and investigation of public interest disclosures. Internal Audit reports directly to the Director-General regarding public interest disclosures and Crime and Misconduct Commission matters.

During 2005–06, the department received 11 public interest disclosures of which:

- four were investigated and found not to be verified

- seven were unfinalised as at 30 June 2006 with investigation continuing.

One public interest disclosure received in 2004–05 was not finalised in that financial year. This matter has now been finalised and the disclosure was found not to be verified.

Grievances

Three formal grievances were lodged with the Director-General during 2005–06. One was finalised and the remaining two were investigated and expected to be finalised during the 2006-07 financial year.

Individual performance

The department's personal performance management and development process was reviewed and revised during 2005–06. An updated policy and related forms were issued following extensive consultation with managers and employees. The process continues to achieve high levels of compliance by all employees.

The performance management process involves annual meetings between employees and their supervisor to determine and agree on key tasks for the coming year. Progress towards achieving these tasks is reviewed mid-way through the year and a final assessment is made at the end of the year. Employees are rated on their progress towards completing key tasks as well as across a range of organisational and workplace criteria. Close monitoring and reporting on employee performance during these reviews leads to employees and supervisors having a clear understanding of performance requirements and expectations.

Learning and development

An extensive range of training and development programs was undertaken during 2005–06. Over the year there were 720 employee attendances for a total of 495 days of training. These courses were provided by internal and external facilitators and conducted in both the Brisbane and regional offices.

Training calendars detailing the training and development available through the department's Human Resource Management Unit and Information Technology Unit were published in July 2005 and January 2006.

During the year, arrangements were finalised for training the department's investigators and compliance officers. All employees involved in these activities will complete either a Certificate IV or Diploma program in relation to statutory investigations.

Staff recognition

The department's Excellence Awards are an annual event at which the Minister and Director-General present individuals and work teams with awards that reflect outstanding achievement in a range of categories. The 2005 Excellence Awards winners were:

- **Divisional Awards:**
 - **Office of Fair Trading — MACS2** *Development and Implementation Team* for implementing the new investigations database.
 - **Liquor Licensing Division — Paul Black** for drafting ministerial and other departmental correspondence for the division.
 - **Service Delivery and Development Division — Joy Akers** for her contribution to the script-development project as part of the Smart Service Queensland initiative.
 - **Executive and Corporate Services Division — Laura Leibrick** for her professional delivery of computer training and support.
- **Reconciliation Award — Indigenous Liquor Operations Team** for their delivery of Government services on Indigenous alcohol issues.
- **Significant Contribution to the Department Award — Dolly Zappala** for her positive support of the Commercial and Consumer Tribunal Registry team.

- **Director-General's Excellence Award** — *Brian Davis* and the *Gold Coast Office Team* for innovations in service delivery and organisational design.
- **Recognition of 40 Years Service to the Queensland Public Service** — *Marie Gilmour*, Licensing Branch, Business Services Division, Office of Fair Trading.



Marie Gilmour was recognised for 40 years service to the department

Additional reporting



Statement of Affairs

The 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 policy-making activities
- bodies established to advise the department
- the type of documents held by the department
- how to access department documents under the *Freedom of Information Act 1992*
- publications available from the department.

Consultation arrangements for public participation

The department recognises extensive community consultation is necessary whenever major policy and legislative initiatives are being developed or reviewed. Mechanisms are in place to ensure this consultation occurs, including providing draft legislation options to stakeholders for their opinions and feedback. 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 agency's policies and functions.

Documents held by the department

The department holds a broad range of materials and records relating to internal operations and service delivery. For more information, please refer to the list of publications which appears in this section and/or visit the websites:

www.dtftwid.qld.gov.au

www.fairtrading.qld.gov.au

www.liquor.qld.gov.au

www.tribunals.qld.gov.au

www.bccm.qld.gov.au

Freedom of Information

How to access department 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 items may be restricted to protect essential public interests or the private or business affairs of community members where disclosure would be contrary to the public interest. Access restrictions may also be encountered for documents that have been placed in the custody of Queensland State Archives for safekeeping.

Other documents are available for review and can be downloaded directly from the department's website at www.dtftwid.qld.gov.au

How to obtain the documents

1. Ask if the documents you require are publicly available.
2. Identify the documents you require, where they are located (region and/or division) and the 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 \$35.25 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 Queensland 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

An application fee of \$35.25 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 \$5.20 for each 15 minutes or part thereof apply for processing non-personal affairs applications and for inspecting documents.

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 Freedom of Information fees and charges are exempt from GST.

Consultation

While processing a Freedom of Information 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 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.

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 in writing for an internal review of the decision. A senior officer of the department will review the decision within 28 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 or 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 4, 300 Adelaide Street
BRISBANE QLD 4000
or mailed to
PO Box 10143 Adelaide Street
Brisbane Queensland 4001

Enquiries

Enquiries about FOI may be made between 8.30 am and 5 pm Monday to Friday by telephoning the Administrative Law Officer on (07) 3237 9975.

Freedom of Information applications received

In 2005–06 the department received 80 applications for access to documents and three requests for internal reviews of decisions under the *Freedom of Information Act 1992*.

One request for an external review of a departmental decision was received.

During 2005–06 the most common requests under FOI were for access to files on licensed premises and complaints against traders. The majority of applications are lodged by private individuals, followed by solicitors' firms, and businesses.

Publications

In 2005–06, the department produced a broad range of publications to support the delivery of community education and information services. 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. Alternatively, most of the publications can be downloaded from the department's website.

Corporate publications

Corporate publications produced during the year are available from the department's website at www.dtftwid.qld.gov.au or by email to enquiries@dtftwid.qld.gov.au or by telephoning 13 13 04. They are:

- Annual Report
- Budget Highlights
- Ministerial Portfolio Statement
- Reconciliation Strategy
- Strategic Plan

Body corporate and community management publications

The Office for the Commissioner of Body Corporate and Community Management has published a brochure titled *Body Corporate: A Quick Guide to Community Living in Queensland*. An existing general information brochure on the functions of the office, titled *Community Living in Queensland*, is also available. Both can be accessed in the following languages:

- Chinese
- German
- Greek
- Italian
- Spanish
- Vietnamese

There is also information on dispute resolution in the form of a brochure titled *A guide to completing a dispute resolution application*, and a dispute resolution information sheet which outlines the process.

The Office of Body Corporate and Community Management also publishes the following fact sheets on topics related to body corporate and community management:

- Body corporate — an introduction
- Body corporate elections
- By-laws
- Enforcement of adjudicators' orders and penalties
- Financial management
- Forming the body corporate committee
- General meetings
- Insurance
- Lot entitlements
- Maintenance

All brochures and fact sheets can be downloaded from www.bccm.qld.gov.au or accessed by telephoning 1800 060 119.

Web-based training entitled 'Body Corporate Online Training Course' was also developed during the year.

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. These and the many other Office of Fair Trading publications, including a range of fact sheets, are available free of charge by calling 13 13 04 or downloading from www.fairtrading.qld.gov.au

Business Publications

- Trade Smart Guide (for all businesses)
- Good Business Guide — Cooperatives
- Good Business Guide — Fitness Industry
- Good Business Guide — Incorporated Associations
- Good Business Guide — Introduction Agents
- Good Business Guide — Manufactured Homes and Park Owners
- Good Business Guide — Motor Dealing
- Good Business Guide — Property Development Sales Practice
- Good Business Guide — Real Estate Agency and Sales Practice
- Good Business Guide — Restricted Letting Agents
- Good Business Guide — Security Industry
- Good Business Guide — Tourism Services
- Refund Policy Sign
- Refund Policy sticker

Consumer Publications

- How to be Consumerwise
- Get Out There!
- Glovebox Guide
- Good Credit Guide
- Indigenous Fair Go Guide
- Kriol Postcards — fair trading advice for young people (set of 5)
- No Door-to-door Trader sticker
- Real Estate Realities
- Shop Green Checklist
- Shop Smart Handy Hints
- Shop Smart Shopping List

Liquor licensing publications

The following liquor licensing publications and other materials can be downloaded from the Liquor Licensing Division's website at www.liquor.qld.gov.au or telephone 13 13 04.

- Australian ID Checking Guide
- Drink spiking brochures and posters
- Fact Sheets on:
 - Advertising ban on drink promotions
 - ANZAC Day trading hours
 - Brisbane specific statutory licence conditions
 - Competitions and games
 - Criminal history checks
 - Drink promotions and happy hours
 - Drink spiking (licensees)
 - Drink spiking (patrons)
 - Easter trading (patrons)
 - House policy
 - Licence transfer
 - Lockouts
 - Minors and staff
 - Minors (licensees)
 - Minors (patrons)
 - Noise restrictions
 - Patron safety
 - Provision of drinking water
 - Responsible consumption of alcohol
 - Schedule of fees from 1 July 2006
 - Schedule of fees (wine) from 1 July 2006
 - Statewide 3 am lockout
 - The smart party
 - Xmas and New Years Eve trading (patrons)
 - Xmas and New Years Eve trading (licensees)
- Guidelines to assist in the interpretation of the legislation

- Guide to the Liquor Act
- Guide to the Wine Act
- *Liquor Act 1992 and Wine Industry Act 1994* – forms and brochures
- Liquor Licensing Update
- Management signs
- No More Risky Business brochure

The Australian ID Checking Guide and drink spiking brochures and posters can be requested by telephoning 13 13 04.

Tourism strategy publications

Queensland Tourism Strategy documents can be obtained from the department's website at www.dtftwid.qld.gov.au/tourism by emailing enquiries@dtftwid.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
- *Limit your Liability! –Your guide to the Traveller Accommodation Providers (Liability) Act 2001.*

Queensland Tourism Strategy documents can also be obtained from the website at www.qldtourismstrategy.com.au

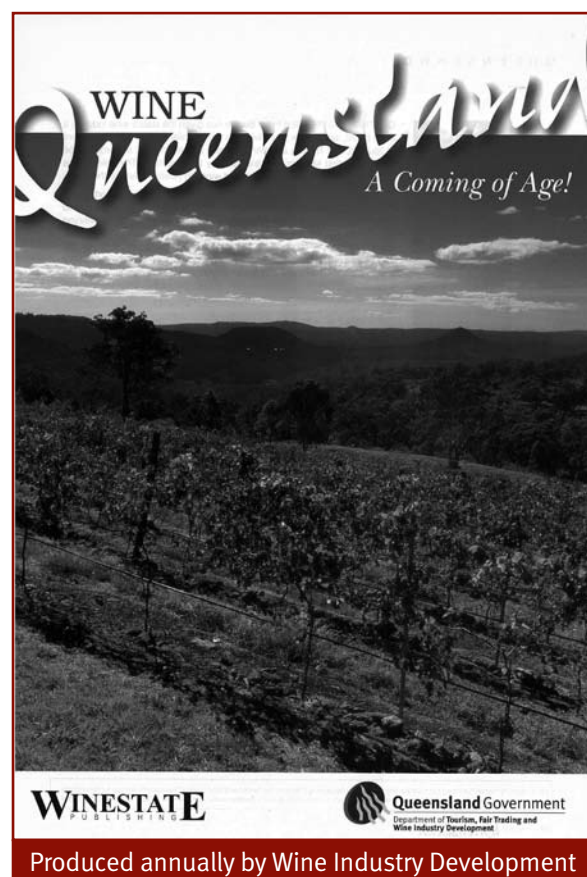
- Community Consultation Draft Queensland Tourism Strategy
- Regional Consultation Report
- Regional workshop reports
- Information brochure

- Regional consultation briefing paper

Wine industry development publications

The Wine Industry Development Division published the following publications in the last year. For information on how to download or obtain copies, visit the website at www.dtftwid.qld.gov.au/Wine or telephone (07) 3225 2770.

- Wine Map of Queensland
- 2005 Winestate Magazine
- Fact sheets for Queensland wine regions
- Queensland Wine Industry Development Strategy (Dec 2004)
- Queensland Wine Industry Development Strategy Progress Report (July 2006)
- Review of the *Wine Industry Act 1994* Consultation Paper (November 2005)



Consultancies

During 2005–06, several consultants were engaged to provide professional services. The total amount paid to consultants during the 2005–06 financial year was \$132 768. In addition, the department contributed \$31 080 to a consultancy agreement awarded by Tourism Queensland.

Overseas travel

Overseas travel representing the department must be supported by the Director-General and approved by the Minister. The following officer travelled overseas during 2005–06.

Officer	Mr Brian Bauer
Destination	New Zealand
Purpose	Attend a Racing Appeals Tribunal conference in his capacity as Secretary to the Racing Appeals Tribunal.
Date	25–29 January 2006
Cost to the Department	\$2800

Mr Bauer was accompanied by two tribunal members, Mr Brock Miller and Mr Dennis Standfield, whose travel was approved by the Minister for Racing. The cost to the department was \$4966.

Energy consumption and waste management

In 2005–06, the department spent \$173 164 on electrical and gas energy consumption. The department continues to support energy conservation where possible in carrying out its activities. As an example, the department utilises multi-functional devices which in turn allows for the reduction in the number of machines used in its offices around the state.

The department's waste management strategy encourages the use of environmentally friendly products and equipment through waste minimisation, recycling and avoidance practices. As an example, the departmental offices have set up arrangements to recycle toner cartridges, paper and other waste products where possible.

Also, the type of photocopiers purchased by the department use improved technology to produce copies that reduce carbon dioxide emissions by 35 per cent.

In accordance with a whole-of-Government initiative being managed by QFleet, the department has continued to replace larger vehicles with smaller and more efficient models. Approximately 50 per cent of the vehicle fleet now consists of four cylinder vehicles. This strategy has a direct effect of reducing carbon dioxide emissions.

Red tape reduction

Regulatory improvements

In response to concerns raised by Backpacking Queensland, key government agencies such as Local Government and Planning, Emergency Services, Queensland Fire and Rescue Service, Tourism Queensland and this department developed a series of measures to enhance the existing compliance and complaints systems for dealing with 'illegal' backpacker establishments. This includes:

- establishing a one-stop-shop within the Queensland Fire and Rescue Service for dealing with complaints concerning 'illegal' backpacker establishments
- greater recognition of the need for better communication and information exchange to improve existing enforcement and compliance measures

- key stakeholder agencies working with Backpacking Queensland to increase backpacker industry awareness and knowledge of the complaint handling and enforcement processes, by publicising successful case studies and articles in the Backpacking Queensland newsletter and other media outlets.

The department has jointly completed a review with the Department of State Development, Trade and Innovation concerning regulations impacting on the tourism and retail sectors with a view to rationalising the regulatory regime. Outcomes are expected to be implemented from 2006–07.

The department implemented a Business Names Compliance Program cross-agency initiative with the Australian Taxation Office to reduce the need for business proprietors to update Queensland and Commonwealth agencies separately regarding a change in circumstances concerning their Australian Business Number.

Queensland is a participant in the national legislation scheme regulating travel agents. As an outcome of a National Competition Policy review of the scheme, Queensland amended its *Travel Agents Regulation 1998* to:

- introduce less prescriptive qualification requirements for licensed travel agents in the international travel category, removing qualification requirements for licensed travel agents in the domestic travel category and reducing the number of licence categories from four to two
- lifting the monetary exemption threshold for licences in the domestic travel category from \$30 000 to \$50 000 annual gross turnover
- exempting travel agents from multiple jurisdiction licensing when they advertise across State/Territory borders but do not have places of business in those other jurisdictions.

Online system improvements

The department has continued to progress the development of the following online systems improvements:

- Business Names Renewals Online – to provide business names proprietors with access to online renewal and payment facility
- Register of Encumbered Vehicles Searches Online – to provide online access to the Office of Fair Trading’s register of encumbered vehicles database of vehicles
- Security Provider Renewals Online – to enable all security provider licences to be renewed online
- Premises Reports Online – to provide members of the public and liquor licensees with access to an online search facility.

These systems are scheduled for deployment during 2007.

Statutory and other bodies associated with the Tourism, Fair Trading and Wine Industry Development portfolio

Body	Role	Constituting Act	Annual reporting requirement	Cost at 30 June 2006	Members at 30 June 2006	Notes
Tourism Queensland	Responsible for developing and marketing Queensland's tourism destinations and arranging tourism and travel to and within Queensland	<i>Tourism Queensland Act 1979</i>	Separate report to Parliament	See Tourism Queensland annual report	Terry Jackman AM (Chair) Peter Wade Max Shepherd Chris White Don Morris AO Julie McGlone Ashley Kerr Sarina Russo	See Tourism Queensland annual report at www.tq.com.au
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 Column	Nil	See Notes Column	The term of the previous Committee expired in January 2006. Competing priorities have prevented a new Committee from being established. It is intended to review the role, strategic direction, administration and need for the Committee and make recommendations to the Minister in terms of its future direction. The Committee did not meet during 2005-06.
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 Column	Nil	Helen Ringrose (Chair) Greg Klein (Deputy Chair) John O'Connell Patrick Vidgen Lynette Lamb	The Committee met once during 2005-06 to consider an application for financial assistance from the Disaster Appeal's Trust Fund. Members agreed the application was not supported as it fell outside the parameters of the Fund. At the request of the committee, a review of recent disaster appeals was conducted by the Office of Fair Trading to identify surplus monies to be transferred to the Fund.

Body	Role	Constituting Act	Annual reporting requirement	Cost at 30 June 2006	Members at 30 June 2006	Notes
Advisory boards and committees (continued)						
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 Column	\$872.73	Robert Ahern (a representative of the Treasurer and Chairperson) Paul Kerr (Secretary and representative of the Registrar — Resigned in September 2005) Raymond White (Secretary and representative of the Registrar — from September 2005) Wendy Whitten (State Actuary's representative — to December 2005) Arie van den Berg (State Actuary's representative — from December 2005) Brian Gill (Representative of corporations)	The board of trustees met 12 times during 2005-2006 and processed 238 funeral benefit claims up from 233 claims in the previous year, resulting in \$63 775.39 being paid from the Fund. Also during that period 87 contributors surrendered their agreements resulting in a payout to contributors of \$16 376. (Refer to note 22 in the financial statements at the back of the report).

Statutory and other bodies associated with the Tourism, Fair Trading and Wine Industry Development portfolio (continued)

Body	Role	Constituting Act	Annual reporting requirement	Cost at 30 June 2006	Members at 30 June 2006	Notes
Dispute resolution bodies						
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.	<p><i>Commercial and Consumer Act 2003</i> and the following empowering Acts:</p> <ul style="list-style-type: none"> • <i>Architects Act 2002</i> • <i>Building Act 1975</i> • <i>Building and Construction Industry Payments Act 2004</i> • <i>Domestic Building Contracts Act 2000</i> • <i>Liquor Act 1992</i> • <i>Manufactured Homes (Residential Parks) Act 2003</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	<p>Julie-Anne Schafer (Chair)</p> <p>Thomas Bradley</p> <p>Christopher Coyne</p> <p>John Gallagher</p> <p>Myrtle Green</p> <p>Peter Hogan</p> <p>Peter Lohrisch</p> <p>Duncan McMeekin</p> <p>Anthony Moon</p> <p>Dean Morzone</p> <p>Fay Margaret O'Donnell</p> <p>Glenice Spender</p> <p>Peter Toohey</p> <p>Barry Vickers</p> <p>Marcia Wilson</p> <p>Yvonne Zardani</p>	See the Commercial and Consumer Tribunal annual report at www.tribunals.qld.gov.au

Body	Role	Constituting Act	Annual reporting requirement	Cost at 30 June 2006	Members at 30 June 2006	Notes
Dispute resolution bodies (continued)						
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 Column	Nil	No current membership	No appeals lodged in 2005–06
Films Appeals Tribunal	Hears appeals against decisions made under the Act	<i>Classification of Films Act 1991</i>	See Notes Column	Nil	No current membership	No appeals lodged in 2005–06
Publications Appeals Tribunal	Hears appeals against decisions made under the Act	<i>Classification of Publications Act 1991</i>	See Notes Column	Nil	No current membership	No appeals lodged in 2005–06
Racing Appeals Tribunal	Hears appeals lodged against decisions to refuse or revoke licences or against penalties imposed by stewards. Hears appeals for all three racing codes – thoroughbred, harness and greyhound.	<i>Racing Act 2002</i>	The Tribunal Chair provides a report to the Minister for Public Works, Housing and Racing	See Racing Appeals Tribunal annual report	Leo Williams (Chair) Brockwell Miller (Deputy Chair) Dennis Standfield	The report to the Minister is not published. The achievements of the Racing Appeals Tribunal are reported in the Department of Public Works annual report.

Successful court and tribunal actions for breaches of legislation 2005–06

Fair Trading

Defendant	Act	Offence	Court/ Tribunal Date	Result/Order
Sandra Lee HOOLAHAN	BNA	2 x breaches of Business Names Act	Beenleigh MC 1 July 2005	Fined \$500 Costs \$63.10
Ainsleigh Lodge Pty Ltd	CPA CFA	Sale of prohibited magazines and films	Brisbane MC 6 July 2005	Fined \$4000
Joseph WILLIAMS	SPA	Failure to provide information	Brisbane MC 12 July 2005	Fined \$500 Costs \$64.30
Joseph WILLIAMS	SPA	Obstruction and improper display ID card	Cleveland MC 12 July 2005	Fined \$900 Costs \$64.30
Christopher Rikki DOWNS	SPA	Unlicensed security officer	Cleveland MC 12 July 2005	Fined \$700 Costs \$64.30
Brendan Jason LEASO	SPA	Unlicensed security officer	Cleveland MC 12 July 2005	Fined \$700 Costs \$64.30
Wayne LEWIS	FTA	Failure to comply with section 90 notice	Brisbane MC 20 July 2005	Conviction recorded Fined \$1800 Costs \$64.25
Gregory Allan CUMERFORD	PAMDA	Late audit report	Bundaberg MC 26 July 2005	Conviction recorded Fined \$2000
William MUNRO	CPA	Sale of prohibited publications	Townsville MC 27 July 2005	Fined \$600 Costs \$800
Robyn WONG	CPA	Sale of prohibited publications	Townsville MC 27 July 2005	Fined \$600 Costs \$800
Murishun P/L t/a Sweethearts	CPA CFA	Sale of prohibited publications; Sale of objectionable films	Townsville MC 27 July 2005	Fined \$1000 Costs \$800
GSR P/L Exstasy The Sex Shop	CPA	Sale of prohibited publications	Townsville MC 27 July 2005	Fined \$1000 Costs \$800
Darryn Anthony IRVINE	PAMDA	Unlicensed motor dealing - 13 vehicles	Beenleigh MC 5 August 2005	Conviction recorded Fined \$3300
Darryn Anthony IRVINE	FTA	5 x false representations regarding odometer readings	Beenleigh MC 5 August 2005	Conviction recorded Fined \$5000
Mark WATSON aka Elton Mark TUKUPUA	CCC	Loan shark	Brisbane SC 23 August 2005	Permanently banned Fined \$5000
Sarita Devi KISSUN	TMA	Selling short weight	Brisbane MC 7 September 2005	Fined \$3500
Kristy Danielle ROBERTSON	CFA CPA	Sale of objectionable films Sale of prohibited publications	Southport MC 9 September 2005	Fined \$1500

Defendant	Act	Offence	Court/ Tribunal Date	Result/Order
Tony Maxwell PHILLIPS	CCC	Failure to quote annual interest rate Failure to provide information statement Overcharging interest	Brisbane SC 13 September 2005	Permanently banned Fined \$9000
Tessa Lindsey PHILLIPS	CCC	Failure to quote annual interest rate Failure to identify how interest calculated Failure to provide information statement Overcharging interest	Brisbane SC 13 September 2005	Permanently banned Fined \$9000
Tamtar Pty Ltd t/as TPL Finance	CCC	Failure to quote annual interest rate Failure to identify how interest calculated Failure to provide information statement Overcharging interest	Brisbane SC 13 September 2005	Permanently banned Fined \$9000
Sandra Lee ROBINSON	CCC	Failure to quote annual interest rate Failure to identify how interest calculated Failure to provide information statement Overcharging interest	Brisbane SC 13 September 2005	Permanently banned Fined \$9000
Geoffrey James ROBINSON	CCC	Failure to quote annual interest rate Failure to identify how interest calculated Failure to provide information statement Overcharging interest	Brisbane SC 13 September 2005	Permanently banned Fined \$9000
John Zbigniew BARAN	FTA	6 x obstruct inspector	Townsville MC 20 September 2005	Fined \$5750
Fiona Margaret ROGERS	PAMDA	Misappropriation of trust monies Unlicensed letting and unprofessional conduct	Brisbane CCT 20 September 2005	Disqualified 10 years Fined \$2250 Costs \$1335
Compensation Finance (Australia) Pty Ltd	CCC	Failure to quote amount of credit, annual interest rate, how interest is calculated, total amount of interest, total fees and charges, provide information statement	Brisbane SC 21 September 2005	Fined \$45 000
Julie-Anne JELONEK	PAMDA	Unlicensed real estate agent Non-disclosure	Southport MC 26 September 2005	Fined \$30 000
All Australia Burials and Cremations	FBBA	Failure to provide copies of agreements	Warwick MC 26 September 2005	Fined \$6000 Costs \$69
Beckport Investments Pty Ltd	TMA	Short packaging - garden mulch	Townsville MC 29 November 2005	Conviction recorded Fined \$5000

Successful court and tribunal actions for breaches of legislation 2005–06

Fair Trading (continued)

Defendant	Act	Offence	Court/ Tribunal Date	Result/Order
Douglas John BARTKOWSKI	PAMDA	Failed to obtain maximum sale price for clients property Obtained a beneficial interest in the property	Brisbane CCT 29 September 2005	Fined \$1125 Costs \$1335
Rodney John PERKINS	FTA	False odometer representation	Brisbane MC 5 October 2005	Fined \$9000 Costs \$64.30
Nicola KUZMANOVIC	FTA	Fail to supply information	Brisbane MC 5 October 2005	Fined \$1200 Costs \$64.30
Unimin Pty Ltd	TMA	Selling - short weight	Maroochydore MC 20 October 2005	Fined \$3000
Tropical Sailing Pty Ltd	FTA	Failure to furnish information and records	Brisbane MC 26 October 2005	Conviction recorded Fined \$2500 Currently under appeal
Vijendra NATH	BNA	Continuing to commit offence after previously convicted	Brisbane MC 9 November 2005	Conviction recorded Fined \$2850 Costs \$64.30
George Lloyd JONES	PAMDA	Unlicensed motor dealing	Brisbane MC 9 November 2005	Fined \$5000
George Lloyd JONES	FTA	False representation odometer and ownership (21 charges)	Brisbane MC 9 November 2005	Fined \$42 000
Cassandra Leanne CARSON	IAA	Taking monies in contravention of the Act	Brisbane MC 9 November 2005	Fined \$6300
Georgina Fashion Accessories Pty Ltd	TMA	Short measure of moisturising cream, lip butter and body scrub	Caloundra MC 10 November 2005	Fined \$3000 Costs \$64.30
Nicola KUZMANOVIC	FTA	Represent affiliation	Petrie MC 11 November 2005	Conviction recorded Fined \$5000 Costs \$64.30
Maxim Pty Ltd	TMA	Short measurement of rice crackers	Wynnum MC 11 November 2005	Fined \$4000 Costs \$64.30
Beckport Investments Pty Ltd	TMA	Short packaging - potting mix	Townsville MC 29 November 2005	Conviction recorded Fined \$8000 Costs \$2665.28

Defendant	Act	Offence	Court/ Tribunal Date	Result/Order
Beckport Investments Pty Ltd	TMA	Short packaging - garden mulch	Townsville MC 29 November 2005	Conviction recorded Fined \$5000
Wayne John BARBER	PAMDA	Unlicensed motor dealer	Petrie MC 1 December 2005	Conviction recorded Fined \$5000
Rehana MOHAMED	TAA	Carried on business as travel agent whilst unlicensed Held herself out as travel agent whilst unlicensed	Caboolture MC 2 December 2005	Conviction recorded Fined \$25 000 Prof costs \$2062
William James WHITLA	PAMDA	Licensee or employee has been convicted of an indictable offence or offence against the Act Employee not eligible to be employed as a registered employee	Brisbane CCT 5 December 2005	Permanently disqualified Costs \$1295
March Parks Pty Ltd	MHRP	Failed to ensure site agreement was in existence	Hervey Bay MC 7 December 2005	Conviction recorded Fined \$5000
Glendin Properties Pty Ltd	MHRP	Failed to ensure site agreement was in existence	Hervey Bay MC 7 December 2005	Fined \$1500
Frederick George WALKER	PAMDA	Misappropriation of trust funds Unprofessional conduct	Brisbane CCT 12 December 2005	Permanently disqualified Fined \$4500 Costs \$1335
David Alexander IRVINE	PAMDA	Not suitable to hold a licence Breach of PAMD	Brisbane CCT 13 December 2005	Permanently disqualified from holding MD licence or motor salesperson reg cert under PAMDA Disqualified 5 yrs from holding licence under PAMDA Fined \$1875 Costs \$1335
John CORNWELL	PAMDA	Failed to keep trust monies in trust account	Brisbane CCT 15 December 2005	Disqualified 10 years Fined \$3000 Costs \$1335
Donald CAMERON	FTA	Failure to comply with substantiation notice Failure to comply with section 90 notice	Brisbane CCT 15 December 2005	Conviction recorded Fined \$5000 Costs \$1562
Reinhardt Pty Ltd	PAMDA	Unprofessional conduct	Brisbane CCT 20 December 2005	Reprimanded Fined \$1050 Costs \$635

Successful court and tribunal actions for breaches of legislation 2005–06

Fair Trading (continued)

Defendant	Act	Offence	Court/ Tribunal Date	Result/Order
Bryan REINHARDT	PAMDA	Executive officer of corporation guilty of disciplinary charge	Brisbane CCT 20 December 2005	Reprimanded Fined \$525
Brendan Carl CONFALONIERE	FTA	Failing to comply with Section 90 notice	Brisbane CCT 22 December 2005	Conviction recorded Fined \$1000 Court costs \$62
Warren Francis CLAYTON	PAMDA	Unsuitable to hold a licence The licensee has, in carrying on business, been incompetent or acted in an unprofessional way	Brisbane CCT 23 December 2005	Permanently disqualified Fined \$11 250 Costs \$1335 Currently under appeal
Elders Limited	TMA	Incorrect measuring instrument	Dalby MC 19 January 2006	Fined \$1700 Costs \$62
Glen Francis GARATY	FTA	Falsely representing the price of goods	Ipswich MC 23 January 2006	Fined \$3000
Gollandra Pty Ltd	TMA	Packing short measure articles	Brisbane MC 25 January 2006	Fined \$5000
Wendy Anne WHITE	FTA	Failing to comply with section 90 notice	Brisbane MC 1 February 2006	Fined \$1200 Costs \$62
Tropical Sailing Pty Ltd	FTA	False or misleading representation re price or service	Brisbane MC 1 February 2006	Fined \$3000 Costs \$62 Currently under appeal
Narelle RYAN	FTA	Failing to comply with section 90 notice	Brisbane MC 1 February 2006	Conviction recorded Fined \$3000 Costs \$62
Chipperfield Financial Services Pty Ltd t/a Kwikloan	CCC	Failing to comply with section 15(d), 15(e), 15(f).	Holland Park MC 10 February 2006	Fined \$10 000 Costs \$62
Hamilton GERVAISE	FTA	Breach of door-to-door trading provisions	Brisbane MC 15 February 2006	Conviction recorded Fined \$6000 Costs \$67.15 Restitution \$180
William HOLD	TMA	Assault inspector Obstruct inspector Use of instrument without inspectors mark	Dalby MC 16 February 2006	Conviction recorded Fined \$5500 Costs \$64.30 Currently under appeal

Defendant	Act	Offence	Court/ Tribunal Date	Result/Order
Tropical Sailing Pty Ltd	FTA	False or misleading representation or price or service	Proserpine MC 27 February 2006	Fined \$3000 Costs \$64.30 Currently under appeal
Jacqueline Faye LOWMAN	PAMDA	Unsuitable to hold a licence/ unprofessional	Brisbane CCT 28 February 2006	Reprimanded Fined \$1125 Costs \$4435 Compensation \$2600.91
Christine MCKAY	PAMDA	Obtained a beneficial interest and unprofessional conduct	Brisbane CCT 28 February 2006	Reprimanded Fined \$525 Costs \$635
Wayne MARTIN	PAMDA	Lending own motor dealers licence	Beenleigh MC 3 March 2006	Fined \$2700 Costs \$64.30
Simon Francis JOBSON aka Simon Jobson Simon Frances Jobson Simon Francis Jobson Simon John Jobson Simon Francis Reynolds David John Mason	SPA	Carrying out functions of a security provider without correct licence	Brisbane MC 15 March 2006	Conviction recorded Fined \$1800 Costs \$64.30
Mabar Pty Ltd	FTA	False representation re location of land	Cairns MC 16 March 2006	Conviction recorded Fined \$1500 Costs \$812.00
Bartstar Pty Ltd	FTA	Failure to comply with section 90 notice	Brisbane MC 22 March 2006	Conviction recorded Fined \$1500 Costs \$64.30
Stringer Corporation Pty Ltd	PAMDA	Unsuitable to hold a licence	Brisbane CCT 30 March 2006	Disqualified 10 years Fined \$3750 Costs \$1975
Lindsay STRINGER	PAMDA	Unsuitable to hold a licence	Brisbane CCT 30 March 2006	Disqualified 10 years Fined \$1875
Nicola KUZMANOVIC	FTA	Continuing failure to comply with section 90 notice	Brisbane MC 5 April 2006	Conviction recorded Fined \$19 050
Norman STRACHAN	PAMDA	Borrowing a licensees license and carrying on business of a motor dealer when not authorised	Beenleigh MC 7 April 2006	Fined \$3500 Costs \$64.30

Successful court and tribunal actions for breaches of legislation 2005–06

Fair Trading (continued)

Defendant	Act	Offence	Court/ Tribunal Date	Result/Order
Norcon Investments Pty Ltd t/a Auto Liquidators	PAMDA	Borrowing a licensee's licence and carrying on business of a motor dealer when not authorised	Beenleigh MC 7 April 2006	Fined \$10 000 Costs \$64.30
Maria STRACHAN	PAMDA	Borrowing a licensee's licence and carrying on business of a motor dealer when not authorised	Beenleigh MC 7 April 2006	Fined \$3500 Costs \$64.30
4Time Pty Ltd	FTA	Bait advertising of haircuts	Richlands MC 10 April 2006	Fined \$1500 Costs \$67.90
Robert PALMER	PAMDA	Unsuitable to hold licence In carrying on business has been incompetent and acted in an unprofessional manner Contravened the Act	Brisbane CCT 11 April 2006	Disqualified 5 years Fined \$1125 Costs \$780
Mistbell Pty Ltd (t/a Bad Girls Platinum)	SPR	Failed to provide full name and addresses in register	Brisbane MC 12 April 2006	Fined \$1500 Costs \$64.30
High Street Security (formerly Transcend Security P/L)	SPA	Engaged an unlicensed crowd controller under SPA	Brisbane MC 12 April 2006	Fined \$4000 Costs \$64.30
Bremer Equipment Services	TMA	Correct address of packer not marked Measure marking not on main display part of package Measure marking of 50ml not expressed in ordinary form	Brisbane MC 12 April 2006	Fined \$1500 Costs \$814.30
Scott Edward ARTHY	SPA	Failed to comply with notice to attend interview with inspector	Brisbane MC 19 April 2006	Fined \$1500 Costs of court \$64.30
Emafern Pty Ltd	SPR	Failed to provide own names, addresses, name and address of employer security firm, and finishing and starting times/dates in register	Cleveland MC 21 April 2006	Fined \$2550 Costs \$64.30
Northern Security Solutions Pty Ltd	SPR	Failed to provide names and addresses of crowd controllers and the name and address of the security provider company	Caboolture MC 5 May 2006	Fined \$2000 Costs \$64.30
Dennis Francis BASS	SPR	Failed to provide own names and addresses of employer security firm in register	Brisbane MC 17 May 2006	Fined \$2500 Costs \$64.30
Oolooroo Realty Pty Ltd	PAMD	Failed to take reasonable steps to ensure employee complied with the Act	Brisbane CCT 18 May 2006	Reprimanded Fined \$1125 Costs \$2980
Doreen Margaret FINLAY	PAMDA	Obtained a beneficial interest in property Executive officer of a corporation that the Tribunal finds guilty of section 12 <i>Code of Conduct</i>	Brisbane CCT 18 May 2006	Reprimanded Fined \$1125

Defendant	Act	Offence	Court/ Tribunal Date	Result/Order
Brian John FINLAY	PAMDA	Obtained a beneficial interest in property	Brisbane CCT 18 May 2006	Reprimanded Fined \$1125
Market Garden Produce Pty Ltd	TMA	Short measurement of oranges	Cairns MC 22 May 2006	Fined \$1000 Costs \$65.50
John Andrew RITTER	SHD-PBA	Carried on business of dealing with second hand property when he was an unlicensed second hand dealer	Rockhampton MC 23 May 2006	Conviction recorded Fined \$2500
Kate Maree MATHESON	PAMDA	Convicted of indictable offence Acted unprofessionally	Brisbane CCT 1 June 2006	Disqualified for 10 years Costs \$1335
Lawrence John METCALFE	PAMDA	Failed to account for trust monies	Brisbane CCT 5 June 2006	Reprimanded Costs \$635
Naughtyz Pty Ltd	CPA CFA	Selling restricted publications/videos	Townsville MC 13 June 2006	Fined \$3000 Costs \$64.30
Miroslaw Marcin JUSZCZAK	PAMDA	Unlicensed motor dealer	Townsville MC 13 June 2006	Fined \$2500 Costs \$64.30
MC Imports Pty Ltd	PAMD	Unlicensed motor dealer	Townsville MC 13 June 2006	Fined \$7500 Costs \$64.30
David Winston JOSEPH	CPA CFA	Selling restricted publications/videos	Townsville MC 13 June 2006	Fined \$1500 Costs \$64.30
Vijay Vijendra NATH TAGORE	BNA	Default penalty - continued trading with unregistered business name	Brisbane CCT 14 June 2006	Conviction recorded Fined \$4800 Costs \$64.30
Andrew RATAJCZYK	PAMDA	False representation regarding odometer reading	Cleveland MC 16 June 2006	Conviction recorded Fined \$2500 Compensation \$1000
Tisma JOHNNY	FTA	Failing to respond to section 90 notice	Brisbane MC 28 June 2006	Fined \$1400 Costs \$64.30

Glossary

A&A	<i>Auctioneers and Agents Act 1971</i>	MC	Magistrates Court
BNA	<i>Business Names Act 1962</i>	MHRP	<i>Manufactured Homes (Residential Parks) Act 2003</i>
CC	<i>Criminal Code</i>	PAMDA	<i>Property Agents and Motor Dealers Act 2000</i>
CCA	<i>Consumer Credit (Queensland) Act 1994</i>	SC	Supreme Court
CCC	<i>Consumer Credit Code</i>	SHD-PBA	<i>Second-hand Dealers and Pawnbroker Act 2003</i>
CCT	Commercial and Consumer Tribunal	SPA	<i>Security Providers Act 1993</i>
CFA	<i>Classification of Films Act 1991</i>	SPR	<i>Security Providers Regulations 1995</i>
CPA	<i>Classification of Publications Act 1991</i>	TAA	<i>Travel Agents Act 1988</i>
DC	District Court	TMA	<i>Trade Measurements Act 1990</i>
FBBA	<i>Funeral Benefits Business Act 1992</i>		
FTA	<i>Fair Trading Act 1989</i>		
IAA	<i>Introduction Agents Act 2001</i>		

Successful court and tribunal actions for breaches of legislation 2005–06

Liquor licensing

Defendant	Liquor Act 1992	Offence	Court/ Tribunal Date	Result/Remark
Karyn SULLIVAN	Section 156	Supply liquor to unduly intoxicated person	July 2005	Fined \$1000
Peter Thomas SULLIVAN	Section 156	Allow supply of liquor to unduly intoxicated person	July 2005	Fined \$250
Jason Frederick WHEELER	Section 168B	Possessing liquor in restricted area	July 2005	Fined \$800
Patrick Kevin FAGAN	Section 155	Allow minors on premises	July 2005	Fined \$500
SJPD Holdings Pty Ltd	Section 155	Allow minors on premises	July 2005	Fined \$1000
Jason Mark TITMAN	Section 155	Allow minors on premises	July 2005	Fined \$500
Diane Gail WALLACE	Section 146 Section 147	Supply liquor at unauthorised time Allow consumption of liquor after hours	August 2005	Fined \$750
Gavin Charles Henry WALLACE	Section 146 Section 147	Supply liquor at unauthorised time Allow consumption of liquor after hours	August 2005	Fined \$750
Kim Henry WALLACE	Section 156 Section 147	Supply liquor to unduly intoxicated person Allow consumption of liquor after hours	August 2005	Convicted and fined \$1500
Dean TURNER	Section 155	Allowed minor to enter premises	August 2005	Fined \$525
Market St Management P/L	Section 152	Conduct business other than authorised	August 2005	Convicted and fined \$7000
Suzanne RUSSELL	Section 152	Conduct business other than authorised	August 2005	Fined \$700
Gemma MAHER	Section 164	Drunk and disorderly on licensed premises	September 2005	Fined \$100
LSPL Pty Ltd	Section 149A	Provide adult entertainment without a permit	September 2005	Convicted and fined \$1500 Legal costs \$375 Court costs \$63
Jin Sup Julius PARK	Section 149A	Provide adult entertainment without a permit	September 2005	Convicted and fined \$750 Legal costs \$375 Court costs \$63
Tony RAINERI	Section 156	Allow supply of liquor to unduly intoxicated person	September 2005	Fined \$300
Greek Orthodox Community of St George Brisbane	Section 171	Expose liquor for sale unlicensed	October 2005	Fined \$500 Costs \$62.50

Defendant	Liquor Act 1992	Offence	Court/Tribunal Date	Result/Remark
Leon CARRIAGE	Section 156	Supply liquor to unduly intoxicated person	October 2005	Fined \$150 Costs \$62.50
Yvonne Marie GAY	Section 226	Breach of condition—Adult Entertainment Permit	October 2005	Fined \$525 Court costs \$62.50
Hollywood Showgirls Pty Ltd	Section 226	Breach of condition—Adult Entertainment Permit	October 2005	Fined \$525 Court costs \$62.50
Eric BOLIVAR	Section 185	Obstruct an investigator	October 2005	Convicted and fined \$1500
Freddy CLERMONT	Section 168B	Possessing liquor in restricted area	December 2005	Fined \$100
Tarni LING	Section 168B	Possessing liquor in restricted area	December 2005	Fined \$750
Darrell FEATHERSTONE	Section 153 Section 149 Section 218	Sublet premises Licensee absent without approval Permit premises to be in keeping of another person Failure to comply with the requirements of Section 218	February 2006	Fined \$750 Professional costs \$875 Court costs \$58
R & R Aust Pty Ltd	Section 142AB	Fail to comply with lockout condition	March 2006	Fined \$1800 Costs \$1250
Ashala Bar Café & Restaurant Pty Ltd	Section 153 Section 149 Section 218	Sublet premises Licensee absent without approval Permit premises to be in keeping of another person Failure to comply with the requirements of Section 218	March 2006	Convicted Fined \$4000 Professional costs \$875 Witness fees \$238 Court costs \$58
Forras Nominees Pty Ltd	Section 172 Section 169	Invite a sale of liquor Sell liquor without a licence	April 2006	Fined \$7000
Stephen John HUGHES	Section 169 Section 171	Sell liquor without a licence Carry liquor for sale without a licence	April 2006	Fined \$4000
Romana HEEG	Section 169	Sell liquor without a licence	June 2006	Fined \$200

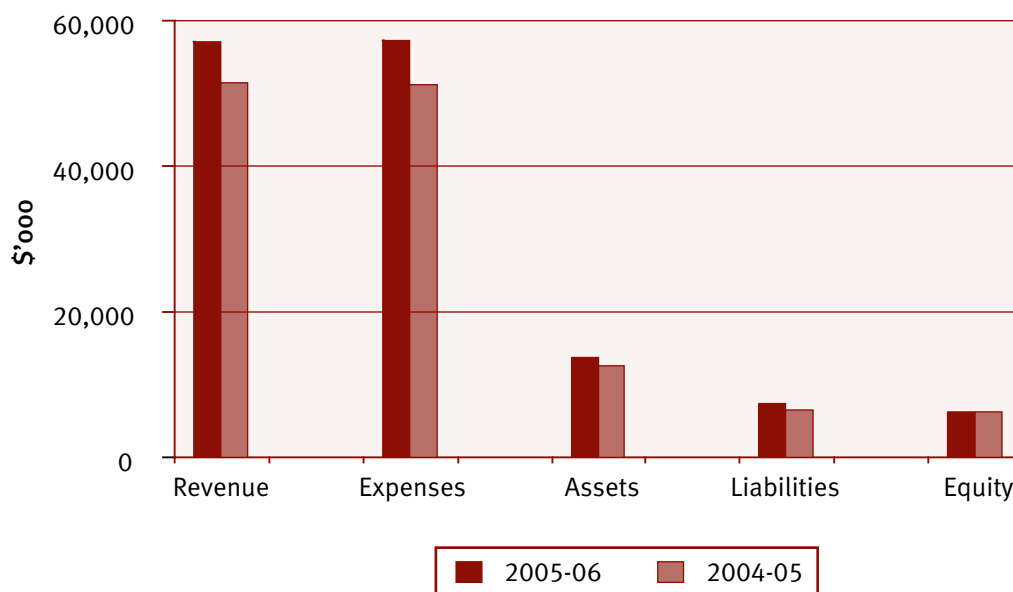
Financial performance



Financial Overview

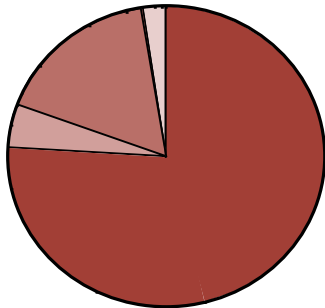
The following analysis is provided as an overview of the department's financial statements for 2005–06. Where appropriate, comparison has been provided to the 2004–05 financial statements.

	Notes	2006 \$'000	2005 \$'000
Revenues from ordinary activities		57,080	51,509
Expenses from ordinary activities	1	57,194	51,303
Total current assets	2	7,605	6,841
Total non-current assets		6,157	5,638
Total assets		13,762	12,479
Total current liabilities	3	7,501	6,425
Total liabilities		7,501	6,425
Total equity		6,261	6,054



1. The increase in expenditure is primarily due to increased payments to the department's shared service providers for the provision of corporate service functions and customer service support (\$1.9m) in 2005–06.
2. The increase in current assets is primarily due to unearned appropriation revenue of \$467k for the 2005–06 year which is included in the Cash balance as at 30 June 2006.
3. The increase in current liabilities is due to unearned appropriation revenue of \$467k as at 30 June 2006.

Revenue from ordinary activities

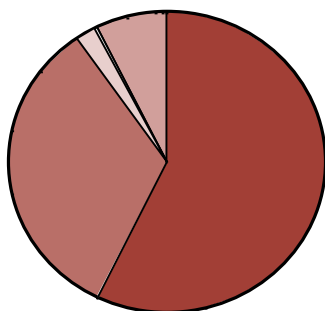


Output revenue	76.0%
User charges	19.4%
Taxes, fees and fines	0.1%
Grants and other contributions	3.3%
Other revenue	1.2%

Total revenue from ordinary activities totalled \$57.1 million during 2005–06. Output revenue which represents contributions from the State Government was the largest revenue source for the department at \$43.4 million. This equates to 76.0% of total revenue.

The department levied \$11.1 million in user charges for a range of services including searches of the Office of Fair Trading’s Register of Encumbered Vehicles. User charges represent 19.4% of total revenue.

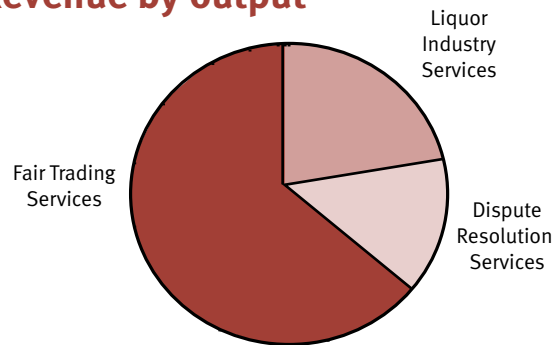
Expenses from ordinary activities



Employee expenses	62.6%
Supplies and services	27.8%
Other expenses	7.4%
Depreciation and amortisation	1.8%
Grants and subsidies	0.4%

Total expenses from ordinary activities totalled \$57.2 million in 2005–06. The main expense item for the department was \$35.8 million for employee expenses, which represented 62.6% of total expenses.

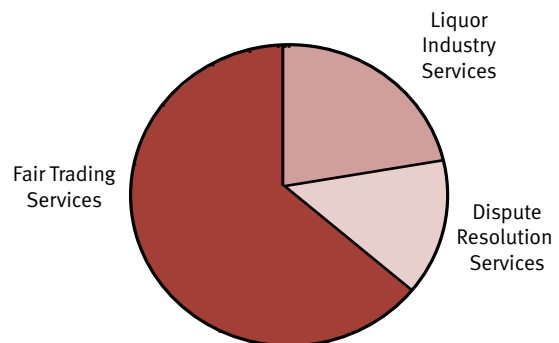
Revenue by output



Fair trading services	*\$36.8m	64.5%
Liquor industry services	\$12.5m	21.9%
Dispute resolution services	\$7.8m	13.6%

* This figure represents controlled revenue. On behalf of the Government, the Office of Fair Trading collects an additional \$67.5 million in administered revenue from registration and licensing fees and interest paid by financial institutions on Trust Account balances.

Expenses by output



Fair trading services	\$36.9m	64.5%
Liquor industry services	\$12.5m	21.9%
Dispute resolution services	\$7.8m	13.6%

Department of Tourism, Fair Trading and Wine Industry Development Income Statement

For the year ended 30 June 2006

	<i>Notes</i>	<i>2006</i> <i>\$'000</i>	<i>2005</i> <i>\$'000</i>
Income			
Revenue			
Output revenue	2	43,412	39,165
User charges	3	11,064	11,196
Taxes, fees and fines	4	27	532
Grants and other contributions	5	1,882	242
Other revenue	6	695	374
Total Income		57,080	51,509
Expenses			
Employee expenses	7	35,827	33,551
Supplies and services	8	15,883	12,726
Depreciation and amortisation	9	1,044	1,019
Grant and subsidies	10	226	163
Other expenses	11	4,214	3,844
Total Expenses		57,194	51,303
Operating Surplus /(Deficit)		(114)	206

The accompanying notes form part of these statements.

Department of Tourism, Fair Trading and Wine Industry Development Balance Statement

For the year ended 30 June 2006

	<i>Notes</i>	2006 \$'000	2005 \$'000
Current Assets			
Cash	12	5,566	3,783
Receivables	13	1,678	2,452
Other current assets	14	361	606
Total Current Assets		<u>7,605</u>	<u>6,841</u>
Non Current Assets			
Plant and equipment	15	3,338	3,057
Intangible assets	16	2,819	2,581
Total Non-Current Assets		<u>6,157</u>	<u>5,638</u>
Total Assets		<u>13,762</u>	<u>12,479</u>
Current Liabilities			
Payables	17	2,937	2,215
Accrued employee benefits	18	4,097	3,672
Other current liabilities	19	467	538
Total Current Liabilities		<u>7,501</u>	<u>6,425</u>
Total Liabilities		<u>7,501</u>	<u>6,425</u>
Net Assets		<u><u>6,261</u></u>	<u><u>6,054</u></u>
Equity			
Contributed equity		(45,102)	(45,423)
Retained surpluses		51,363	51,477
Total Equity		<u><u>6,261</u></u>	<u><u>6,054</u></u>

The accompanying notes form part of these statements.

Department of Tourism, Fair Trading and Wine Industry Development Statement of Changes in Equity

For the year ended 30 June 2006

	Notes	Retained Surpluses		Contributed Equity	
		2006 \$'000	2005 \$'000	2006 \$'000	2005 \$'000
Balance 1 July		51,477	51,271	(45,423)	(46,262)
Operating Surplus/(Deficit)		(114)	206	-	-
Transactions with Owners as Owners:					
- Equity adjustments	2	-	-	221	30
- Net assets transferred (MOG Change)		-	-	-	6
- Net leave liabilities transferred to/(from) other Departments		-	-	100	82
- Net assets/liabilities transferred from Administered		-	-	-	721
Balance 30 June		<u>51,363</u>	<u>51,477</u>	<u>(45,102)</u>	<u>(45,423)</u>

The accompanying notes form part of these statements.

Department of Tourism, Fair Trading and Wine Industry Development Cashflow Statement

For the year ended 30 June 2006

	<i>Notes</i>	2006 \$'000	2005 \$'000
Cash flows from operating activities			
<i>Inflows:</i>			
Output receipts		44,673	38,223
User charges		10,950	11,072
Taxes, fees and fines		27	532
Grants and other contributions		361	671
Interest receipts		246	185
GST collected from customers		117	165
GST input tax credits from ATO		1,995	1,686
Other		442	173
<i>Outflows:</i>			
Employee expenses		(35,145)	(33,762)
Supplies and services		(14,964)	(12,867)
Grants and subsidies		(226)	(163)
GST paid to suppliers		(1,706)	(1,808)
GST remitted to ATO		(108)	(167)
Other		(4,094)	(3,825)
Net cash provided by (used in) operating activities	20	<u>2,568</u>	<u>115</u>
Cash flows from investing activities			
<i>Outflows:</i>			
Payments for plant and equipment		(1,006)	(1,344)
Net cash provided by (used in) investing activities		<u>(1,006)</u>	<u>(1,344)</u>
Cash flows from financing activities			
<i>Inflows:</i>			
Equity injection		781	30
<i>Outflows:</i>			
Equity withdrawal		(560)	-
Net cash provided by (used in) financing activities		<u>221</u>	<u>30</u>
Net increase (decrease) in cash held		1,783	(1,199)
Cash transfers from restructure		-	683
Cash at beginning of financial year		3,783	4,299
Cash at end of financial year	12	<u><u>5,566</u></u>	<u><u>3,783</u></u>

The accompanying notes form part of these statements.

Department of Tourism, Fair Trading and Wine Industry Development Income Statement by Outputs/Major Activities

For the year ended 30 June 2006

	Liquor Industry Services		Dispute Resolution Services		Fair Trading Services		Executive and Corporate Services		Office of Director-General		Tourism		Total	
	2006	2005	2006	2005	2006	2005	2006	2005	2006	2005	2006	2005	2006	2005
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income														
Revenue														
Output revenue	9,023	8,033	5,186	4,623	18,320	16,924	7,792	7,626	3,091	1,959	-	-	43,412	39,165
User charges	336	256	4	16	10,606	10,761	115	161	3	2	-	-	11,064	11,196
Taxes, fees and fines	-	1	7	12	20	519	-	-	-	-	-	-	27	532
Grants and other contributions	151	60	230	12	546	19	317	89	638	62	-	-	1,882	242
Other revenues	16	5	-	6	635	333	44	29	-	1	-	-	695	374
Corporate services allocation*	1,736	1,731	1,108	909	5,424	5,265	(8,268)	(7,905)	-	-	-	-	-	-
Office of Director-General allocation*	1,244	675	1,244	674	1,244	675	-	-	(3,732)	(2,024)	-	-	-	-
Total Income	12,506	10,761	7,779	6,252	36,795	34,496	-	-	-	-	-	-	57,080	51,509
Expenses														
Employee expenses	6,506	5,741	3,244	2,811	19,399	19,131	4,725	4,536	1,953	1,332	-	-	35,827	33,551
Supplies and services	2,115	1,756	1,491	1,230	7,896	6,417	2,908	2,873	1,473	450	-	-	15,883	12,726
Depreciation and amortisation	131	236	81	58	668	610	159	91	5	24	-	-	1,044	1,019
Grants and subsidies	101	2	-	-	92	139	7	6	26	16	-	-	226	163
Other expenses	673	593	611	578	2,187	1,976	469	501	274	196	-	-	4,214	3,844
Corporate services allocation*	1,736	1,753	1,108	921	5,424	5,333	(8,268)	(8,007)	-	-	-	-	-	-
Office of Director-General allocation*	1,244	673	1,244	672	1,243	673	-	-	(3,731)	(2,018)	-	-	-	-
Total Expenses	12,506	10,754	7,779	6,270	36,909	34,279	-	-	-	-	-	-	57,194	51,303
Operating Surplus/(Deficit)	-	7	-	(18)	(114)	217	-	-	-	-	-	-	(114)	206

* Allocation of revenues and expenses to corporate services and Office of Director-General (disclosure only)

The accompanying notes form part of these statements.

Department of Tourism, Fair Trading and Wine Industry Development Income Statement

For the year ended 30 June 2006

	<i>Notes</i>	<i>2006</i> \$'000	<i>2005</i> \$'000
EXPENSES AND REVENUES ADMINISTERED ON BEHALF OF THE WHOLE OF GOVERNMENT			
Income			
Revenue			
Grants and other contributions	26	9	539
Taxes, fees and fines	27	42,225	39,485
Administered item revenue	28	43,976	44,037
Interest	29	27,132	24,221
Other revenue	30	962	1,250
Total Income		<u>114,304</u>	<u>109,532</u>
Expenses			
Grants and subsidies	31	43,403	43,915
Other expenses	32	1,078	764
Total Expenses		<u>44,481</u>	<u>44,679</u>
Operating surplus before transfers to Government		69,823	64,853
Transfers of Administered Revenue to Government		69,823	64,852
Operating Surplus		<u><u>-</u></u>	<u><u>1</u></u>

The accompanying notes form part of these statements.

Department of Tourism, Fair Trading and Wine Industry Development Balance Sheet

For the year ended 30 June 2006

ASSETS AND LIABILITIES ADMINISTERED ON BEHALF OF THE WHOLE OF GOVERNMENT			
Current Assets			
Cash	33	(10,863)	162
Receivables	34	5,058	4,751
Prepayments	35	11,143	-
Total Current Assets		<u>5,338</u>	<u>4,913</u>
Total Administered Assets		<u>5,338</u>	<u>4,913</u>
Current Liabilities			
Payables	36	5,531	5,106
Total Current Liabilities		<u>5,531</u>	<u>5,106</u>
Total Administered Liabilities		<u>5,531</u>	<u>5,106</u>
Administered Net Assets		<u>(193)</u>	<u>(193)</u>
Equity			
Contributed equity		(3,636)	(3,636)
Retained surpluses		3,443	3,443
Total Administered Equity		<u>(193)</u>	<u>(193)</u>

The accompanying notes form part of these statements.

Department of Tourism, Fair Trading and Wine Industry Development Statement of Changes and Equity

For the year ended 30 June 2006

	Notes	Retained Surpluses		Contributed Equity	
		2006 \$'000	2005 \$'000	2006 \$'000	2005 \$'000
Balance 1 July		3,443	3,442	(3,636)	(2,915)
Operating Surplus/(Deficit)		-	1	-	-
Transactions with Owners as Owners:					
- Net assets/liabilities transferred from Administered		-	-	-	(721)
Balance 30 June		<u>3,443</u>	<u>3,443</u>	<u>(3,636)</u>	<u>(3,636)</u>

The accompanying notes form part of these statements.

Department of Tourism, Fair Trading and Wine Industry Development Cashflow Statement

For the year ended 30 June 2006

	<i>Notes</i>	2006 \$'000	2005 \$'000
CASH FLOWS ADMINISTERED ON BEHALF OF THE WHOLE OF GOVERNMENT			
Cash flows from operating activities			
<i>Inflows:</i>			
Administered item revenue		43,976	43,140
Taxes, fees and fines		42,203	39,459
Grants and other contributions		9	539
GST input tax credits from ATO		-	16
Interest receipts		26,783	24,182
Other		527	561
<i>Outflows:</i>			
Transfers to Government		(69,681)	(63,706)
Employee expenses		-	11
Supplies and services		-	(531)
Grants and subsidies		(54,316)	(43,915)
GST paid to suppliers		-	(9)
Other		(526)	(658)
Net cash provided by (used in) operating activities	37	<u>(11,025)</u>	<u>(911)</u>
Net increase (decrease) in cash held		(11,025)	(911)
Cash transfers from restructure		-	(730)
Cash at beginning of financial year		162	1,803
Cash at end of financial year	33	<u>(10,863)</u>	<u>162</u>

The accompanying notes form part of these statements.

Department of Tourism, Fair Trading and Wine Industry Development Income Statement by Output/Major Activities

For the year ended 30 June 2006

	Liquor Industry Services		Dispute Resolution Services		Fair Trading Services		Executive and Corporate Services		Office of Director-General		Tourism		Total	
	2006	2005	2006	2005	2006	2005	2006	2005	2006	2005	2006	2005	2006	2005
	\$'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														
Income														
Revenues														
Grants and other contributions	9	539	-	-	-	-	-	-	-	-	-	-	-	9
Taxes, fees and fines	3 075	2 826	343	350	38 807	36 309	-	-	-	-	-	-	42 225	39 485
Administered item revenue	-	-	-	-	582	661	-	-	-	-	43 394	43 376	43 976	44 037
Interest revenue	-	-	-	-	27 132	24 221	-	-	-	-	-	-	27 132	24 221
Other revenues	-	1	8	4	954	1 245	-	-	-	-	-	-	962	1 250
Total Income	3 084	3 366	351	354	67 475	62 436	-	-	-	-	43 394	43 376	114 304	109 532
Expenses														
Grants and subsidies	9	539	-	-	-	-	-	-	-	-	43 394	43 376	43 403	43 915
Other expenses	-	-	-	-	1 078	764	-	-	-	-	-	-	1 078	764
Total Expenses	9	539	-	-	1 078	764	-	-	-	-	43 394	43 376	44 481	44 679
Operating surplus before transfers to Government	3 075	2 827	351	354	66 397	61 672	-	-	-	-	-	-	69 823	64 853
Transfers of administered revenue to Government	3 075	2 826	351	354	66 397	61 672	-	-	-	-	-	-	69 823	64 852
Operating surplus	-	-	-	-	-	-	-	-	-	-	-	-	-	1

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 2005–06

For the year ended 30 June 2006

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 have been prepared in accordance with applicable Australian Equivalents to International Financial Reporting Standards (AEIFRS) for the first time. The disclosures required by AASB 1 *First-time Adoption of Australian Equivalents to International Financial Reporting Standards* concerning the transition from previous Generally Accepted Accounting Principles (GAAP) to AEIFRS are provided in Notes 24, 25, 39 and 40.

This financial report is a general purpose financial report.

In particular, the financial statements comply with AAS 29 *Financial Reporting by Government Departments*, as well as the Treasurer's Minimum Reporting Requirements for the year ended 30 June 2006, and other authoritative pronouncements.

The AASB has issued amendments to existing standards. The amendments are denoted by year and then number, for example 2005-1 indicates amendment 1 issued in 2005. The department has elected to early adopt the following accounting standards and amendments:

- AASB 119 *Employee Benefits* (December 2004)
- AASB 2004-3 *Amendments to Australian Accounting Standards* [AASB 1, AASB 101, AASB 124] (December 2004)
- AASB 2005-1 *Amendments to Australian Accounting Standard* [AASB 139] (May 2005)
- AASB 2005-3 *Amendments to Australian Accounting Standard* [AASB 119] (June 2005)
- AASB 2005-4 *Amendments to Australian Accounting Standards* [AASB 139, AASB 132, AASB 1, AASB 1023 & AASB 1038] (June 2005)
- AASB 2005-5 *Amendments to Australian Accounting Standards* [AASB 1 & AASB 139] (June 2005)
- AASB 2005-6 *Amendments to Australian Accounting Standard* [AASB 3] (June 2005)
- AASB 2005-8 *Amendments to Australian Accounting Standard* [AASB 1] (June 2005)
- AASB 2005-9 *Amendments to Australian Accounting Standards* [AASB 4, AASB 1023, AASB 139 & AASB 132] (September 2005)
- AASB 2005-10 *Amendments to Australian Accounting Standards* [AASB 132, AASB 101, AASB 114, AASB 117, AASB 133, AASB 139, AASB 1, AASB 4, AASB 1023 & AASB 1038] (September 2005)
- AASB 2005-11 *Amendments to Australian Accounting Standards* [AASB 101, AASB 112, AASB 132, AASB 133, AASB 139 & AASB 141] (September 2005)
- AASB 2005-12 *Amendments to Australian Accounting Standards* [AASB 1038 & AASB 1023] (December 2005)
- AASB 2005-13 *Amendments to Australian Accounting Standards* [AAS 25] (December 2005)
- AASB 2006-1 *Amendments to Australian Accounting Standards* [AASB 121] (January 2006)
- AASB 2006-2 *Amendments to Australian Accounting Standards* [AASB 1] (March 2006)

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the Financial Statements 2005–06

For the year ended 30 June 2006

The Treasurer has mandated the early adoption of AASB 7 *Financial Instruments: Disclosures* (August 2005).

Except where stated, the historical cost convention is used.

(b) The Reporting Entity

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

The following body is within the Minister's portfolio, but is not deemed a controlled entity of the department in accordance with AASB 127 *Consolidated and Separate Financial Statements*.

- Tourism Queensland - Statutory Body

(c) Administered Transactions and Balances

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.

(d) Trust and Agency 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 acts only in a custodial role in respect of these transactions and balances, they are not recognised in the financial statements but are disclosed in Note 22. Applicable audit arrangements also are shown.

(e) Output Revenue/Administered Revenue

Appropriations provided under the *Appropriation Act 2005* are recognised as revenue on an accrual basis. The unearned appropriation in the financial statements as at 30 June 2006 has been approved by Queensland Treasury and will be recognised as revenue in following financial year.

Amounts appropriated to the department for transfer to other entities in accordance with legislative or other requirements are reported as 'administered' revenues.

(f) 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. Refer to Note 27.

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the Financial Statements 2005–06

For the year ended 30 June 2006

(g) 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 determined reliably and the services would be purchased if they had not been donated.

(h) Cash

For the purposes of the Balance Sheet and the Cash Flow Statement, 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 these amounts is required within 30 days from invoice date.

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

(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.

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 *AASB 116 Property, Plant and Equipment*.

(k) Plant and Equipment

All items of plant and equipment with a cost or other value in excess of \$5,000 are recognised for financial reporting purposes in the year of acquisition. Items with a lesser value are expensed in the year of acquisition.

(l) Revaluation of Non-Current Physical Assets and Intangible Assets

Where intangible assets have an active market they are measured at fair value, otherwise they are measured at cost.

Plant and equipment, other than major plant and equipment, are measured at cost. The carrying amounts for plant and equipment at cost should not materially differ from their fair value.

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.

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the Financial Statements 2005–06

For the year ended 30 June 2006

Any revaluation increment arising on the revaluation of an asset is credited to the asset revaluation reserve of the appropriate class, except to the extent it reverses a revaluation decrement for the class previously recognised as an expense. A decrease in the carrying amount on revaluation is charged as an expense, to the extent it exceeds the balance, if any, in the revaluation reserve relating to that class.

On revaluation, accumulated depreciation is restated proportionately with the change in the carrying amount of the asset and any change in the estimate of remaining life.

Only those assets, the total values of which are material compared to the value of the class of assets to which they belong, are comprehensively revalued.

Separately identified components of assets are measured on the same basis as the assets to which they relate.

(m) Intangibles

Intangible assets with a cost or other value greater than \$100,000 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. The residual value is assumed to be zero for all the department's intangible assets.

It has been determined that there is no active market for any of the department's intangible assets. As such, the assets are recognised at their initial cost and carried at cost less accumulated amortisation less and accumulated impairment losses.

Expenditure on research activities relating to internally-generated intangible assets is recognised as an expense in the period in which it is incurred.

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.

(n) Amortisation and Depreciation of Intangibles and Plant and Equipment

Plant and equipment is depreciated on a straight-line basis so as to allocate the net cost or revalued amount of each asset, less its estimate 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 allocated progressively 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.

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the Financial Statements 2005–06

For the year ended 30 June 2006

For each asset class of depreciable asset the following depreciation and amortisation rates were used:

Class	Rate
Buildings	2.5%
Plant and Equipment	
- computers	20.0%
- motor vehicles	14.3 – 20.0%
- leasehold improvements	10.0%
- furniture and fittings	6.7%
- other equipment	10.0 – 14.3%
Intangibles	10.0 - 20.0%

(o) Impairment of Non-Current Assets

All non-current physical and intangibles assets are assessed for indicators of impairment on an annual basis. If an indicator of possible impairment exists, the department determines the asset's recoverable amount. The amount by which the asset's carrying amount exceeds the recoverable amount is recorded on an impairment loss.

The asset's recoverable amount is determined as the higher of the asset's fair value less costs to sell and depreciated replacement cost.

An impairment loss is recognised immediately in the Income Statement, unless the asset is carried at a revalued amount. When the asset is measured at a revalued amount, the impairment loss is offset against the asset revaluation reserve of the relevant class to the extent available.

Where an impairment loss subsequently reverses, the carrying amount of the asset is increased to the revised estimate of its recoverable amount, but so that the increased carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognised for the asset in prior years. A reversal of an impairment loss is recognised as income, unless the asset is carried at a revalued amount, in which case the reversal of the impairment loss is treated as a revaluation increase. Refer also to note 1(l).

(p) Leases

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

(q) 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.

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the Financial Statements 2005–06

For the year ended 30 June 2006

(r) Employee Benefits

Wages, Salaries, Recreation Leave and Sick Leave

Wages, salaries and recreation leave due but unpaid at reporting date are recognised in the Balance Sheet at the remuneration rates expected to apply at the time of settlement and include related on-costs such as payroll tax, WorkCover premiums, long service leave levies and employer superannuation contributions.

For unpaid entitlements expected to be paid within 12 months, the liabilities are recognised at their undiscounted values. For those entitlements not expected to be paid within 12 months, the liabilities are recognised at their present value, calculated using yields on appropriate maturity fixed Rate Commonwealth Government bonds.

Prior history indicates that on average, sick leave taken each reporting period is less than the entitlement accrued. 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 the Queensland Government's long service leave scheme a levy is made on the department to cover this expense. Levies are expensed in the period in which they are paid or payable. 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 superannuation contributions are paid to QSuper, the superannuation plan for Queensland Government employees, at rates determined by the State Actuary. Contributions are expensed in the period in which they are paid or payable. The department's obligation is limited to its contribution to QSuper.

Therefore, 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*.

Executive Remuneration

The executive remuneration disclosures in the employee expenses note (Note 7) in the financial statements include:

- the aggregate remuneration of all senior executive officers (including the Chief Executive Officer) whose remuneration for the financial year is \$100,000 or more; and
- the number of senior executives whose total remuneration for the financial year falls within each successive \$20,000 band, commencing at \$100,000.

The remuneration disclosed is all remuneration received or receivable, directly or indirectly, from the entity or any related party in connection with the management of the affairs of the entity or any of its subsidiaries, whether as an executive or otherwise. For this purpose, remuneration includes:

- wages and salaries;

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the Financial Statements 2005–06

For the year ended 30 June 2006

- accrued leave (that is, the increase/decrease in the amount of annual and long service leave owed to an executive, inclusive of any increase in the value of leave balances as a result of salary rate increases or the like);
- performance pay received or due and receivable in relation to the financial year, provided that a liability exists (namely a determination has been made prior to the financial statements being signed), and can be reliably measured even though the payment may not have been made during the financial year;
- accrued superannuation (being the value of all employer superannuation contributions during the financial year, both paid and payable as at 30 June);
- car parking benefits and the cost of motor vehicles, such as lease payments, fuel costs, registration/insurance, and repairs/maintenance incurred by the agency during the financial year, both paid and payable as at 30 June, net of any amounts subsequently reimbursed by the executives;
- allowances (which are included in the remuneration agreements of executives, such as airfares or other travel costs paid to/for executives whose homes are situated in a location other than the location they work in); and
- fringe benefits tax included in remuneration agreements.

The disclosures apply to all senior executives appointed by Governor in Council and classified as SES1 and above, with remuneration above \$100,000 in the financial year. 'Remuneration' means any money, consideration or benefit, but excludes amounts:

- paid to an executive by an entity or its subsidiary where the person worked during the financial year wholly or mainly outside Australia during the time the person was so employed; or
- in payment or reimbursement of out-of-pocket expenses incurred for the benefit of the entity or any of its subsidiaries.

In addition, separate disclosure of separation and redundancy/termination benefit payments is included.

(s) Allocation of Revenues and Expenses from Ordinary Activities to Corporate Services and Office of the Director-General

The department discloses revenues and expenses attributable to corporate services and Office of the Director-General in the Income Statement by Outputs/Major Activities.

(t) Outputs/Major Activities of the Department

The identity and purpose of the outputs/major activities undertaken by the department during the year are as follows:

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. Part of this output's activities also includes supporting the growth and development of the wine industry in Queensland and promotion of the wine industry to national and international markets.

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.

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the Financial Statements 2005–06

For the year ended 30 June 2006

Dispute Resolution Services

This output provides dispute resolution and information services through two sub-outputs – the Commercial and Consumer Tribunal and the Office of the Commissioner for Body Corporate and Community Management.

The Commercial and Consumer 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.

The Office of the Commissioner of Body Corporate and Community Management provides accessible, equitable, responsive and authoritative information and dispute resolution services to body corporate and community management stakeholders.

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 Income Statement 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) 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.

(w) 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 1038 *Contributions by Owners Made to Wholly-Owned Public Sector Entities*. Appropriations for equity adjustments are similarly designated.

(x) 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 Australian Taxation Office are recognised and accrued.

(y) Issuance of Financial Statements

The financial statements are authorised for issue by the Director-General and Director of Finance at the date of the signing of the Management Certificate.

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the Financial Statements 2005–06

For the year ended 30 June 2006

(z) Judgements and Assumptions

The department has made no judgements or assessments which may cause a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

(aa) Rounding and Comparatives

Amounts included in the financial statements are in Australian dollars and 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.

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the Financial Statements 2005–06

For the year ended 30 June 2006

	2006 \$'000	2005 \$'000
2. Reconciliation of Payments from Consolidated Fund to Output Revenue Recognised in Income Statement		
Budgeted output appropriation	42,569	40,078
Less: equity return abolished from 1 July 2004	-	(336)
Transfers from/to other headings	1,102	(1,103)
Lapsed appropriation	-	(416)
Unforeseen expenditure	1,002	-
Total output receipts	<u>44,673</u>	<u>38,223</u>
Less: opening balance of output revenue receivable	(794)	-
Plus: closing balance of output revenue receivable	-	794
Plus: opening balance of output revenue unearned	-	96
Plus: CCT opening balance of unearned appropriation from administered	-	52
Less: closing balance of output revenue unearned	<u>(467)</u>	<u>-</u>
Output revenue recognised in Income Statement	<u><u>43,412</u></u>	<u><u>39,165</u></u>

Reconciliation of Payments from Consolidated Fund to Equity Adjustment recognised in Contributed Equity (Statement of Changes in Equity)

Budgeted equity adjustment appropriation	405	(1,073)
Transfers to other headings	(184)	1,103
Equity adjustment payments appropriated	<u>221</u>	<u>30</u>
Equity adjustment recognised in Contributed Equity (Statement of Changes in Equity)	<u><u>221</u></u>	<u><u>30</u></u>

The additional equity adjustment for 2004-2005 reflects the one-off removal of the budgeted equity withdrawal to enable additional purchase of IT equipment and software.

3. User Charges

Register of encumbered vehicles	9,965	10,062
Trade measurement licences, regulations and weighbridges	334	307
Measurement laboratory fees	129	168
Publications and resource materials	162	106
Commonwealth Censorship Board charges	62	60
Training courses and seminars	179	168
Sale of other goods and services	233	325
Total	<u><u>11,064</u></u>	<u><u>11,196</u></u>

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the Financial Statements 2005–06

For the year ended 30 June 2006

	2006 \$'000	2005 \$'000
4. Taxes, fees and fines		
Appeal fees Racing Appeals Tribunal	7	12
Consumer Credit fines	-	454
Residential Services accreditation fees	20	65
Other	-	1
Total	<u>27</u>	<u>532</u>
5. Grants and Other Contributions		
Contributed assets – received free of charge or below fair value:		
Remodelling of leased premises	679	-
Services received free of charge or below fair value:		
Remodelling of leased premises	201	12
Laboratory analysis service	2	8
Automated ID cards	1	-
Storage	101	89
Good Sports Program	80	-
Mackay Whitsunday Tourism Infrastructure Plan	100	-
Smart Service Queensland Contributions	538	62
Other	180	71
Total	<u>1,882</u>	<u>242</u>
6. Other Revenue		
Interest received from bank accounts	254	201
Legal fees recovered	218	111
Expenditure recovery from prior years	2	40
Proceeds from disposal of minor equipment	1	4
Written off vehicle register administration fee	7	14
Miscellaneous revenue	213	4
Total	<u>695</u>	<u>374</u>
7. Employee Expenses		
Wages and salaries	31,370	29,352
Employer superannuation contributions	3,461	3,299
Long service leave levy	496	429
Workers' compensation premium	138	146
Other	362	325
Total	<u>35,827</u>	<u>33,551</u>

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

Number of Employees:	502	482
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Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the Financial Statements 2005–06

For the year ended 30 June 2006

<i>Executive Remuneration</i>	2006
The number of senior executives who received or were due to receive total remuneration of \$100,000 or more:	
\$120 000 to \$139 999	4
\$160 000 to \$179 999	1
\$200 000 to \$219 999	2
\$240 000 to \$259 999	1
Total	8
The aggregate amount of total remuneration of executives shown above	\$1,364,247
The aggregate amount of separation and redundancy/termination benefit payments during the year to executives shown above	\$41,219

	2006	2005
	\$'000	\$'000
8. Supplies and Services		
Shared services provider payments	3,955	2,100
Professional services	2,299	1,770
Information technology costs	2,050	1,745
Materials	1,462	1,399
Consultants, contractors and agency staff	1,574	1,285
Travel	611	506
Other	3,932	3,921
Total	15,883	12,726

9. Depreciation and Amortisation		
Depreciation and amortisation incurred in respect of:		
Plant and equipment	611	534
Internal use software	433	485
Total	1,044	1,019

10. Grants and Subsidies		
Good Sports Program	80	-
Ministerial Council of Consumer Affairs	42	20
Financial Literacy Project	-	79
Other	104	64
Total	226	163

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the Financial Statements 2005–06

For the year ended 30 June 2006

	2006 \$'000	2005 \$'000
11. Other Expenses		
Operating lease rentals	3,454	3,502
Bank fees	173	166
Sponsorships	199	50
Insurance premiums - QGIF	43	40
External audit fees*	69	36
Special Payments		
Ex-gratia payments	140	28
Losses from the disposal of non-current assets	121	10
Services provided free of charge or below fair value	9	9
Bad debts	6	3
Total	<u>4,214</u>	<u>3,844</u>

*Total external audit fees relating to the 2005-06 financial year are estimated to be \$50,500 (2005: \$48,000). There are no non-audit services included in this amount.

12. Cash		
Imprest accounts and on hand	12	13
Cash at bank	4,579	2,651
Trust funds	975	1,119
Total	<u>5,566</u>	<u>3,783</u>

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

13. Receivables		
Trade debtors	1,244	1,120
	<u>1,244</u>	<u>1,120</u>
GST receivable	289	352
GST payable	(29)	(7)
	<u>260</u>	<u>345</u>
Long service leave reimbursements	96	117
Output revenue	-	794
Interest receivable	75	66
Travel advances	3	10
Total	<u>1,678</u>	<u>2,452</u>

14. Other Current Assets		
Prepayments	312	574
Other	49	32
Total	<u>361</u>	<u>606</u>

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the Financial Statements 2005–06

For the year ended 30 June 2006

	2006 \$'000	2005 \$'000
15. Plant and Equipment		
Buildings		
At Cost	10	10
Less: Accumulated depreciation	<u>(4)</u>	<u>(4)</u>
	6	6
Plant and equipment		
At Cost	7,470	7,137
Less: Accumulated depreciation	<u>(4,138)</u>	<u>(4,086)</u>
	3,332	3,051
Total	<u>3,338</u>	<u>3,057</u>

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

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	2006 \$'000	2005 \$'000
Plant and Equipment – Leasehold Improvements	315	315
Plant and Equipment – Computers	1,087	1,616
Plant and Equipment – Motor Vehicles	83	83
Plant and Equipment – Other Equipment	<u>425</u>	<u>348</u>
	1,910	2,362

Plant and Equipment Reconciliation

	Buildings 2006 \$'000	Plant and Equipment 2006 \$'000	Total 2006 \$'000
Carrying amount at 1 July	6	3,051	3,057
Acquisitions	-	334	334
Contributed Assets	-	679	679
Disposals	-	(121)	(121)
Depreciation	-	(611)	(611)
Carrying amount at 30 June	<u>6</u>	<u>3,332</u>	<u>3,338</u>

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the Financial Statements 2005–06

For the year ended 30 June 2006

	2006 \$'000	2005 \$'000
16. Intangible Assets		
Internal Use Software:		
Work in progress	524	540
At cost	4,915	4,228
Accumulated amortisation	<u>(2,620)</u>	<u>(2,187)</u>
Total	<u>2,819</u>	<u>2,581</u>

Intangibles Reconciliation

Carrying amount at 1 July	2,581
Acquisitions	147
Work in Progress Acquisitions	524
Amortisation	<u>(433)</u>
Carrying amount at 30 June	<u>2,819</u>

Amortisation of intangibles is included in the line 'Depreciation and Amortisation' in the Income Statement.

All intangible assets of the department have finite useful lives and are amortised on a straight line basis. Refer note 1(m). No intangible assets have been classified as held for sale or form part of a disposal group held for sale.

	2006 \$'000	2005 \$'000
17. Payables		
Trade creditors and accrued payables	<u>2,937</u>	<u>2,215</u>
Total	<u>2,937</u>	<u>2,215</u>
18. Accrued Employee Benefits		
Current		
Recreation leave	3,371	3,159
Long service leave levy payable	133	97
Wages outstanding	593	416
Total	<u>4,097</u>	<u>3,672</u>
19. Other Current Liabilities		
Unearned appropriation	467	-
Unearned revenue - contributions	-	538
Total	<u>467</u>	<u>538</u>

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the Financial Statements 2005–06

For the year ended 30 June 2006

	2006 \$'000	2005 \$'000
20. Reconciliation of Net Surplus/Deficit to Net Cash Provided by (Used in) Operating Activities		
Surplus/deficit from ordinary activities	(114)	206
Non-cash items:		
Depreciation/amortisation	1,044	1,019
Net assets acquired at below fair value	(679)	-
Net liability (assumed)/relinquished	-	62
Net assets transferred from administered	-	68
Net liabilities transferred from administered	-	(172)
Loss on disposal of non current assets	121	10
Change in assets and liabilities:		
(Increase)/Decrease in receivables	(112)	(121)
(Increase)/Decrease in LSL reimbursements receivables	21	(13)
(Increase)/Decrease in interest revenue receivables	(9)	(16)
(Increase)/Decrease in GST input tax credits receivables	8	(121)
(Increase)/Decrease in output revenue receivables	794	(794)
(Increase)/Decrease in other assets	(10)	(1)
(Increase)/Decrease in prepayments	263	(438)
Increase/(Decrease) in creditors	497	11
Increase/(Decrease) in GST payable	289	(3)
Increase/(Decrease) in accrued employee benefits	390	(102)
Net leave liability transfer (from)/to other departments	100	82
Increase/(Decrease) in output revenue payables	467	(96)
Increase/(Decrease) in unearned revenue	(538)	538
Increase/(Decrease) in LSL payables	36	(4)
Net cash provided by (used in) operating activities	<u>2,568</u>	<u>115</u>

21. Commitments for Expenditure

Non-Cancellable Operating Lease

Commitments under operating leases are inclusive of anticipated GST and are payable as follows:

Not later than one year	4,503	4,880
Later than one year and not later than five years	4,478	7,221
Later than five years	610	1,427
	<u>9,591</u>	<u>13,528</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 2005–06

For the year ended 30 June 2006

22. 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 Benefit Trust Fund

The Funeral Benefit Trust Fund is authorised under section 9 (1) of the *Funeral Benefit Business Act 1982*.

Fees received by the department for providing trustee services are included in user charges, sale of other goods and services (Note 3) and totalled \$31,507 (2005: \$27,387).

	2006 \$'000	2005 \$'000
TRUST REVENUES AND EXPENSES		
<i>Revenues</i>		
Accrued Interest (QTC)	232	221
Total Revenues	<u>232</u>	<u>221</u>
<i>Expenses</i>		
Grants and subsidies	92	78
Other	41	41
Total Expenses	<u>133</u>	<u>119</u>
Net Surplus	<u>99</u>	<u>102</u>
TRUST ASSETS AND LIABILITIES		
<i>Current Assets</i>		
Cash	1	1
Investment	4,065	3,966
Total Current Assets	<u>4,066</u>	<u>3,967</u>
Total Assets	<u>4,066</u>	<u>3,967</u>
Net Assets	<u>4,066</u>	<u>3,967</u>

The Queensland Audit Office performed the audit of the department's trust transactions for 2005-06.

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the Financial Statements 2005–06

For the year ended 30 June 2006

	2006 \$'000	2005 \$'000
Commercial and Consumer Tribunal Trust Fund		
The Commercial and Consumer Tribunal Trust Fund is authorised under section 144 of the <i>Commercial and Consumer Tribunal Act 2003</i> .		
TRUST REVENUES		
<i>Revenues</i>		
Interest on Bank	13	10
Total Revenues	<u>13</u>	<u>10</u>
Net Surplus	<u>13</u>	<u>10</u>
TRUST ASSETS AND LIABILITIES		
<i>Current Assets</i>		
Cash	430	108
Total Current Assets	<u>430</u>	<u>108</u>
Total Assets	<u>430</u>	<u>108</u>
<i>Current Liabilities</i>		
Security Deposits	385	76
Total Current Liabilities	<u>385</u>	<u>76</u>
Net Assets	<u>45</u>	<u>32</u>

The Queensland Audit Office performed the audit of the department's trust transactions for 2005-06.

23. Financial Instruments

Transition to Australian Equivalents to International Financial Reporting Standards

The department has used the exemption in AASB 1 *First-time Adoption of Australian Equivalents to International Financial Reporting Standards* and has not presented comparative information for financial instruments that complies with AASB 132 *Financial Instruments: Presentation*, AASB 139 *Financial Instruments: Recognition and Measurement* and AASB 7 *Financial Instruments: Disclosures*.

No adjustments were required to comply with the new requirements set out in AASB 132, AASB 139 and AASB 7.

Categorisation of Financial Instruments

The department has categorised the financial assets and financial liabilities held as:

Financial Assets	Category
Cash	
Receivables	Receivables (at nominal value)
Financial Liabilities	
Payables	Financial liability not at fair value through the Income Statement (at nominal value)

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the Financial Statements 2005–06

For the year ended 30 June 2006

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.

	Maturity Date:					Total \$'000	Weighted Average Rate %
	Floating Rate \$'000	1 year or less \$'000	1 to 5 years \$'000	More than 5 years \$'000	Non Interest Bearing \$'000		
Financial Assets							
Cash	5,566	-	-	-	-	5,566	4.6
Receivables	-	-	-	-	1,678	1,678	N.A.
Total	5,566	-	-	-	1,678	7,244	
Financial Liabilities							
Payables	-	-	-	-	2,937	2,937	N.A.
Total	-	-	-	-	2,937	2,937	

- The floating rate represents the most recently administered market rate applicable to the instrument at 30 June 2006.
- 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 impairment as indicated in the Balance Sheet.

No significant concentrations of credit risks has been identified.

Liquidity Risk

The department manages liquidity risk through the use of the Liquidity Management Strategy. This strategy aims to reduce the exposure to liquidity risk by ensuring the department has sufficient funds available to meet employee and supplier obligations at all times. This is achieved by ensuring that minimum levels of cash are held within the various bank accounts so as to match the expected duration of the various employee and supplier liabilities.

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.

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the Financial Statements 2005–06

For the year ended 30 June 2006

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

Financial Instruments	Total Carrying Amount		Net Fair Value	
	2006 \$'000	2005 \$'000	2006 \$'000	2005 \$'000
Financial Assets				
Cash	5,566	3,783	5,566	3,783
Receivables	1,678	2,452	1,678	2,452
Total	7,244	6,235	7,244	6,235
Financial Liabilities				
Payables	2,937	2,215	2,937	2,215
Total	2,937	2,215	2,937	2,215

The department has no financial assets past due but not impaired, or impaired financial assets.

24. Reconciliation of Adjustments from previous GAAP to Australian Equivalents to International Financial Reporting Standards (AEIFRS) – as at 1 July 2004

Note	Previous GAAP 1/07/2004 \$'000	Effect of transition to AEIFRS \$'000	AEIFRS 1/07/2004 \$'000
Current Assets			
Cash assets	4,299	-	4,299
Receivables	1,382	-	1,382
Other	169	-	169
Total Current Asset	5,850	-	5,850
Non Current Assets			
Plant and equipment	24.1 3,970	(1,092)	2,878
Intangibles	24.2 2,468	(109)	2,359
Total Non Current Asset	6,438	(1,201)	5,237
Total Assets	12,288	(1,201)	11,087
Current Liabilities			
Payables	24.3 2,721	(486)	2,235
Provisions	24.4 3,261	(3,261)	-
Accrued employee benefits	24.5 -	3,747	3,747
Other	96	-	96
Total Current Liabilities	6,078	-	6,078
Total Liabilities	6,078	-	6,078
Net Assets	6,210	(1,201)	5,009
Equity			
Contributed equity	(46,262)	-	(46,262)
Retained surplus	24.6 52,472	(1,201)	51,271
Total Equity	6,210	(1,201)	5,009

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the Financial Statements 2005–06

For the year ended 30 June 2006

Notes to Reconciliation	\$'000
24.1 Write-off of previously capitalised assets below the new asset recognition threshold	(1,092)
Adjustment to plant and equipment	<u>(1,092)</u>
24.2 The adjustments to intangibles are as follows:	
Write-off of previously capitalised research costs included in Work in Progress internally developed software	(74)
Write-off of previously capitalised intangibles below the new asset recognition threshold	(35)
Adjustment to intangibles	<u>(109)</u>
24.3 LSL levy and wages payable no longer a payable, but are now an accrued employee benefit.	(486)
Adjustment to current payables	<u>(486)</u>
24.4 Employee benefits provision no longer a provision, but are now an accrued employee benefit.	(3,261)
Adjustment to current provisions	<u>(3,261)</u>
24.5 Employee benefits no longer a payable or a provision, but are now accrued employee benefits.	3,747
Adjustment to accrued employee benefits	<u>3,747</u>
24.6 The adjustments to Retained Surplus are as follows:	
Write-off of previously capitalised research costs included in Work in Progress internally developed software	(74)
Write-off of previously capitalised intangibles below the new asset recognition threshold	(35)
Write-off of previously capitalised assets below the new asset recognition threshold	(1,092)
Adjustment to retained surplus	<u>(1,201)</u>

Income Statement and Cash Flow Statement

No material adjustments were required to the Income Statement and Cash Flow Statement as a result of the transition to Australian Equivalents to International Financial Reporting Standards.

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the Financial Statements 2005–06

For the year ended 30 June 2006

25. Reconciliation of Adjustments from previous GAAP to Australian Equivalents to International Financial Reporting Standards (AEIFRS) – as at 1 July 2005

	Note	Effect of transition to AEIFRS			AEIFRS 1/7/2005 \$'000
		Previous GAAP 1/7/2005 \$'000	Opening Adjustments 1 July 2004 \$'000	2004-05 Adjustments \$'000	
Current Assets					
Cash assets		3,783	-	-	3,783
Receivables		2,452	-	-	2,452
Other		606	-	-	606
Total Current Asset		6,841	-	-	6,841
Non Current Assets					
Plant and equipment	25.1	4,113	(1,092)	36	3,057
Intangibles	25.2	2,602	(109)	88	2,581
Total Non Current Asset		6,715	(1,201)	124	5,638
Total Assets		13,556	(1,201)	124	12,479
Current Liabilities					
Payables	25.3	2,728	(486)	(27)	2,215
Provisions	25.4	3,159	(3,261)	102	-
Accrued employee benefits	25.5	-	3,747	(75)	3,672
Other		538	-	-	538
Total Current Liabilities		6,425	-	-	6,425
Total Liabilities		6,425	-	-	6,425
Net Assets		7,131	(1,201)	124	6,054
Equity					
Contributed equity	25.6	(45,406)	-	(17)	(45,423)
Retained surplus	25.7	52,537	(1,201)	141	51,477
Total Equity		7,131	(1,201)	124	6,054

Notes to Reconciliation		\$'000
25.1	The adjustments to plant and equipment are as follows:	
	Write-off of assets and associated depreciation purchased and capitalised during the year, but are now below the new asset recognition threshold.	(298)
	Reversal of assets and associated depreciation retired during the year, but are now below the new asset recognition threshold.	42
	Reversal of accumulated depreciation of assets existing at 1/07/04 during the year, but are now below the new asset recognition threshold.	345
	Assets below asset recognition threshold that were previously transferred from administered as at 1/07/04 but are adjusted against equity in administered.	(53)
	Adjustment to plant and equipment	36

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the Financial Statements 2005–06

For the year ended 30 June 2006

	\$'000
25.2	The adjustments to plant and equipment are as follows:
	Write-off of previously capitalised research costs which have been included in the value of internally developed software. 74
	Reversal of amortisation of assets during the year, but are now below the asset recognition threshold. 14
	Adjustment to intangibles <u>88</u>
25.3	LSL levy and wages payable movement no longer a payable, but are now an accrued employee benefit. (27)
	Adjustment to payables <u>(27)</u>
25.4	Employee benefits provision movement no longer a provision, but are now an accrued employee benefit. 102
	Adjustment to provisions <u>102</u>
25.5	Employee benefits movements no longer a payable or a provision, but are now accrued employee benefits. (75)
	Adjustment to accrued employee benefits <u>(75)</u>
25.6	The adjustments to contributed equity are as follows:
	Assets below asset recognition threshold that were previously transferred from administered as at 1/07/04 but are adjusted against equity in administered. (53)
	Assets below asset recognition threshold that were previously transferred to other departments in 2004-05. 36
	Adjustment to contributed equity <u>(17)</u>
25.7	The adjustments to Retained Surplus are as follows:
	Write-off of assets purchased and capitalised during the year, but are now below the new asset recognition threshold. (298)
	Reversal of assets retired during the year, but are now below the new asset recognition threshold. 42
	Reversal of depreciation of assets during the year, but are now below the new asset recognition threshold. 345
	Write-off of previously capitalised research costs which have been included in the value of internally developed software. 74
	Reversal of amortisation of assets during the year, but are now below the new asset recognition threshold. 14
	Assets below the new asset recognition threshold that were previously transferred to other departments in 2004-05. (36)
	Adjustment to retained surplus <u>141</u>

Income Statement and Cash Flow Statement

No material adjustments were required to the Income Statement and Cash Flow Statement as a result of the transition to Australian Equivalents to International Financial Reporting Standards.

Depreciation expense decreased by \$26,406 as a result of the above adjustments to plant and equipment.

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the Financial Statements 2005–06

For the year ended 30 June 2006

2006
\$'000

2005
\$'000

26. Grants and Other Contributions

ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS

Wine Equalisation Tax rebate	9	539	
Total	<u>9</u>	<u>539</u>	

27. Taxes, Fees and Fines

ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS

Liquor licences and permits	2,000	1,911	
Fair trading fees	16,722	17,432	
Other regulatory fees	22,234	19,028	
Fines	1,269	1,114	
Total	<u>42,225</u>	<u>39,485</u>	

28. Administered Item Revenue

ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS

Budgeted administered item appropriation	44,894	44,364	
Transfers to other headings	-	-	
Lapsed appropriation	(918)	(1,224)	
Total administered item revenue	<u>43,976</u>	<u>43,140</u>	
Less: Opening balance of appropriation receivable	-	-	
Plus: Closing balance of appropriation unearned	-	949	
Less: transfer portion of closing balance of appropriation unearned to controlled for CCT	-	(52)	
Total	<u>43,976</u>	<u>44,037</u>	

Reconciliation of Payments from Consolidated Fund and Equity Adjustment recognised in General Equity

Budgeted equity adjustment appropriation	-	-	
Plus: transfers from other headings	-	-	
Equity Adjustment recognised in Contributed Equity	<u>-</u>	<u>-</u>	

The Commercial and Consumer Tribunal (CCT) was transferred from administered to controlled funding from 1 July 2004.

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the Financial Statements 2005–06

For the year ended 30 June 2006

	2006 \$'000	2005 \$'000
29. Interest		
ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS		
Interest revenue	27,132	24,221
Total	<u>27,132</u>	<u>24,221</u>
30. Other Revenue		
ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS		
User charges	9	4
Subrogation recoveries	953	1,245
Miscellaneous revenue	-	1
Total	<u>962</u>	<u>1,250</u>
31. Grants and Subsidies		
ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS		
Tourism Queensland	43,394	43,376
Wine Equalisation Tax rebate	9	539
Total	<u>43,403</u>	<u>43,915</u>
32. Other Expenses		
ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS		
Bad & impaired debts	484	80
Property Agents and Motor Dealers claims	580	658
Resources provided below fair value	14	26
Total	<u>1,078</u>	<u>764</u>
33. Cash		
ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS		
Cash at bank	(10,863)	162
Total	<u>(10,863)</u>	<u>162</u>

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the Financial Statements 2005–06

For the year ended 30 June 2006

	2006 \$'000	2005 \$'000
34. Receivables		
ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS		
Trade debtors	3,582	3,141
Less: Provision for impairment	<u>(776)</u>	<u>(293)</u>
	2,806	2,848
Interest receivable	<u>2,252</u>	<u>1,903</u>
Total	<u><u>5,058</u></u>	<u><u>4,751</u></u>
35. Prepayments		
ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS		
Prepaid Grant – Tourism Queensland	<u>11,143</u>	<u>-</u>
Total	<u><u>11,143</u></u>	<u><u>-</u></u>
36. Payables		
ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS		
Trade creditors and accrued payables	162	108
Administered revenue payable	<u>5,369</u>	<u>4,998</u>
Total	<u><u>5,531</u></u>	<u><u>5,106</u></u>
37. Reconciliation of Net Surplus/Deficit to Net Cash Provided by (Used in) Operating Activities		
ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS		
Net Surplus	-	1
Non-cash items:		
Net assets transferred to controlled	-	(68)
Net liabilities transferred to controlled	-	172
Change in assets and liabilities		
(Increase)/Decrease in receivables	41	(609)
(Increase)/Decrease in interest revenue receivables	(349)	(39)
(Increase)/Decrease in GST input tax credits receivables	-	7
(Increase)/Decrease in prepayments	(11,143)	6
Increase/(Decrease) in creditors	55	(1,428)
Increase/(Decrease) in accrued employee benefits	-	(99)
Increase/(Decrease) in administered revenue payables	<u>371</u>	<u>1,146</u>
Net cash provided by (used in) operating activities	<u><u>(11,025)</u></u>	<u><u>(911)</u></u>

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the Financial Statements 2005–06

For the year ended 30 June 2006

38. Contingencies

Litigation in Progress

Receivables

As at 30 June 2006, the department has a right to pursue 103 traders/former traders to recover claims paid under the *Property Agents and Motor Dealers Act 2000* or the repealed *Auctioneers and Agents Act 1971*.

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 2006, there were 71 claims under the *Property Agents and Motor Dealers Act 2000* that were awaiting determination.

As at 30 June 2006 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	4
Commercial and Consumer Tribunal	1

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 2005–06

For the year ended 30 June 2006

39. Reconciliation of Adjustments from previous GAAP to Australian Equivalents to International Financial Reporting Standards (AEIFRS) – as at 1 July 2004

	Note	Previous GAAP 1/07/2004 \$'000	Effect of transition to AEIFRS \$'000	AEIFRS 1/07/2004 \$'000
Current Assets				
Cash assets		1,803	-	1,803
Receivables		4,110	-	4,110
Other		6	-	6
Total Current Asset		5,919	-	5,919
Non Current Assets				
Plant and equipment	39.1	148	(53)	95
Total Non Current Asset		148	(53)	95
Total Assets		6,067	(53)	6,014
Current Liabilities				
Payables	39.2	4,439	(14)	4,425
Provisions	39.3	99	(99)	-
Accrued employee benefits	39.4	-	113	113
Other		949	-	949
Total Current Liabilities		5,487	-	5,487
Total Liabilities		5,487	-	5,487
Net Assets		580	(53)	527
Equity				
Contributed equity		(2,915)	-	(2,915)
Retained surplus	39.5	3,495	(53)	3,442
Total Equity		580	(53)	527

Notes to Reconciliation		
39.1	Write-off of previously capitalised assets below the new asset recognition threshold	(53)
	Adjustment to plant and equipment	(53)
39.2	LSL levy and wages payable no longer a payable, but are now an accrued employee benefit.	(14)
	Adjustment to payables	(14)
39.3	Employee benefits provision no longer a provision, but now an accrued employee benefit.	(99)
	Adjustment to provisions	(99)
39.4	Employee benefits no longer a payable or a provision, but now an accrued employee benefit.	113
	Adjustment to accrued employee benefits	113
39.5	Write-off of previously capitalised assets below the new asset recognition threshold	(53)
	Adjustment to retained surplus	(53)

Department of Tourism, Fair Trading and Wine Industry Development Notes to and forming part of the Financial Statements 2005–06

For the year ended 30 June 2006

No material adjustments were required to the Income Statement and Cash Flow Statement as a result of the transition to Australian Equivalents to International Financial Reporting Standards.

40. Reconciliation of Adjustments from previous GAAP to Australian Equivalents to International Financial Reporting Standards (AEIFRS) – as at 1 July 2005

	Note	Effect of transition to AEIFRS			AEIFRS 1/7/2005 \$'000
		Previous GAAP 1/7/2005 \$'000	Opening Adjustments 1 July 2004 \$'000	2004-05 Adjustments \$'000	
Current Assets					
Cash assets		162	-	-	162
Receivables		4,751	-	-	4,751
Total Current Asset		<u>4,913</u>	<u>-</u>	<u>-</u>	<u>4,913</u>
Total Assets		<u>4,913</u>	<u>-</u>	<u>-</u>	<u>4,913</u>
Current Liabilities					
Payables		5,106	-	-	5,106
Total Current Liabilities		<u>5,106</u>	<u>-</u>	<u>-</u>	<u>5,106</u>
Total Liabilities		<u>5,106</u>	<u>-</u>	<u>-</u>	<u>5,106</u>
Net Assets		<u>(193)</u>	<u>-</u>	<u>-</u>	<u>(193)</u>
Equity					
Contributed equity	40.1	(3,689)	-	53	(3,636)
Retained surplus		3,496	(53)	-	3,443
Total Equity		<u>(193)</u>	<u>(53)</u>	<u>53</u>	<u>(193)</u>

Notes to Reconciliation

40.1	Write-off of previously capitalised assets below the new asset recognition threshold, that were previously transferred to controlled as at 1/07/04.	53
	Adjustment to contributed equity	<u>53</u>

No material adjustments were required to the Income Statement and Cash Flow Statement as a result of the transition to Australian Equivalents to International Financial Reporting Standards.

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 2006 and of the financial position of the department at the end of that year.



Robert Broadfoot
A/Director, Financial Management Unit



George O'Farrell
Director-General

22 September 2006

22 September 2006

INDEPENDENT AUDIT REPORT

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

Matters Relating to the Electronic Presentation of the Audited Financial Report

The audit report relates to the financial report of the Department of Tourism, Fair Trading and Wine Industry Development for the financial year ended 30 June 2006 included on the Department of Tourism, Fair Trading and Wine Industry Development's web site. The Accountable Officer is responsible for the integrity of the Department of Tourism, Fair Trading and Wine Industry Development's web site. We have not been engaged to report on the integrity of the Department of Tourism, Fair Trading and Wine Industry Development's web site. The audit report refers only to the statements named below. It does not provide an opinion on any other information which may have been hyperlinked to/from these statements. If users of the financial report are concerned with the inherent risks arising from electronic data communications they are advised to refer to the hard copy of the audited financial report, available from the Department of Tourism, Fair Trading and Wine Industry Development, to confirm the information included in the audited financial report presented on this web site.

These matters also relate to the presentation of the audited financial report in other electronic media including CD Rom.

Scope

The Financial Report

The financial report of the Department of Tourism, Fair Trading and Wine Industry Development consists of the income statement, balance sheet, cash flow statement, statement of changes in equity, income statement by outputs, notes to and forming part of the financial report 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 2006.

Accountable Officer's Responsibility

The Accountable Officer is responsible for the preparation and true and fair presentation of the financial report, 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 report.

Audit Approach

As required by law, an independent audit was conducted in accordance with *QAO Auditing Standards*, which incorporate the *Australian Auditing Standards*, to enable me to provide an independent opinion whether in all material respects the financial report is presented 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 report;
- 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 report.

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.

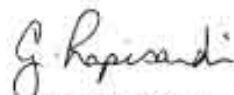
The Auditor-General may conduct an audit in any way considered appropriate and is not subject to direction by any person about the way in which audit powers are to be exercised.

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.

Audit Opinion

In accordance with s.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 financial report has 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 2005 to 30 June 2006 and of the financial position as at the end of that year.



G RAPISARDI CPA
As Delegate of the Auditor-General of Queensland

Queensland Audit Office
Brisbane



Department

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Liquor Licensing Division

Level 19, Mineral House
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Web: www.liquor.qld.gov.au

Office of the Commissioner for Body Corporate and Community Management

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Office of Fair Trading

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Wine Industry Development Division

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