

Annual Report 2002-03

Department of Tourism, Racing and Fair Trading
incorporating Liquor Licensing



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Department of
Tourism, Racing and Fair Trading

incorporating
Liquor Licensing

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

Dear Minister

I am pleased to present the department's annual report for 2002-03.

It highlights the significant efforts of the department in the past financial year to provide a contemporary and flexible legislative and regulatory framework for the Queensland marketplace and the liquor, racing and tourism industries.

To enable you to assess the department's performance, the report draws on information from the department's Strategic Plan 2002-2006, divisional operational plans, Ministerial Portfolio Statement, financial statements, departmental policies, the Board of Management 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.

I commend this report to you for presentation to Parliament.

Yours sincerely

Helen Ringrose
Director-General

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Purpose of this report

This report presents members of the community, industry and government with an account of the performance of the Department of Tourism, Racing and Fair Trading in 2002-03.

The report

- fulfils state government reporting requirements
- outlines the department's activities and significant achievements in the past year
- provides performance, financial and statistical information
- includes the department's Statement of Affairs
- outlines plans for 2003-04.

This report is available on the department's website at www.dtrft.qld.gov.au or on request by emailing enquiries@dtrft.qld.gov.au or by telephoning (07) 3224 2018.

The department welcomes your feedback on this report. Please return the reader survey provided in the back of the report by facsimile or complete the electronic version on our website.

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epartment overview

Our purpose

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

The department strives to provide a responsive, contemporary regulatory framework to help build consumer and business confidence in the marketplace, and encourage balanced growth in the tourism, racing and liquor industries.

Corporate history

The department was created in February 2001, incorporating the former Department of Tourism and Racing and the Office of Fair Trading which was transferred from the former Department of Equity and Fair Trading. The Tourism Taskforce was transferred from the Department of State Development and renamed Tourism Development. The Queensland Building Tribunal also became part of the department.

Description

The department is made up of four key operational areas:

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

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

The Service Delivery and Development Division has provided integrated customer service delivery of fair trading and liquor licensing services in regional areas since March 2002.

Additionally, the Executive and Corporate Services Division provides business support services to these operational areas. It also provides executive support services to the offices of the Minister and the Director-General, and strategic planning and policy coordination.

Our resources

The department employed the fulltime equivalent of 535 staff and had an operating budget of \$58 million at 30 June 2003.

Key clients and stakeholders

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

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

Strategic leadership

The department continues to lead implementation of the Queensland Government's Growing Tourism Strategy, an innovative whole-of-government approach to developing the Queensland tourism industry through improved collaboration between key government agencies.

The department's Growing Tourism Unit provides the leadership and strategic direction for the implementation of the strategy. The unit provides the secretariat for the Growing Tourism Senior Officers' Steering Committee and fosters a wide Growing Tourism agency network.

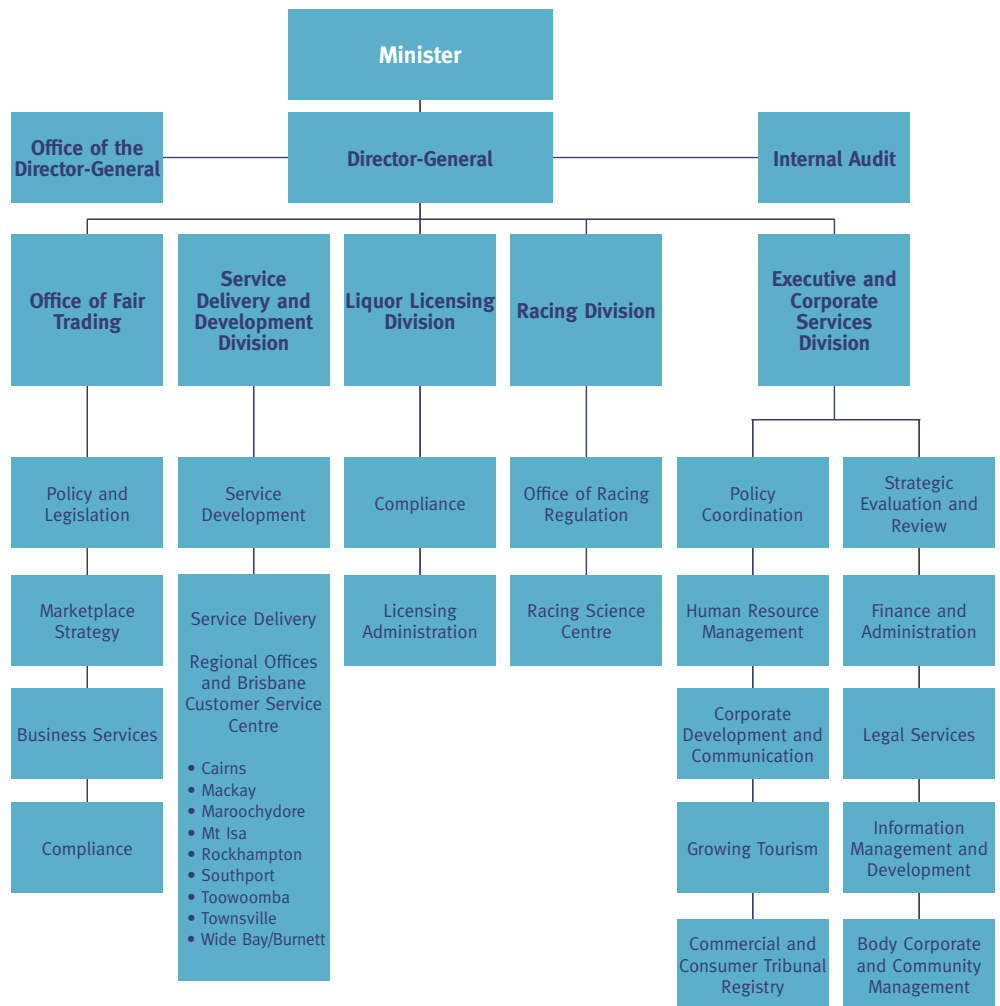
The Office of Fair Trading took on a national strategic leadership role in initiating and hosting a second National Fair Trading Futures Workshop involving State, Commonwealth and the New Zealand governments to facilitate national regulatory reform.

How we contribute to Queensland Government priorities

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

Organisational structure

(Current at October 2003)



Legislation administered

(Current at October 2003)

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*
- *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*
- *Introduction Agents Act 2001*
- *Land Sales Act 1984*
- *Liens on Crops of Sugar Cane Act 1931*
- *Mercantile Act 1867*
- *Mobile Homes Act 1989*
- *Motor Vehicles Securities Act 1986*
- *Partnership Act 1891*
- *Partnership (Limited Liability) Act 1988*
- *Pawnbrokers Act 1984*
- *Presbyterian Church of Australia Act 1900*
- *Presbyterian Church of Australia Act 1971*
- *Property Agents and Motor Dealers Act 2000*
- *Queensland Congregational Union Act 1967*
- *Queensland Temperance League Lands Act 1985*
- *Residential Services (Accreditation) Act 2002*
- *Retirement Villages Act 1999*
- *Returned & Services League of Australia (Queensland Branch) Act 1956*
- *Returned Servicemen's Badges Act 1956*
- *Roman Catholic Church (Corporation of the Sisters of Mercy of the Diocese of Cairns) Lands Vesting Act 1945*
- *Roman Catholic Church (Incorporation of Church Entities) Act 1994*
- *Roman Catholic Church Lands Act 1985*
- *Roman Catholic Church (Northern Lands) Vesting Act 1941*
- *Roman Catholic Relief Act 1830*
- *Sale of Goods Act 1896*
- *Sale of Goods (Vienna Convention) Act 1986*
- *Salvation Army (Queensland) Property Trust Act 1930*
- *Scout Association of Australia Queensland Branch Act 1975*
- *Sea-Carriage Documents Act 1996*

- *Second-hand Dealers and Collectors Act 1984*
- *Security Providers Act 1993*
- *Storage Liens Act 1973*
- *Trade Measurement Act 1990*
- *Trade Measurement Administration Act 1990*
- *Travel Agents Act 1988*
- *United Grand Lodge of Ancient Free and Accepted*
- *Masons of Queensland Trustees Act 1942*
- *Uniting Church in Australia Act 1977*
- *Wesleyan Methodists Trust Property Act 1853*
- *Wesleyan Methodists, Independents, and Baptists Churches Act 1838*

Liquor Licensing

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

Racing

- *Eagle Farm Racecourse Act 1998*
- *Racing Act 2002*
- *Racing Venues Development Act 1982*

Tourism

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

Tribunals

- *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 and Minister for Mines)*

Director-general's message

The department's work in regulating the Queensland marketplace and the tourism, liquor and racing industries is wide-ranging and touches the lives of most Queenslanders.

Though relatively small in staff numbers, 535, the department is responsible for effectively administering a substantial body of legislation, some 79 acts, to safeguard the interests of Queenslanders.

I am pleased to report that the department successfully carried out a very full legislative review and reform program in 2002-03, including supporting the introduction of eight Bills into Parliament. Thirty regulations were also amended or introduced and a further 11 regulatory reviews were undertaken to ensure our legislative base remains contemporary and responsive.

Legislative reform

This work included key reforms to address governance of the racing industry, property marketeering, accreditation for the residential services industry, declaration of alcohol restricted areas in indigenous communities, and improvements to the department's dispute resolution bodies.

This level of legislative reform was only made possible through collaboration with and the cooperation of our stakeholders including community, consumer, business and industry groups, other Queensland Government agencies and other jurisdictions.

Along with this, there was an increased need to provide timely information and advice on rights and responsibilities to those impacted by the new laws; provide efficient licensing and registration services for business; conduct effective compliance monitoring, investigations and prosecutions; and provide fair and equitable dispute resolution services.

Awareness and enforcement activities

In response, the department ran statewide awareness campaigns and produced an extensive range of highly-targeted consumer and industry information resources on topics as diverse as sly-grogging, drink spiking, responsible service of alcohol, fair trading, smart shopping, credit awareness, product safety, scams, trade measurement, trader behaviour, dealing with

property agents and motor dealers, introduction agencies, and fitness providers.

We stepped up enforcement activities in known high non-compliance areas and successfully trialed innovative community-based solutions to fair trading and liquor consumption issues in a variety of locations throughout the State.

Service delivery improvements

To support this increased activity, a range of service delivery improvements were made to further streamline our operations, make cost savings and boost our organisational capability.

These included finalising the collocation of fair trading and liquor licensing offices throughout the State, amalgamation of the department's dispute resolution tribunals with support services provided by a central registry, developing Internet service delivery options, implementing consumer complaint management and compliance monitoring systems to improve customer service, and developing and implementing key communication and information technology systems.

Future directions

The department has achieved a great deal in the past year, but the agenda for next year will be as demanding.

Dispute resolution

In 2003-04 the department will review the operations of the Office of the Commissioner for Body Corporate and Community Management, which provides community titles dispute resolution and information services. With about 280,000 lot owners, the delivery of quality body corporate and community management services is a significant issue for the State.

A new Commercial and Consumer Tribunal, which amalgamates the former Queensland Building Tribunal, Liquor Appeals Tribunal, Property Agents and Motor Dealers Tribunal and Retirement Villages Tribunal, will be operational from 1 July 2003. The consolidated tribunal will also deal with cases from other jurisdictions.



Growing tourism

The Queensland Government's Growing Tourism Strategy, launched in 2001, provides the broad strategic direction for developing tourism in a sustainable manner and aims to foster cooperation and collaboration between key government agencies on tourism issues.

An evaluation of the effectiveness of the strategy will be undertaken in 2003-04 involving an analysis of performance and achievements during the first three years and identification of where more work and focus is required.

Fair trading to target industries

In 2003-04 the Office of Fair Trading will undertake major reviews of the acts governing fair trading, retirement villages, property agents and motor dealers, associations, travel agents, security providers and charities; and develop appropriate regulatory responses to fringe credit providers, property investment advisors and unfair terms in contracts.

The office will also undertake a very full program of compliance monitoring targeted at various industry sectors, and statewide awareness campaigns such as an Aboriginal and Torres Strait Islander "Fair Go" campaign aimed at addressing indigenous consumer detriment.

New era of racing governance

The Racing Division will continue to work with the thoroughbred, harness and greyhound racing control bodies in Queensland to help them to meet their new obligations and ensure a smooth transition to operating under the new *Racing Act 2002* from 1 July 2003. An Office of Racing Regulation will be established within the division to monitor and enforce compliance with the new act.

During 2003-04 the division will also monitor the control bodies' progress toward introducing a company corporate governance structure to replace the current system of statutory bodies to provide the racing industry with maximum commercial flexibility and responsibility for self management.

Emerging liquor licensing trends

The Liquor Licensing Division will build on the solid foundations it laid this year in its work with indigenous communities, the Department of Aboriginal and Torres Strait Islander Policy and the Queensland Police Service to develop meaningful and practical solutions to alcohol management as part of the Government's response to the Cape York Justice Study.

It will also continue its responsible service and consumption of alcohol work with licensees throughout the State. The division will identify strategies to address increasing public interest and opposition to adverse behaviour in and around licensed premises. Locally-based solutions, developed in conjunction with communities, will be explored to overcome alcohol-related concerns adversely affecting the wellbeing of those communities.

Commitment to community engagement

This department already does much to seek the input and feedback of key stakeholders in the development of legislation, major policies, service delivery, awareness campaigns and information resources. However, a community engagement improvement strategy will be developed in 2003-04 to detail strategies aimed at embedding more participatory processes into our systems, frameworks and procedures. This will enable the department to adopt a more coordinated approach to working with citizens and communities at local, regional and State levels.

My sincere thanks go to the staff of this department for their hard work and dedication to achieving meaningful outcomes for the community in the past year.

Finally, I wish to acknowledge the work of my predecessor David Williams, who after 13 years as a chief executive officer of Queensland Government agencies left in September to take up a new challenge as Chief Executive of Events Scotland in Edinburgh.

Helen Ringrose

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ighlights 2002-03

The department supported the introduction of eight Bills into Parliament, including key reforms to address property marketeering, accreditation for the residential services industry, regulation of the racing industry and changes to the portfolio's dispute resolution tribunals. Thirty regulations were amended or introduced and a further 11 regulatory reviews were undertaken to ensure our legislative base remains contemporary and responsive to the needs of citizens and the sectors the department regulates.

Fair trading

- Commencement of the *Introduction Agents Act 2001* (the Act), which seeks to eliminate unfair practices from the introduction agency industry. The Act targets unscrupulous agents who seek out vulnerable consumers and use high pressure selling techniques. This legislation will go a long way towards protecting these consumers by enforcing basic standards of disclosure and a cooling-off period on all contracts.
- Completed new legislation, including the new Code of Practice (the Code), for the fitness industry which will commence on 1 July 2003. The Code provides new protection for consumers by establishing rights and obligations between fitness suppliers, including written contracts, a cooling-off period, fees disclosure, a prohibition on suppliers receiving more than one year's fee and on new centres collecting fees before they open for business. Fitness suppliers who breach the Code will face a number of enforcement provisions contained within the *Fair Trading Act 1989*, including undertakings, injunctions and orders for compensation.
- Successfully prosecuted loan sharks, banks and financiers for breaches of the Consumer Credit Code, with fines imposed totalling almost \$1.3 million.
- The number of Queenslanders who had read or heard advice or warnings from the Office of Fair Trading increased to 83.6%. This was achieved through a range of cost-efficient and effective communication and education activities targeting businesses and consumers.

Liquor licensing

- In conjunction with an industry-based working group, which included industry associations, hospitality trainers and licensees, the Liquor Licensing Division began development of a mandatory training course for new licensees and nominees under the *Liquor Act 1992*. To ensure the highest standards are maintained when selling liquor within the community the mandatory training course, which is scheduled for introduction in early 2004, will educate applicants for licences and test their level of understanding. The training course curriculum will include subjects covering Queensland's liquor laws, best practices in the management of licensed premises, risk management including appropriate forms of remedial action, and harm minimisation in the provision of liquor services.
- The division conducted a trial of revised after-hours working arrangements for investigators. The revised arrangements have helped to ensure that investigators are in the field at times and places most relevant from a compliance perspective and have also enabled investigators to respond to after-hours complaints more quickly. The overall benefit in having investigators regularly in the field after-hours during peak trading periods is to provide officers with a first-hand assessment of a venue's liquor-related activities and management procedures and, where concerns are detected, to take appropriate action on the spot.

- Introduced amendments to the *Liquor Act 1992* to enable the declaration of alcohol restricted areas in indigenous communities to assist in minimising harm resulting from alcohol abuse/misuse and associated disturbances. Under these amendments, legal limits were applied to the type and quantity of liquor available in a range of communities. Substantial work was also carried out with licensees near communities to develop a complimentary range of workable trading restrictions. Inspections of community canteens and other licensed premises adjacent to communities were carried out to ensure compliance with licensing regulations and responsible service of alcohol provisions.

Racing

- Developed new racing legislation, the *Racing Act 2002*, which was passed by Parliament in October 2002. This legislation repeals the *Racing and Betting Act 1980* and replaces it with a modern and responsive legislative framework to manage and regulate the Queensland racing industry. The *Racing Act 2002* is one of the most significant pieces of racing legislation ever passed in Australia and ensures that the racing of animals, upon which betting is lawful, is conducted to the highest standards of integrity, and that the welfare of the animals involved is protected.
- The Racing Division continued to provide assistance to racing control bodies to help them meet their obligations under the new Act.
- The division continued to implement the Deed of Grant in Trust racecourse policy, resulting in the transfer of Bundamba Racecourse to Ipswich Turf Club Inc. and the transfer of ownership of Albion Park Raceway to the Queensland Harness Racing Board and Greyhound Racing Authority as joint owners. Parklands Gold Coast was also reconstituted as a trust under the *Racing Venues Development Act 1982*.
- The Racing Science Centre delivered integrity and drug testing services to the Queensland racing industry under a newly negotiated five-year service level agreement.

Tourism

- Continued to lead and facilitate the successful implementation of the Queensland Government's Growing Tourism Strategy, a ground-breaking whole-of-government strategy launched by the Premier, Peter Beattie, in May 2001 to foster cooperation and collaboration between key agencies on tourism issues. Of the 136 specific actions in the 2002-03 Growing Tourism Action Plan, 15 actions have been completed (11%) and 121 actions are being implemented or are of an ongoing nature (89%).
- A Tourism Crisis Management Plan was developed to enable the State to respond more rapidly and effectively to future industry "shocks" such as natural disasters, terrorist activities, military conflicts, public health issues and economic downturns.

Tribunals

- An extensive review of the department's eight tribunals and their registries undertaken in 2001 resulted in a three-stage reform process culminating in the introduction of legislation into Parliament in April 2003 to establish the Commercial and Consumer Tribunal (CCT), to operate from 1 July 2003. The CCT amalgamates the former Queensland Building Tribunal; Liquor Appeals Tribunal; Property Agents and Motor Dealers Tribunal; and Retirement Villages Tribunal. In future it will also deal with cases from other jurisdictions including architects, engineers, building certifiers, plumbers and drainers, gaming machine allocation disputes, residential services accreditation and tourism services. This tribunals reform initiative has delivered more than \$380,000 in savings over two financial years and improved service delivery to tribunal clients.

Output performance summary

Output: Fair trading services

| Link to whole-of-government priorities | Business goal | Strategies | Key performance measures 02-03 | Target 02-03 | Actual 02-03 | Target 03-04 | Comment |
|---|--|--|---|--------------|--------------|--------------|---|
| <p>More jobs for Queensland – Skills and Innovation – the Smart State</p> <p>Safer and more supportive communities</p> <p>Community engagement and a better quality of life</p> | <p>Business and consumer confidence in the marketplace and its integrity</p> | <ul style="list-style-type: none"> ○ Maintain a fair trading framework that balances the needs of businesses and consumers ○ Improve access to information for businesses and consumers ○ Provide effective consumer protection ○ Ensure businesses operate responsibly ○ Provide effective administrative infrastructure for the marketplace | Quality | | | | |
| | | | Customers provided with information and advice | 3.2 million | 1,922,880 | 2 million | Includes phone, counter and website contacts Only individual unique user visits to the website were counted for 2002-03 whereas previously available data and targets were based on downloaded pages and objects. |
| | | | Number of licensing and registration services provided to business and community groups | 440,000 | 422,230 | 385,000 | The adoption in 2001 of the three-year renewal option for licences and certificates under the <i>Property Agents and Motor Dealers Act 2000</i> resulted in a reduction in the number of renewals processed in 2002-03. With the subsequent introduction of the three-year renewals for business names the estimated number of transactions will further diminish in 2003-04. |
| | | | Number of complaints handled | 12,000 | 12,344 | 13,500 | Includes complaints handled by dispute resolution/mediation and investigation. Target exceeded |
| | | | Quality | | | | |
| | | | Number of enforcement actions undertaken | 2,000 | 1,834 | 2,000 | Prosecution matters are significantly more complex and require substantial resources to manage, resulting in fewer prosecutions being undertaken. However, more significant prosecution outcomes for consumers are being achieved. In addition, the complaint levels for motor dealers and real estate agents transactions have declined by 10% since the amendment of the <i>Property Agents and Motor Dealers Act 2002</i> , resulting in a corresponding decrease in enforcement action. |
| | | | Number of businesses monitored for compliance | 30,000 | 36,479 | 35,000 | Target exceeded |

| Link to whole-of-government priorities | Business goal | Strategies | Key performance measures 02-03 | Target 02-03 | Actual 02-03 | Target 03-04 | Comment |
|---|--|--|--|-------------------------|--------------|--------------|---|
| <p>More jobs for Queensland – Skills and Innovation – the Smart State</p> <p>Safer and more supportive communities</p> <p>Community engagement and a better quality of life</p> | <p>Business and consumer confidence in the marketplace and its integrity</p> | <ul style="list-style-type: none"> ○ Maintain a fair trading framework that balances the needs of businesses and consumers ○ Improve access to information for businesses and consumers ○ Provide effective consumer protection ○ Ensure businesses operate responsibly ○ Provide effective administrative infrastructure for the marketplace | Quantity | | | | |
| | | | % of complaints satisfactorily finalised | 80% | 80% | 80% | Target met |
| | | | Extent of redress and estimated savings achieved for consumers | \$4 million | \$4,277,707 | \$3 million | <p>From 2003-04, this measure will include redress obtained from mediation and investigations, and claims to the Travel Compensation Fund and Property Agents and Motor Dealers Fund; and will exclude estimated savings. It will be reworded to read "amount of redress achieved for consumers".</p> <p>The 2003-04 target reflects that no claims are anticipated to the extent that occurred in 2002-03 because of the Ansett/Travel Land collapse that created significant payments from the Travel Compensation Fund.</p> |
| | | | Extent of complying businesses | 95% | 80% | 95% | <p>The extent of business compliance is lower than estimated as proactive compliance efforts have been directed towards traders with a complaint history. The focus on recognised problem areas has resulted in a lower compliance rate which is unlikely to be representative of Queensland businesses in general.</p> <p>While the strategy of targeting areas of poor compliance will continue in 2003-04, the measure will be revised to compliance rates for non-targeted businesses and organisations to give a more reliable indicator of general compliance levels.</p> |
| | | | Estimated reach of awareness and education initiatives | 70% of adult population | 83.6% | 75% | <p>Target exceeded</p> <p>Survey sampling methodology is used to measure performance.</p> |
| % of licensing decisions appealed | 0.05% | 0.008% | 0.05% | | | | |

Output: Fair trading services (cont.)

| Link to whole-of-government priorities | Business goal | Strategies | Key performance measures 02-03 | Target 02-03 | Actual 02-03 | Target 03-04 | Comment |
|---|--|--|--|--------------|--------------|--|-----------------|
| <p>More jobs for Queensland – Skills and Innovation – the Smart State</p> <p>Safer and more supportive communities</p> <p>Community engagement and a better quality of life</p> | <p>Business and consumer confidence in the marketplace and its integrity</p> | <ul style="list-style-type: none"> ○ Maintain a fair trading framework that balances the needs of businesses and consumers ○ Improve access to information for businesses and consumers ○ Provide effective consumer protection ○ Ensure businesses operate responsibly ○ Provide effective administrative infrastructure for the marketplace | Timeliness | | | | |
| | | | Average advice line wait time | 65 seconds | 39 seconds | 60 seconds | Target exceeded |
| | | | Licensing and registration applications processed within an average of 15 days | 95% | 96.3% | 95% | Target exceeded |
| | | | % investigations completed within: | | | | |
| | | ○ 180 days for major legislative breaches | 75% | 34% | 75% | <p>The percentage of investigations completed within 180 days is lower than estimated due to the investigations of marketeering claims withheld from processing until the <i>Property Agents and Motor Dealers Act 2000</i> was amended. A staged closure of the files which are beyond 180 days old is now occurring.</p> | |
| | ○ 120 days for less serious legislative breaches | 75% | 67% | 75% | | | |

Output: Racing industry services

| Link to whole-of-government priorities | Business goal | Strategies | Key performance measures 02-03 | Target 02-03 | Actual 02-03 | Target 03-04 | Comment | |
|--|---|---|--|-----------------|-----------------|-----------------|--|--|
| <p>More jobs for Queensland – Skills and Innovation – the Smart State</p> <p>Community engagement and a better quality of life</p> | <p>An economically sustainable and publicly accountable racing industry</p> | <ul style="list-style-type: none"> ○ Develop a regulatory and policy framework aimed at devolving responsibility for self-management to the Queensland racing industry ○ Test for prohibited substances in racing animals ○ Provide drug and associated integrity control research, education and advisory services to the racing industry | Quality | | | | | |
| | | | Number of samples taken by the Racing Science Centre | 15,000 | 16,820 | n/a | Target exceeded | A more accurate performance indicator - whether performance standards set in a five-year service level agreement between the Racing Science Centre the racing industry control bodies are met - will be used in 2003-04. |
| | | | Number of significant initiatives implemented to support and assist the racing industry | 15 | 16 | 15 | Target exceeded | |
| | | | Number of racing industry property asset projects undertaken | 4 | 3 | 2 | The Gladstone Racecourse Relocation Project is awaiting a final report from Queensland Racing. | |
| | | | Service level agreement performance standards for delivery of drug control, animal welfare, disease control and other services met | 100% | 100% | Yes | A yes/no performance indicator will be used to measure performance during 2003-04 as it is a more accurate measure of performance. | |
| | | | Annual accreditation of the Racing Science Centre to international standards maintained | yes | yes | yes | Target met | |
| | | | Timeliness | | | | | |
| | | | % of drug sample analyses completed within 10 working days | 95% | 95.4% | 95% | Target exceeded | |
| | | | % of recommendations of regulatory reviews implemented within negotiated time frames | 100% | n/a | n/a | This indicator has been discontinued as no further regulatory reviews are anticipated in the foreseeable future. | |

Output: Liquor industry services

| Link to whole-of-government priorities | Business goal | Strategies | Key performance measures | Target 02-03 | Actual 02-03 | Target 03-04 | Comment |
|---|---|---|---|--------------|--------------|--------------|---|
| <p>More jobs for Queensland – Skills and Innovation – the Smart State</p> <p>Safer and more supportive communities</p> <p>Community engagement and a better quality of life</p> | <p>A dynamic liquor industry which embraces responsible practices</p> | <ul style="list-style-type: none"> ○ Maintain a policy framework that facilitates economic development and social responsibility by the liquor industry ○ Ensure responsible, licensed participation in the industry ○ Promote socially-responsible consumption of alcohol ○ Educate consumers about the responsible consumption of alcohol ○ Implement initiatives to minimise harm and prevent crime associated with the consumption of liquor | Quantity | | | | |
| | | | Number of major projects undertaken to minimise harm and crime associated with alcohol consumption | 4 | 4 | 4 | Includes ongoing projects: <ul style="list-style-type: none"> ○ Drink spiking ○ Liquor Industry Community Development projects ○ <i>Meeting Challenges, Making Choices</i> (MCMC) implementation initiatives ○ Liquor Industry Mandatory Training project |
| | | | Number of alcohol management reference groups involving indigenous communities established | 12 | - | n/a | This measure was no longer valid as this role is now undertaken by Community Justice Groups following recent legislative changes |
| | | | Number of indigenous communities being assisted to develop alcohol management plans | 12 | - | n/a | This measure was no longer valid as the Department of Aboriginal and Torres Strait Islander Policy is now lead agency for this initiative |
| | | | Number of industry information bulletins and liquor trade journal articles produced | 30 | 32 | 30 | Target exceeded |
| | | | Number of orders for promotional and educative material received from licensees and other industry stakeholders | 800 | 687 | 800 | Increasingly, licensees are downloading these materials directly from the Liquor Licensing Division's website, rather than placing mailing orders. |
| | | | Number of investigations of licensees conducted | 5,700 | 7,918 | 7,900 | Target exceeded |
| | | | Number of liquor, wine and adult entertainment applications processed: | | | | |
| <ul style="list-style-type: none"> ○ Complex applications such as new licences, detached bottle shops, adult entertainment permits | 1,450 | 1,336 | 1,400 | | | | |
| <ul style="list-style-type: none"> ○ Moderate applications where no advertising is required | 6,800 | 6,444 | 6,700 | | | | |
| <ul style="list-style-type: none"> ○ Standard applications such as one-off permits | 11,500 | 11,494 | 11,300 | | | | |

| Link to whole-of-government priorities | Business goal | Strategies | Key performance measures 02-03 | Target 02-03 | Actual 02-03 | Target 03-04 | Comment | | |
|---|---|---|--|--------------|--------------|--------------|--|--|--|
| <p>More jobs for Queensland – Skills and Innovation – the Smart State</p> <p>Safer and more supportive communities</p> <p>Community engagement and a better quality of life</p> | <p>A dynamic liquor industry which embraces responsible practices</p> | <ul style="list-style-type: none"> ○ Maintain a policy framework that facilitates economic development and social responsibility by the liquor industry ○ Ensure responsible, licensed participation in the industry ○ Promote socially-responsible consumption of alcohol ○ Educate consumers about the responsible consumption of alcohol ○ Implement initiatives to minimise harm and prevent crime associated with the consumption of liquor | Quality | | | | | | |
| | | | % of clients surveyed rating liquor licensing services as good or better | discontinued | - | - | This measure was discontinued as alternative, more cost-effective methods of obtaining feedback from clients are being developed. | | |
| | | | % of licensing decisions upheld on appeal | 70% | 43% | 90% | <p>Percentages reflect actual wins by the Liquor Licensing Division and are not indicative of the relative success of the division's activities in the Liquor Appeals Tribunal.</p> <p>For the entire year, out of the 35 appeals lodged, 13 appeals were withdrawn voluntarily by appellants or reverted to the division for further consideration, almost all as the result of decisive action by division officers.</p> <p>Therefore, of the 22 cases where a decision was made to uphold or dismiss the appeal, the division achieved a 72% (16 cases) success rate.</p> | | |
| | | | % of complaints resolved | 95% | 94.5% | 90% | | | |
| | | | Timeliness | | | | | | |
| | | | % of front-end licensing activities completed within nominated time frames | 95% | 95.3% | 95% | <p>Target exceeded</p> <p>Front-end licensing activities are carried out before an application is considered and include site visits and risk assessments by staff of the Liquor Licensing Division of premises making applications considered high risk e.g. new licences, extended hours.</p> | | |

Fair trading services



About the Office of Fair Trading

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

The office maintains a fair trading policy and legislative framework that balances the interests of consumers and business. It provides information and advice to consumers and business on fair trading matters, and licensing and registration services for business, cooperatives and non-profit organisations.

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

Functions

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

- maintaining and improving fair trading legislation to ensure a proper balance of consumer and business needs including development of new regulatory strategies for areas showing potential for improper trader behaviour and consumer detriment
- ensuring businesses operate responsibly, through proactive and reactive enforcement action and education activity
- providing access to appropriate redress for consumers and complaint investigation and resolution
- providing customer-oriented registration, licensing and trade measurement standards services
- advising businesses and consumers about scams and responsible behaviour through proactive and reactive information, education and communication campaigns.

Key stakeholders

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

- peak business and industry groups across the Queensland marketplace

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

Goals for 2002-03

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

Statistical snapshot

The office undertook a comprehensive set of regulatory activities in 2002-03 to help build consumer and business confidence and improve the integrity of the Queensland marketplace. All of which helps to drive economic growth and job creation, and minimise consumer detriment.

- Finalised more than 12,300 consumer complaints.
- Monitored more than 36,000 businesses, community groups and individual licensees for compliance with legislative requirements.

Julianne Larkin, a Policy and Legislation Officer with the Office of Fair Trading, inspects a pram at the launch of *About Baby and Children's Safety*, a new product safety guide for parents distributed across Queensland. Photo courtesy of *The Courier-Mail*



- Achieved more than \$4.27 million in redress and estimated savings for consumers.
- Took more than 1,800 enforcement actions against traders including significant actions against introduction agents and motor dealers and resulting in penalties totalling more than \$253,550.
- Provided information and advice to more than 1.9 million customers.
- Issued 861,122 certificates from the Register of Encumbered Vehicles and processed more than 1.15 million REVS transactions in total.
- Reached an estimated 83.6% of Queensland's adult population through awareness and education activities.
- Maintained licensing and registration services to more than 422,000 businesses and community organisations.
- Verified 8,488 measurement standards for business and government to promote correct measurement.
- Received and processed 10,886 written complaints.
- Hosted the second National Fair Trading Futures Workshops, which was attended by State, Commonwealth and international fair trading officers and business and consumer representatives.

Results

Fairer trading

- Commenced development of an integrated marketplace strategy to address emerging state, national and global issues and to provide a planning framework to create an improved marketplace climate for business and consumers.
- Developed an Aboriginal and Torres Strait Islander "Fair Go" strategy to address indigenous consumer detriment.
- Established an extensive marketplace research program and analysis of customer data to inform the Office of Fair Trading's strategies and activities.

Contemporary fair trading framework

- Substantially progressed major policy reviews of the *Fair Trading Act 1989*, *Property Agents and Motor Dealers Act 2000*, *Associations Incorporation Act 1981*, and *Retirement Villages Act 1999* to ensure their relevance to the current marketplace.
- Investigated policy options for regulating motor vehicle repairers, unfair contract terms, finance brokers, hire car industry, and fringe credit providers.
- Completed new legislation for introduction agencies, the fitness industry, and the inbound tourism sector and prepared new draft legislation for manufactured (mobile) homes.
- Completed significant legislative amendments to the *Property Agents and Motor Dealers Act 2000*, *Trade Measurement Act 1990*, *Consumer Credit Code Regulation*, *Motor Vehicle Securities Act 1986* and *Business Names Act 1962*.
- Implemented recommendations of reviews of the National Competition Policy relating to the *Fair Trading Act 1989*, *Business Names Act 1962*, *Credit (Rural Finance) Act 1996*, *Funeral Benefits Act 1982*, *Hire-purchase Act 1959*, *Profiteering Prevention Act (1948)*, and *Second-hand Dealers and Collectors Act 1984* and the *Pawnbrokers Act 1984*.



Responsible businesses

- Conducted proactive compliance monitoring of:
 - property agents, introduction agents, auctioneers, second-hand dealers, security providers, travel agents, and general retailers
 - online travel providers in collaboration with the International Consumer Protection and Enforcement Network
 - petrol and diesel fuels' quality in partnership with the Commonwealth Department of Environment and Heritage, and wholesale petrol and diesel fuel sales to ensure new temperature compensation laws are met
 - trade measurement requirements for fuel dispensers, liquor dispensers, product price

scanners, and food weighing carried out at, and pre-packed foods sold at, various retail and weekend market outlets.

- Conducted a statewide blitz, with Queensland Transport, on motor dealers resulting in enforcement actions and greater industry awareness.
- Proactively targeted real estate agents suspected to be involved in two-tier property marketing activities for investigation and enforcement action.

Consumer protection

- Investigated activities causing considerable consumer detriment resulting in a range of enforcement actions against traders, including public namings, injunctive actions, enforceable undertakings and prosecutions to stop adverse conduct and obtain compensation for consumers. In particular, 12 traders were prosecuted for false representations regarding vehicle odometer readings resulting in fines totalling \$101,000 and compensation of \$16,000.
- Conducted a major survey on the safety of children's toys and banned the "pull back action target game" and the "Yo Yo Ball" capable of being choking and strangulation hazards.
- Successfully prosecuted loan sharks, banks and financiers for breaches of the Consumer Credit Code, with fines imposed totalling almost \$1.3 million.
- Established a new Residential Services Accreditation Branch to accredit and monitor the residential services sector including boarding houses, hostels and aged rental accommodation.
- Successfully undertook legal proceedings against an introduction agency, TLC Consulting Services Pty Ltd, for serious breaches of the *Fair Trading Act 1989*, resulting in Supreme Court orders for TLC to cease operating in Queensland, to compensate 54 consumers a total of \$0.43 million and pay the Office of Fair Trading's legal costs of \$0.13 million.

Informed businesses and consumers

- Introduced a statewide Credit Help Line and implemented a communication campaign to improve consumer behaviour regarding credit, incorporating a new Good Credit Guide and promotional activities during Credit Awareness Week.
- Developed and implemented new statewide communication campaigns on fair trading, property agents and motor dealers, smart shopping advice, scams, product safety, trade measurement issues and buying mobile phones to enhance business and consumer awareness and to promote more responsible marketplace behaviour.
- Developed campaigns, including expanded use of Good Business Guides on new and revised legislation and regulations, particularly relating to introduction agencies, fitness providers, mandatory comparison rates and general fair trading matters, to raise business and consumer awareness of their rights and obligations.
- Expanded information resources for vulnerable consumers including indigenous people, people from non-English speaking backgrounds and young people, including the Buy Smart in the Smart State schools competition.
- Improved the fair trading website that provides consumer and business information, and introduced an electronic complaint-lodgement capability.
- Conducted education and awareness sessions with traders involved in fresh food weekend markets and the real estate, auctioneering and motor dealing industries.
- Engaged key industry and consumer stakeholders to develop best practice responses for businesses in their interactions with young people attending Schoolies Week. Tailored existing information materials for school leavers specifically to include advice about Schoolies-related issues.



Pictured at the launch of the Good Credit Guide, part of the Office of Fair Trading's campaign to improve consumer credit behaviour, are Owen Glover, of the department's Service Delivery and Development Division, Loretta Kreet, Miranda Greer, and Catherine Uhr of Legal Aid Queensland.

Effective administrative infrastructure for the marketplace

- Introduced a single 1300 number to improve customer service by providing telephone access anywhere in Queensland for the cost of a local call.
- In collaboration with the Access Queensland Licensing Applications and Renewals Project, developed a new customer-focused service delivery model for Government licensing.
- Implemented fully-automated telephone payment options for business names renewals and a three-year renewal option for business names registrations.
- Provided access for consumers to search the Written-off Vehicle Register (WOVR) in conjunction with the Register of Encumbered Vehicles (REVS) to increase consumer protection and reduce fraudulent use of vehicle identifiers in the rebirthing of stolen vehicles.

Future Developments

Fairer trading

- Finalise development and commence implementation of an integrated fair trading marketplace strategy to address emerging state, national and global issues.
- Implement the Aboriginal and Torres Strait Islander "Fair Go" strategy to address indigenous consumer detriment and extend the scope of the "Fair Go" strategy to improve consumer protection for people from non-English speaking backgrounds and youth.

Contemporary fair trading framework

- Substantially progress major policy reviews of the *Travel Agents Act 1988*, *Security Providers Act 1993*, and *Collections Act 1966*.
- Finalise policy proposals for regulation of motor vehicle repairers, a new Fair Trading Act and amendments to the *Property Agents and Motor Dealers Act 2000*, *Retirement Villages Act 1999* and *Associations Incorporation Act 1981*.

- Introduce a register of encumbrances over boats.
- Progress, in conjunction with other states, further regulatory responses to fringe credit providers, finance brokers, unfair terms in contracts, and the hire car industry.

Responsible businesses

- Undertake targeted compliance monitoring for various industry sectors, including real estate, second-hand dealers, market traders, credit providers and the seafood industry, and areas subject to new regulation such as fitness providers and inbound tour operators.
- Implement a strategic compliance and enforcement strategy to better address major and systemic fraud, and consumer detriment.

Consumer protection

- Contribute to national reviews of product safety standards for sunglasses, toys and cigarette lighters.
- Conduct a review of information standards for furniture labelling.
- Commence registration and accreditation of supported accommodation/hostel service providers to raise the level of standards within the residential services industry and enhance consumer protection for residents.
- Implement Auzshare in conjunction with other fair trading agencies in Australia and New Zealand.

Informed businesses and consumers

- Implement new statewide communication campaigns to enhance business and consumer awareness and behaviour regarding smart shopping, credit, real estate and motor dealing transactions, scam avoidance, product safety and trade measurement.
- Develop new campaigns to ensure consumers and businesses are aware of their obligations and rights regarding new or revised legislation and regulations, in particular mobile homes, retirement villages, second-hand dealers, and finance brokers.



Effective administrative infrastructure for the marketplace

- Implement consumer complaint management and compliance monitoring systems to improve customer service and investigations and enforcement processes.
- Investigate options to implement a link to the Australian Business Register to provide new businesses with easier access to business names registration services when registering an Australian Business Number.

Report on *Travel Agents Act 1988*

The *Travel Agents Act 1988* provides for the licensing of persons who sell or arrange for the sale of travel or travel and accommodation. Its prime objectives, in addition to licensing, are to regulate the conduct of travel agents and to provide compensation through the Travel Compensation Fund to consumers who have suffered a loss as a result of the licensed travel agent being unable to account for their funds.

The Office of Fair Trading received 39 complaints for the year ended 30 June 2003. While some complaints related to allegations of unlicensed trading, the majority of complaints were in relation to the standard of services provided by agents, refunds and quality of travel arrangements.

The Fund terminated the membership of 57 agencies in Queensland on the basis that they did not have sufficient financial resources to carry on business as travel agents, they had sold the business or restructured the agency ownership. This resulted in 51 licensees leaving the industry.

Eight travel agents caused claims against the Fund. Three, however, were as a result of claims initiated last year. A total of 96 claims were processed and \$118,429 was paid to consumers. The Fund paid out \$619,643 in 2001-02 and \$125,163 in 2000-01 on claims against Queensland agents.

The number of licensed agents (excluding suspended licensees) decreased by 2.5% to 620. Forty-seven surrendered their licences, 8 licences were cancelled and 18 were suspended. However, a further 57 licences were granted.

| Licences | 1998-99 | 1999-00 | 2000-01 | 2001-02 | 2002-03 |
|--------------|---------|---------|---------|---------|---------|
| Total Number | 722 | 702 | 651 | 636 | 620 |
| Issued | 88 | 60 | 50 | 49 | 57 |
| Surrendered | 37 | 40 | 42 | 40 | 47 |
| Cancelled | 64 | 40 | 59 | 24 | 8 |
| Suspended | - | - | - | 11 | 18 |

Report on door-to-door trading hours exemptions

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

| Dealer | Date granted | Period of exemption |
|--------------------------------------|------------------|---|
| AUSTAR Entertainment Pty Ltd | 18 December 2000 | Unlimited, but subject to annual review |
| A Better Chance Pty Ltd | 18 December 2000 | Unlimited, but subject to annual review |
| Cable & Wireless Optus Limited | 20 December 2000 | Unlimited, but subject to annual review |
| AAPT | 22 January 2001 | Unlimited, but subject to annual review |
| FOXTEL Management Pty Limited | 26 February 2001 | Unlimited, but subject to annual review |
| Appco Direct Pty Ltd | 19 November 2001 | Unlimited, but subject to annual review |
| Support Direct Pty Ltd | 19 November 2001 | Unlimited, but subject to annual review |
| Granton Direct Pty Ltd | 19 November 2001 | Unlimited, but subject to annual review |
| AllSports Direct (Australia) Pty Ltd | 19 November 2001 | Unlimited, but subject to annual review |
| Pro-Sales Direct Pty Ltd | 19 November 2001 | Unlimited, but subject to annual review |
| Ergon Energy Pty Ltd | 28 May 2003 | Unlimited, but subject to annual review |

Any business with an exemption must:

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

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

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

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

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

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

Buy Smart challenge a breeze for regional students

Regional students took out seven of the 10 major prizes, including the two top awards, in the Office of Fair Trading's inaugural *Buy Smart in the Smart State* competition in 2002.

More than 400 students from all over Queensland submitted individual and group entries in the competition aimed at improving students' awareness and understanding of their consumer rights.

When announcing the competition winners last October, the Minister for Fair Trading, Merri Rose, said it was encouraging to see so many young people taking an interest in consumer matters and she was particularly delighted to see such a strong showing from regional and rural areas.

Students were asked to research a fair trading issue and present their findings to their classmates in a creative manner. Entries were judged on creativity and quality, ability to communicate a consumer message, and suitability and effectiveness for classmates.

Key topics addressed included Internet shopping, refunds, choosing an Internet service provider, mobile phone contracts and purchasing commodities such as clothes, CDs and entertainment.

The competition provided the Office of Fair Trading with valuable insight into the issues that concern young Queenslanders, who are already regular consumers of goods and services in the marketplace, even at the primary school level. Information gathered through the competition will enable education and awareness programs to be tailored to address students' needs.

Of the entries received:

- 131 came from secondary schools and 122 from primary schools
- 137 were individual entries and 116 group entries
- 143 entries came from students and schools in regional areas.

Cash prizes totalling \$11,400 were presented to winning students and their schools across the following categories:

- first prize (high school) - \$150 for entrant/s and \$2,000 for school
- three second prizes (high school) - \$100 for entrant/s and \$1,000 for schools
- first prize (primary school) - \$150 for entrant/s and \$2,000 for school
- three second prizes (primary school) - \$100 for entrant/s and \$1,000 for schools
- two encouragement awards - \$50 for entrant/s and \$200 for schools.

Brisbane Consumers' Association representative and competition judge, Fiona Guthrie, said the judging panel was very impressed by the students' use of different presentation methods, such as video, web pages, PowerPoint presentations and animation. She said the entrants demonstrated an exceptional understanding of their consumer rights and responsibilities and a strong grasp of new technologies.

Winners - high school

First prize: Grace Purton-Long – Yeppoon State High School

Second prize: Saad Khan and David Fisher – Kenmore State High School

Second prize: Belinda Moore – Corpus Christi College

Second prize: Daniel Robards and Clement Chan – Marymount College

Winners - primary school

First prize: Jack MacDonald, Ewan MacDonald, Stuart Craig and Connor Craig – Nerimbera State School

Second prize: Ashden Walker, Kate Pearce and Sarah Everist – Mayfield State School

Second prize: Kaitlyn Murray and Tonika Clark – Kia-Ora State School

Second prize: Elizabeth Menary – Kuluin State School

Encouragement awards

Phillip Collins – Parramatta State School

Robert Stout – Winton State School

Finalists - high school

Nicholas Breuss, Chris Khoury and Nigel Margetts – Marymount College

Karen McDonald – Kenmore State High School

Darren Wilson and Rajesh Bodapati – Kenmore State High School

Bridget Heinemann and Margaret DeSilva – Lourdes Hill College

Tamara O'Keefe and Joel – Marymount College

Allison Roberson – Corpus Christi College

Mary-Anne Brady – Corpus Christi College

Eloisa Basco, Louise Panozzo, Tracy Betts and Katrina Yang – Mary Mount College

Jessica De Bruijn and Fiona Kemp – Lourdes Hill College

Britney Hansen – Runcorn State High School

Rhianon Hoy – Runcorn State High School

Roberta De Pauw – St Rita's College

Che Howell and Aneta Wiczorek – Miami State High School

Nathan Hall and Jesse Nirolic – Windaroo Valley High School

Anne-Maree Waugh, Rachel Williams, Clare Hansen and Kerrie Hale – Marymount College

Finalists - primary school

Matthew Kerr, Zach Geale and Rory Paterson – Kuluin State School

Libby MacDonald, Stephanie McGregor, Rachel McGregor and Zoie Sorensen – Nerimbera State School

Ashlee Delisser, Aaron Barnard, Brianna Hockey, Truwyn Kampf, Shannah Muller and Gail Nowland – Monto State School

Shona Read – New Farm State School

Jackie Koh – New Farm State School

Angelka Susa and Kaitlyn Smith – New Farm State School

Tawny Redgrave, Alissa Bambrick and Sarah Waugh – Byfield State School

Kiah Reading, Steven Lio-Willie, Ben Vande Griendt, Ben Lynch, Sarah Thygesen and Dominique Wagner – Mount Cotton State School

Tania Benson, Jessica Boundy, Jessica Reynolds, Ben Dixon, Jesse Connolly and Cherie Peddie – Edens Landing State School

Cassandra Reck – Clarendon State School

Courtney Halsall, Kara Small and Courtney Bowd – Kuluin State School

Will Sunerton, Michael Cars, Kenneth Andrew and Alex Bubke – Mayfield State School

Courtney Watson – Kalkie State School

Aimee Mocatta – Kalkie State School

Mayfield State School students Sarah Everist, Ashden Walker and Kate Pearce won \$1,000 for their school and \$100 for themselves in the Buy Smart in the Smart State competition. Photo courtesy of the *South East Advertiser*



Population awareness

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

| Topic | Nov 2001 | May 2002 | Nov 2002 |
|-------------------------------------|--------------|--------------|--------------|
| | % | % | % |
| Product safety and recalls | 47 | 55 | 58 |
| Scams and fake lotteries | 42 | 47 | 56 |
| Buying and selling real estate | 32 | 37 | 50 |
| Buying used cars | 34 | 37 | 46 |
| Consumer credit | 32 | 37 | 45 |
| Door-to-door sales | 26 | 33 | 42 |
| Internet purchasing | 31 | 38 | 40 |
| Responsible business behaviour | 25 | 32 | 36 |
| Prosecutions of businesses | 23 | 28 | 34 |
| Licensing and business registration | 20 | 30 | 31 |
| Telemarketing | 24 | 29 | not measured |
| Shopping Green | not measured | not measured | 25 |

Notes:

- Overall, 83.6% of Queensland residents had either heard or read information or warnings from the Office of Fair Trading during May-November 2002, up from 73.5% in November 2001 and 78.8% in May 2002.
- While residents aged 18-44 years were less likely (at 84% awareness) than 55 years and over (93%), 84% is considered a very high level of awareness.
- Tertiary qualified and self-employed people, and those in the Brisbane region, were most likely to be aware.
- Major sources of information were newspaper stories (up 15%), television shows and news (up more than 30%), newspaper advertisements (up 11%), radio, newsletters and brochures.

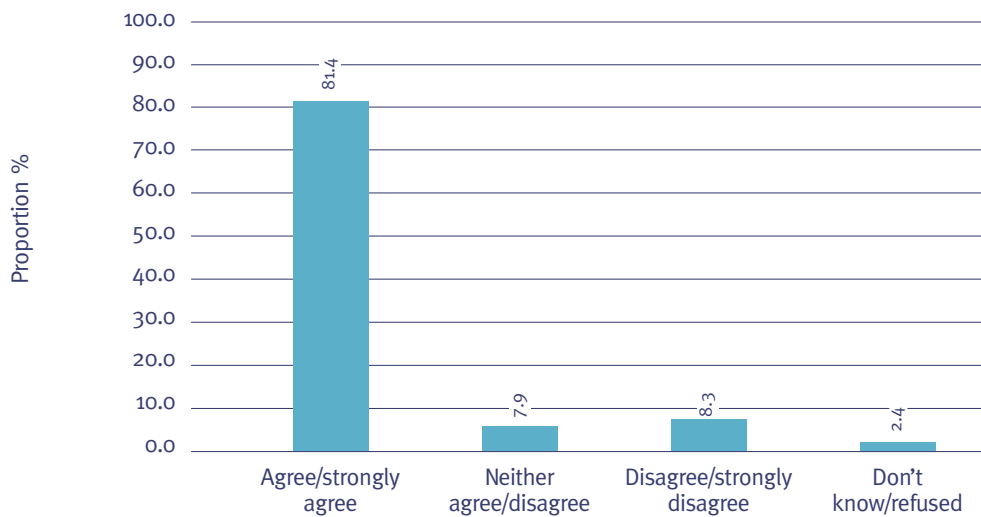


Buying a car at auction may be cheaper but it can also present more risks such as no statutory warranty or cooling-off period, so the Office of Fair Trading's popular booklet, *The Glovebox Guide*, is a must read for people wanting to avoid some of the common consumer pitfalls when buying a car.

Trader confidence

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

A significant majority of traders agree or strongly agree (81.4%) with this statement. Of these, significantly more agree (70.2%) rather than strongly agree (11.2%) that businesses and traders are fair and ethical. 8.3% disagreed or strongly disagreed.

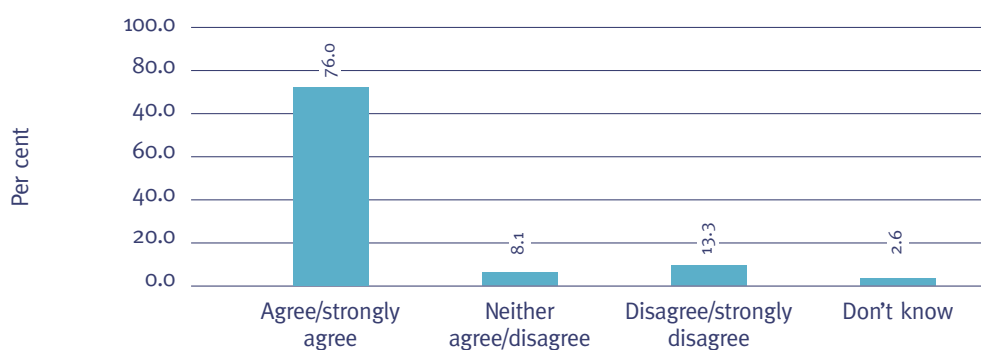


Measured by the Office of Economic and Statistical Research, 2002, from a sample of 300 statewide

Consumer confidence

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

The majority of Queensland adults agreed or strongly agreed (76.0%) that Queensland consumers could safely buy products and services, knowing that most businesses or traders would be fair and ethical. 13.3% disagreed or strongly disagreed.

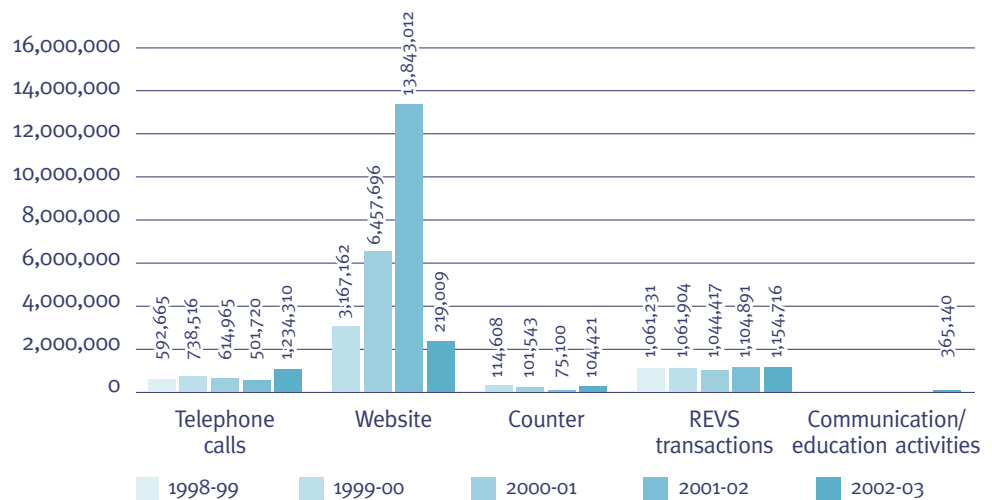


Measured by the Office of Economic and Statistical Research, 2002, from a sample of 300 statewide

Written complaints received by the Office of Fair Trading

| Rank in 2002-03 | Category | No. of complaints in 2002-03 | % of total complaints in 2002-03 | No. of complaints in 2001-02 | Rank in 2001-02 | Variation from 2001-02 |
|-----------------|------------------------|------------------------------|----------------------------------|------------------------------|-----------------|------------------------|
| 1 | Household Personal | 2,775 | 25.5% | 2,559 | 1 | 8.4% |
| 2 | Real Estate | 1,756 | 16.1% | 1,780 | 2 | -1.3% |
| 3 | Motor Vehicles | 1,592 | 14.6% | 1,705 | 4 | -6.6% |
| 4 | Occupational Services | 1,569 | 14.4% | 1,714 | 3 | -8.5% |
| 5 | Finance Investment | 928 | 8.5% | 801 | 6 | 15.9% |
| 6 | Scams | 646 | 5.9% | 1,063 | 5 | -39.2% |
| 7 | Other Transport/Travel | 617 | 5.7% | 687 | 8 | -10.2% |
| 8 | Building/Construction | 456 | 4.2% | 357 | 9 | 27.7% |
| 9 | Communication | 428 | 3.9% | 794 | 7 | -46.1% |
| 10 | Commercial | 119 | 1.1% | 135 | 10 | -11.9% |
| | TOTAL | 10,886 | | 11,595 | | -6.1% |

Enquiries received by the Office of Fair Trading

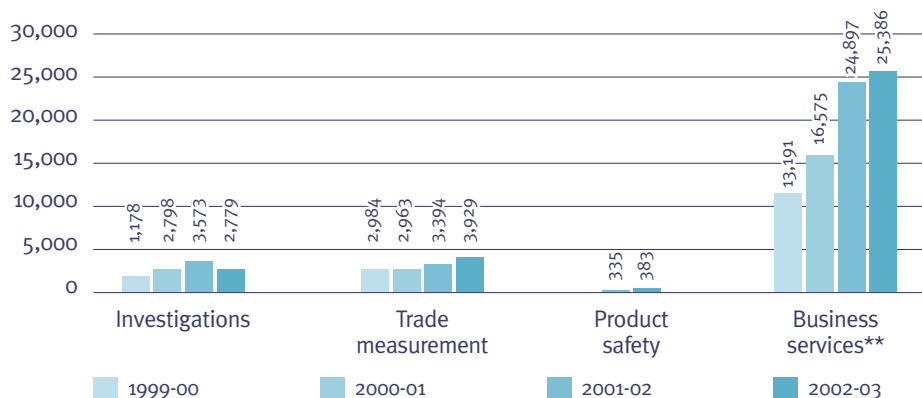


Note: Website enquiries has decreased as only individual unique user visits to the website were counted for 2002-03 whereas previously available data was based on downloaded pages and objects. The Office of Fair Trading also undertook communication and education activities directly with 365,140 customers.



Daniel Kelly removes the NRG Paintball toy from a retailer's shelves in Cairns following its banning by the Minister for Fair Trading in December 2002. The toy was one of five projectile products immediately and permanently banned from sale due to an injury hazard. Photo courtesy of *The Cairns Post*

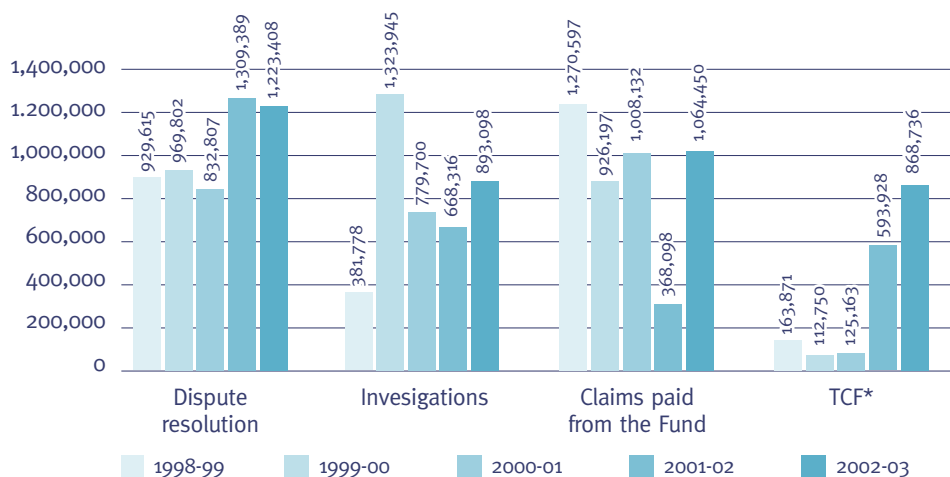
Proactive compliance



Note: Proactive compliance activities include checking businesses, industries and incorporated associations to ensure compliance with relevant legislative requirements. Total proactive compliance checks was 36,479 which includes 4,002 trust account audits.

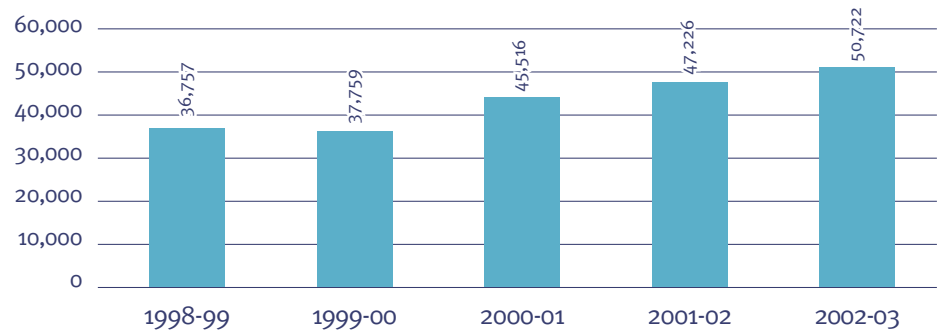
** Business services includes associations and charities annual returns checked, plus business names compliance program

Consumer redress



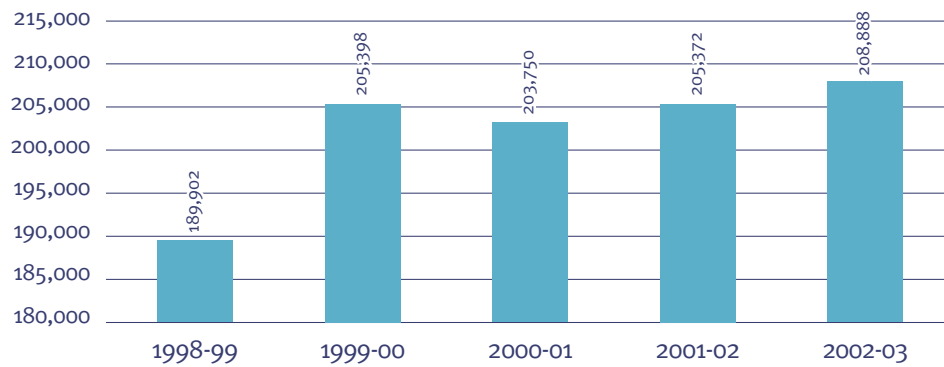
Note: Total consumer redress was \$4,277,707 in 2002-03 which includes estimated savings to the community through trade measurement interventions to the value of \$228,015. Significant payments from the *Travel Compensation Fund in 2002-03 resulted from the Ansett/Traveland collapse. Dispute resolution is the amount of redress the Office of Fair Trading staff negotiated for consumers from traders who were the subject of complaints. These complaints did not involve obvious breaches of the law. Investigations is the amount of redress awarded by court action or negotiated by inspectors for consumers from traders where there appeared to be clear evidence of breaches of the law.

Total occupational licences



Note: The Office of Fair Trading licences a number of occupations including motor dealers, salespersons, pastoral house professionals, second-hand dealers, security providers and private investigators, travel agents, and collection agents. There were 10,810 new licence applications in 2002-03.

Total business names registered

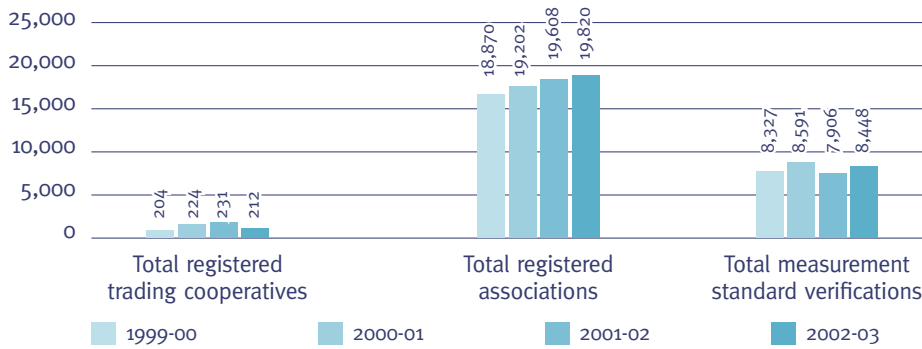


Note: There were 42,383 new business name applications in 2002-03.



Trade Measurement Inspectors undertake spot checks of scales and other measuring instruments throughout Queensland to ensure shoppers get what they pay for. Inspector Pat Tully checks a retail butcher's weight scales during an Office of Fair Trading blitz on butchers, bakers, service stations and supermarkets in November 2002. Photo courtesy of the *Gold Coast Bulletin*

Registrations

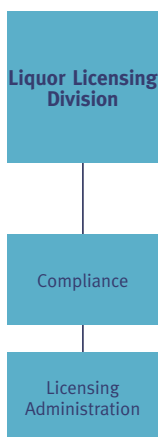


Note: The Office of Fair Trading registers trading cooperatives and incorporated associations, and undertakes measurement standards verifications.



The Office of Fair Trading's popular booklet, *The Hard Sell*, is essential reading for consumers who want to learn how to protect themselves against high-pressure sales techniques, frauds and scam artists.

Liquor industry services



About the Division

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

Functions

The division's key functions are:

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

Key Stakeholders

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

Goals for 2002-03

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

- Educate consumers about the responsible consumption of alcohol
- Implement initiatives to minimise harm and prevent crime associated with the consumption of liquor

Statistical snapshot

- Queensland had over 5,800 licensed premises at 30 June 2003.
- The division processes more than 11,000 permits annually which authorise the sale of liquor on one-off occasions across the State.
- 1,565 complaints in relation to licensed premises were received in 2002-03, with noise complaints topping the list and accounting for about a third (542).
- 1,533 or 98% of complaints were finalised in 2002-03.
- 7,918 investigations were undertaken in 2002-03, including 3,089 targeted compliance investigations outside office hours during peak liquor trading hours.
- 19,274 licence and permit applications were processed in the year to 30 June 2003.
- More than \$900,000 in tax subsidies was rebated to Queensland wineries under the Wine Equalisation Tax Rebate Scheme.
- 3,773 Responsible Service of Alcohol Training Program Certificates of Attainment were issued in 2002-03, including the 10,000th in March 2003. Since the program began in 1997, more than 12,200 liquor industry workers have been trained in responsible serving practices in licensed premises.

Results

Policy and legislation

- Completed the 10-year review and subsequent redrafting of the Liquor Regulation 1992. The revised Liquor Regulation 2002 commenced on 1 September 2002.
- Amended the *Liquor Act 1992* to enable the declaration of restricted areas in indigenous communities. These amendments aim to minimise the harm caused by alcohol abuse/misuse and associated alcohol-related disturbance or public disorder.
- Obtained Government endorsement of a liquor industry mandatory training program for new licensees and nominees under the *Liquor Act 1992* and *Wine Industry Act 1994*. In conjunction with liquor industry stakeholders, a course curriculum, resources and delivery framework are currently being developed.
- In conjunction with the Queensland Police Service, revised a *Liquor Act 1992* training package and delivered this training to Queensland Police Service and Liquor Licensing Division officers throughout Queensland.

Compliance

- Finalised more than 7,900 investigations and inspections and undertook 159 prosecutions, together with 105 show cause and disciplinary actions, during the year ending 30 June 2003. 1,123 on-the-spot fines were issued by licensing officers with a further 11,723 tickets issued by Queensland Police during the year. Fines, including those collected from the issue of on-the-spot infringement notices, exceeded \$1.8 million.
- 1,565 complaints were received regarding the operation of licensed premises and patron behaviour with 98% of these resolved during the year.
- Introduced a trial of revised after-hours working arrangements for investigators. Interim results reveal the trial has been cost effective, and has resulted in an increased compliance presence during peak trading periods at licensed venues.

Number of licences and complaints

| Year | Licences | Complaints |
|---------|----------|------------|
| 2002-03 | 5,882 | 1,565 |
| 2001-02 | 5,716 | 1,509 |
| 2000-01 | 5,685 | 1,491 |
| 1999-00 | 5,461 | 1,450 |
| 1998-99 | 5,177 | 1,153 |
| 1997-98 | 4,988 | 1,105 |

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

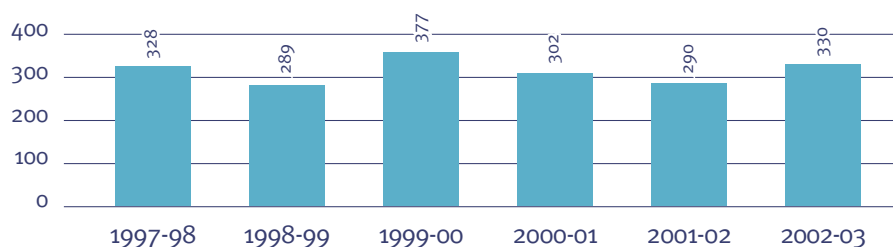
Licensing and client service

- More than 19,000 applications were received under the *Liquor Act 1992* and *Wine Industry Act 1994* during the year. These applications included transfers of licence, extended hours permits and 7,593 permits (7,314 of which were granted) for one-off events conducted by community organisations.
- Total applications included 522 applications for new licences during the year, including 88 detached bottle shops and 19 satellite cellar doors. 431 applications for new licences were granted.
- 42 applications were received to allow the conduct of sexually-explicit entertainment on licensed premises. 21 annual and six one-off permits were approved. One permit was cancelled following disciplinary action for breaches of the permit.
- Administered the Wine Equalisation Tax Rebate Scheme. This scheme assists in the economic development of the Queensland wine industry by ensuring price stability following the introduction of the Goods and Services Tax. In excess of \$900,000 in tax rebates were distributed to Queensland wineries during the year ended 30 June 2003.

New applications lodged and decisions made

| Application type | Lodged | Granted | Refused | Provisional licence | Withdrawn |
|-----------------------|--------|---------|---------|---------------------|-----------|
| New licence | 379 | 299 | 1 | 35 | 74 |
| Club licence | 3 | 5 | 0 | 0 | 2 |
| Wine licence | 33 | 26 | 0 | 0 | 6 |
| Detached bottle shop | 88 | 85 | 3 | 0 | 17 |
| Satellite cellar door | 19 | 16 | 1 | 0 | 7 |
| TOTAL | 522 | 431 | 5 | 35 | 106 |

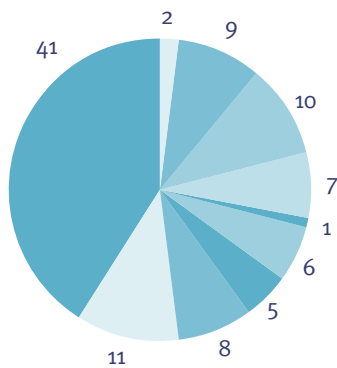
New licences granted





The Liquor Licensing Division continued to work with the liquor industry to ensure under-age drinkers are not permitted to consume or obtain liquor from licensed premises. During 2002-03, 108 infringement notices were issued to minors consuming or possessing liquor on licensed premises, 146 issued for being on licensed premises and 429 for attempting to falsely represent themselves as being over the age of 18 years to gain entry.

Breakdown of new licences granted



| | | |
|---------------------|-----|------|
| On-premises meals | 139 | 41% |
| Other on-premises | 36 | 11% |
| Residential | 26 | 8% |
| Special facility | 16 | 5% |
| Producer/wholesaler | 19 | 6% |
| Wine merchant | 3 | 1% |
| Wine producer | 23 | 7% |
| Limited | 34 | 10% |
| General | 29 | 9% |
| Club | 5 | 2% |
| Total | 330 | 100% |

Alcohol management initiatives

- The Responsible Service of Alcohol Training Program continued to be reviewed and updated. The 10,000th Certificate of Attainment for completion of this program was issued in March 2003.
- Maintained the development of community-based approaches to issues relating to liquor consumption in a variety of locations throughout Queensland. Establishment of community-based solutions is facilitated through cooperation and communication between licensees, police, local government authorities and community stakeholders. This approach was taken in dealing with local concerns in the Caxton Street precinct in Brisbane as well as in the Mt Isa, Cairns and Townsville communities.
- A 12-month trial of reduced trading hours and restrictions on liquor products being sold in Mt Isa hotels and clubs commenced on 1 August 2002. This trial was undertaken in an attempt to address early morning alcohol-related disturbances in this community and was independently evaluated by James Cook University's Mount Isa Centre for Rural and Remote Health with support from Queensland Health.
- Participated in statewide alcohol safety

and venue management meetings involving licensing officers and representatives from licensed venues, the Queensland Police Service, local government and other relevant agencies. These meetings provide an opportunity to effectively identify and address new and emerging liquor-related issues.



Liquor Licensing Minister, Merri Rose, presented Danielle Receveur of the Camp Hill Hotel with the 10,000th statement of attainment for the Responsible Service of Alcohol Training Program in March 2003. As a result of its success, the program will be the foundation for a training course on responsible management of licensed premises for new licensees and nominees to be introduced in 2004.

Indigenous initiatives

- As part of the whole-of-government response to the Cape York Justice Study Report, the *Liquor Act 1992* was amended to enable the declaration of restricted areas in indigenous communities. These amendments aim to minimise the harm caused by alcohol abuse/misuse and associated alcohol-related disturbance or public disorder in these communities.
- The first Restricted Area Regulation was passed for Aurukun and came into effect from 1 January 2003, followed by the Doomadgee and Napranum (Weipa South) communities on 9 June 2003.
- In conjunction with the Department of Aboriginal and Torres Strait Islander Policy (DATSIP) as lead agency, worked with indigenous communities in the development of alcohol management plans to address local alcohol-related issues.



Actors from Murri radio station 4AAA provided the voices for advertisements aimed at addressing alcohol abuse in indigenous communities. The ads aired on the National Indigenous Radio Service during the Australian Rules Football season and reached 122 indigenous and more than 120 mainstream non-indigenous community stations.

- Encouraged responsible consumption of alcohol, sly-grog awareness, and the effect of restricted areas in indigenous communities through a radio campaign with the National Indigenous Radio Service linked to broadcasts of Australian Football League matches.
- In cooperation with regulators from other state jurisdictions, established the Australasian Liquor Licensing Authorities Conference – Working Group on Indigenous Issues. This group met in 2002 to share information on the regulation of alcohol supply in indigenous communities throughout Australia.

Liquor industry and community development project

- Progressed initiatives under the Liquor Industry and Community Development Project (funded by Queensland Health) including:
 - review of the Event Management Guide
 - development of a risk assessment package entitled “No More Risky Business” for licensees to assist in self-assessment of the risk profiles of licensed premises
 - developed a guide for staff and industry to increase the ability of stakeholders to effectively develop and maintain industry/community consultative forums
 - in conjunction with Queensland Health as lead agency, developed and distributed a range of drink spiking awareness materials.



Liquor licensing officers will be out in force at Schoolies Week 2003 monitoring under-age drinking offences and trading practices in licensed premises and bottle shops. During Schoolies Week in 2002 they visited 514 licensed premises and checked 1,713 people for identification on the Gold Coast and Sunshine Coast.

Future developments

- Ongoing development of liquor regulations covering alcohol carriage and consumption in indigenous communities to support the establishment of restricted areas.
- Provide ongoing assistance to DATSIP and indigenous communities to finalise alcohol management plans.
- Provide assistance to the Queensland Police Service to undertake Liquor Act compliance activities in indigenous communities.
- Undertake the review of various provisions for the *Liquor Act 1992* including noise issues, water availability, Internet sales and other administrative amendments.
- Review various provisions of the *Wine Industry Act 1994* in consultation with wine industry stakeholders.
- Continued administration of the Wine Equalisation Tax Rebate Scheme. It is estimated that more than \$1 million in taxation rebates will be provided to the Queensland wine industry during 2003-04.
- Finalise curriculum, resources and delivery framework for Responsible Management of Licensed Premises training course and implementation in 2004.
- Support the Government's Schoolies Festival initiative by maintaining effective Liquor Act compliance operations during this annual event.
- Continue the review of over 5,500 licences held under the *Liquor Act 1992* and *Wine Industry Act 1994*. This review is a consequence of major amendments to both acts resulting from National Competition Policy reviews.
- Maintain industry Liquor Act awareness and communication strategies.
- Assess the feasibility of alternative access and methods of payment for the provision of liquor licensing information and services to clients.



The Liquor Licensing Division produces an extensive range of educational material to assist licensees and their staff, and the community, to understand their responsibilities under the Liquor Act.



Late night entertainment venues were targeted in a new campaign to provide information to licensees, staff and patrons about the dangers of drink spiking. Brochures, posters, coasters and unattended drinks cards, carrying explicit warnings, were developed by the Liquor Licensing Division for use in licensed premises.

Racing industry services



About the Division

The passing of the new *Racing Act 2002* in Parliament in October 2002 signalled a new era of government racing policy in Queensland.

The new Act ensures that the racing of animals, upon which betting is lawful, is conducted to the highest standards of integrity by all persons involved in racing or betting, and that the welfare of animals involved is protected.

The culmination of years of consultation with the racing industry, the Act provides a modern legislative framework to replace the old *Racing and Betting Act 1980* which was outdated, complex and increasingly irrelevant to the current racing environment.

The new Act will ensure an approved control body has all the policies, rules of racing and processes in place necessary for the regulation and good management of its code.

To reflect this new legislative direction, the role for the department's Racing Division will be expanded. Previously, its primary role was to promote the growth and development of the racing industry, but under the new Act, the division's focus will include maintaining public confidence in the integrity of the Queensland racing industry and safeguarding the welfare of animals involved in racing.

In preparation for the start of the new act from 1 July 2003, the division planned the establishment of an Office of Racing Regulation to replace the old Racing Directorate, which will be responsible for processing control body approval applications, processing accredited facility applications, developing programs to audit control bodies, and monitor and enforce compliance with the new Act.

Besides the *Racing Act 2002*, the Division also administers the *Racing Venues Development Act 1982* and the *Eagle Farm Racecourse Act 1998*.

Functions

The division provides a framework for the regulation of the Queensland racing industry, leading to improved integrity and public confidence that the industry is being operated in an accountable and responsible manner. This is achieved through:

- implementing and monitoring a regulatory and policy framework to sustain a commercially-responsive and contemporary Queensland racing industry
- collaborating with and assisting the racing industry's transition to regulation under the *Racing Act 2002*
- assessing and reporting on applications for control bodies and accredited facilities
- auditing, assessing and reporting on compliance with the *Racing Act 2002*

- researching, analysing and advising on international, national and state developments and trends in racing, wagering and related industries
- protecting the integrity of the racing industry through the provision of drug testing and other scientific services.

Key stakeholders

The division works closely with the following clients and stakeholder groups:

- industry statutory control bodies, including Queensland Racing, the Queensland Harness Racing Board and the Greyhound Racing Authority
- other industry statutory bodies, including the Racing Appeals Tribunal, racecourse trustees and the Racing Animal Welfare and Integrity Board (from 1 July 2003)



- Commonwealth Government departments and agencies, other State Government departments, local authorities, international government agencies and industry organisations.

Goals for 2002-03

Implementation of new legislation

Introduction and proclamation of the *Racing Act 2002*, including the establishment of an Office of Racing Regulation.

Industry structural reform

Monitor the progress of control bodies, Queensland Racing, the Queensland Harness Racing Board and the Greyhound Racing Authority, towards implementing corporate structural reform.

Industry property assets

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

Racing Science Centre

- Undertake research into new and prohibited substances and assist industry with policy development relating to prohibited substances and animal welfare.
- Continue to monitor and evaluate the existing service level agreement between the department and the racing industry for the provision of integrity services to the industry, and develop a five-year service level agreement with the racing industry control bodies.

Training Track Subsidy Scheme

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

Statistical snapshot

- Queensland has 137, or 33% of Australia's thoroughbred race clubs.
- In 2001-02, Queensland conducted 5,946 races, or 28% of Australia's thoroughbred races, more than any other State or Territory.
- Queensland has the greatest and most regionally distributed racing infrastructure, with a smaller population and racing expenditure per head than the other major States, which presents some unique challenges.
- Of the State's 130 plus race clubs at 30 June 2003, only 20 are located in the south-east corner.
- The Queensland wagering tax on punters is 20%, the lowest in Australia.
- The greyhound and harness racing codes in Queensland comprise 17 registered racing clubs and some 3,000 licensed industry participants.

Results

Racing legislation

Developed new racing legislation, the *Racing Act 2002*, which was passed unanimously by Parliament in October 2002. The Act is one of the most significant pieces of racing legislation ever passed in Australia and clearly demonstrates the Queensland Government "Smart State" approach to governance of significant industry sectors.

The Act ensures that the racing of animals, upon which betting is lawful, is conducted to the highest standards of integrity by all persons involved in racing or betting, and that the welfare of the animals involved is protected.

The Act also implements the recommendations of the National Competition Policy Review of the *Racing and Betting Act 1980* by:

- providing an opportunity for new codes of racing to be approved
- removes the prohibition of proprietary (for profit) racing
- removes advertising restrictions on racing bookmakers.

Industry structural reform

In the second stage of the structural reform process, control bodies are to report by October 2003 to the Minister for Racing on the development of corporate governance structures to replace the current system of statutory bodies. The division continues to monitor the control bodies' progress towards implementing corporate structural reform.

Industry property assets

- Albion Park Raceway
Finalised the transfer of ownership of the Albion Park Raceway asset to the Greyhound Racing Authority and the Queensland Harness Racing Board. This transfer provides the codes with ownership of their most significant product-producing asset for the first time in their histories.
- Parklands Gold Coast venue
Finalised the transfer of control, management and responsibility of the Parklands asset from trustees appointed under the *Lands Act 1994* to trustees appointed under the *Racing Venues Development Act 1982*. This transfer of ownership will streamline supervision and provide for more efficient and effective use of the venue.
- Deed of Grant in Trust racecourses
Continued implementing the Deed of Grant in Trust racecourse policy with the transfer of Bundamba Racecourse to Ipswich Turf Club Inc, and progressed the transfers of Gatton Racecourse to Lockyer Race Club Inc. and Cluden Park Racecourse to the Townsville Turf Club. Industry ownership and control of these racecourses removes the bureaucratic processes and costs of administering venues through the *Land Act 1994*.

Racing Science Centre

The Racing Science Centre is operated by the department, but is funded by the Queensland racing industry.

It provides a comprehensive range of racing integrity services to the industry, including drug testing, advice on animal disease management,

animal welfare, exotic disease control and research into newly-appearing drugs.

During 2002-03 the Racing Science Centre processed 16,820 samples from racing animals, of which 57 tested positive for prohibited substances. As part of pre-race drug testing initiatives, 3,688 samples were collected and analysed on-course at selected race meetings at metropolitan and regional courses.

The centre delivered services to the Queensland racing industry under the 2002-03 formal service level agreement. During the year, it developed and began implementation of a new five-year service level agreement with the racing industry control bodies for the provision of integrity services from 2003.

The centre achieved international quality accreditation to International Standard ISO/IEC 7025 (1999) and the management requirement for ISO 9002:1994. It also developed and implemented a new Laboratory Information Management System.

Future developments

Implementation of the *Racing Act 2002*

The division will continue to work with control bodies to facilitate their obligatory policy development under the *Racing Act 2002* and ensure a smooth transition to operating under the new legislation. The Office of Racing Regulation will begin operations from 1 July 2003 and will be responsible for processing applications for, and monitoring compliance of, control bodies and accredited facilities under the new Act.

Industry structural reform

The division will continue to monitor and assist the control bodies' progress towards implementing corporate structural reform. Control bodies are required to report on company corporate governance structures by October 2003. The division will analyse and respond to recommendations from the governance reviews of the thoroughbred, harness and greyhound codes.



Senior Technical Officer, Kate Sievers, is part of the highly respected team of veterinarians, analysts, laboratory technicians and support staff at the department's Racing Science Centre at Hamilton, a world-class testing and research facility that annually processes some 16,000 samples from racing animals to test for prohibited substances.

Industry property assets

The division will continue to identify and analyse further opportunities to streamline and align management of racecourse assets with those bodies responsible for delivery of racing product.

In the coming year, the division will finalise the transfer of ownership of Gatton Racecourse to Lockyer Race Club Inc. and Cluden Park Racecourse to the Townsville Turf Club. It will also coordinate a formal evaluation of the governance and use of Parklands Gold Coast to optimise its future use as a racing venue and as a major community facility on the Gold Coast.

Racing Science Centre

During 2003-04, the Racing Science Centre will make an application to become an accredited facility under the new *Racing Act 2002*.

The centre will also continue to monitor and evaluate the formal service level agreement between the department and the racing industry for the provision of integrity services to the industry. It will maintain its international quality accreditation to International Standard ISO/IEC 7025 (1999) and management requirements for ISO 9002:1994. It will also seek international Quality Management systems accreditation to AS/NZS 9001:2000 standard.

Training Track Subsidy Scheme

In conjunction with Queensland Racing, the division will conduct an evaluation of the effectiveness of the Training Track Subsidy Scheme. This evaluation was postponed from 2002-03 due to Queensland Racing reviews into TAB and non-TAB racing/wagering programs.

New challenge for respected racing executive



Dr Bob Mason, who has headed the Racing Division with great distinction since 1989, left the department in 2003 to take up a new challenge with the racing industry.

One of the department's most highly qualified and experienced senior executives, Dr Mason had a solid and successful track record of achievement in the development and implementation of modern, responsive racing policy and legislative reform within the Queensland Government.

Dr Mason began his career with the Queensland Government in 1987 as a Principal Veterinary Officer/Manager. He was responsible for the establishment of the department's Racing Science Centre at Hamilton, following the infamous "caffeine-crisis" in the Queensland racing industry.

In 1989, he was appointed Director of the department's Racing Division, and Executive Director in 1999. In his years with the department he worked with a number of Racing Ministers, including the late Russell Hinze, Gil Ellison, Jim Randall, Bob Gibbs, Russell Cooper and since 1999, Merri Rose.

During Dr Mason's time as Executive Director, the Racing Division had a number of significant achievements, including the ongoing modernisation of racing legislation and regulation, the establishment of the Queensland Racing Industry Training Centre and the Racing Science Centre, and the streamlining of racing administration.

He and his team were instrumental in developing and introducing the new *Racing Act 2002*, which will assist the racing industry to be a competitive and sustainable industry.

Dr Mason's new role as the Integrity Services Manager for Queensland Racing, the control body for thoroughbred racing in Queensland, combines industry licensing, cross-border betting, steward regulation, governance of the interactive gaming legislation, workplace health and safety, industry training, workers' compensation, jockeys' insurance, equine welfare and drug control.

His long and successful association with equine welfare, drug testing, vocational education and training, and issues of integrity and regulation will be invaluable to Queensland Racing as it moves into this new era of regulation under the new Act.

Executive & corporate services



About the Division

The division provides support for the Minister, Director-General, managers and employees, and the department's operations in Brisbane and throughout the State.

Functions

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

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

- registry services for tribunal and dispute resolution bodies associated with the department.

Key Stakeholders

- Minister and Director-General
- Racing, Liquor Licensing, Service Delivery and Development Divisions, the Office of Fair Trading and dispute resolution bodies
- Tourism Queensland and other statutory authorities associated with the department
- Managers and employees of the department
- General public who require information with respect to corporate matters
- Other government agencies
- External industry and community stakeholders
- Employee unions

Goals for 2002-03

Support and enhance the business outcomes of the department through the provision of:

- quality human resource management, finance, administration, information management, communication and knowledge management support
- integrated strategic, policy, and executive services
- legal services.

Ensure:

- the department has an effective and robust corporate governance framework
- the department meets its obligations under the *Public Service Act 1996* and the *Finance Administration and Audit Act 1997*
- the Minister is supported to fulfil her obligations to Parliament and Cabinet.

Results

Corporate development and communication

- Coordinated the department's strategic and operational planning processes.
- Produced key accountability documents including the Ministerial Portfolio Statement, Budget Highlights, Parliamentary Estimates Briefs, Strategic Plan, Management Planning Calendar and the Annual Report.
- Improved the department's risk management policy and framework to enhance transparency and integrate risk management with corporate business planning, monitoring and reporting.
- Coordinated implementation of the Risk Management Strategy.
- Began a review of the department's risk register and modification of security, emergency response, and business continuity plans to ensure gaps in risk management processes are effectively identified, assessed and treated.
- Provided corporate communication advice and support to executive management, divisions, tribunals and special projects.
- Coordinated corporate involvement in whole-of-government events, including the Royal Queensland Show, the Queensland Week Picnic in the Park, and the inaugural Queensland Women's Festival to commemorate International Women's Day.

Finance and Administration

- Improved electronic interfaces between subsidiary receipting systems and the general ledger to further improve efficiency.
- Successfully prepared for the transition from internally provided financial services to an outsourced arrangement in line with the whole-of-government Shared Service Provider initiative.
- Revised departmental policies relating to motor vehicles and taxi usage and implemented improved internal controls.
- Finalised fit-out and collocation of fair trading and liquor licensing offices in regional areas.
- Implemented more comprehensive and informative reporting of financial information to the department's Board of Management.
- Improved fleet utilisation and achieved cost savings through implementation of a range of strategies including reduction in fleet size and increased use of four-cylinder vehicles.

Human resources

- Implemented a management/leadership training program.
- Introduced a mentoring program for indigenous employees.
- Developed policies and procedures for tribunal members.
- Conducted a major review of Investigations Officers positions in the Office of Fair Trading.
- Conducted inspections of all workplaces.
- Finalised implementation of the Enterprise Bargaining Training Initiative.
- Completed implementation of electronic Employee Self Service system.
- Upgraded payroll system to Aurion version 9.
- Introduced employee health checks.

Information technology

- Completed the upgrading of desktop and standard software throughout the department, enabling improved support for departmental operations.
- Assisted with the implementation of key departmental system development projects, including:
 - The Office of Fair Trading's licensing accreditation support system including Residential Services accreditation support
 - Racing Science Centre's replacement Laboratory Information Management System.
- Completed development and implementation of:
 - a progress tracking and reporting system for the Growing Tourism Strategy
 - an information retrieval system to enhance support for call centre and regional office staff.
- Progressed the updating of the department's Information Strategic Plan and Disaster Recovery Plan.
- Completed an upgrade of data communications equipment at the department's Office of Fair Trading premises.
- Progressed information security improvements including security risk assessments and the implementation of improved firewall measures for the Racing Science Centre.
- Assisted with performance improvements to the Office of Fair Trading's website and commenced the upgrade of the departmental website.
- Completed the integration of the Body Corporate and Community Management unit into the departmental network.
- Completed the development and presentation of updated IT training courses for staff.

Knowledge management

- In line with the Knowledge Management Framework, implemented the Strategic Recordkeeping Implementation Plan and the Thesaurus and Disposal Authority. The operational plans are being initiated via work unit capability profiling.
- Work units with critical recordkeeping requirements modified work practices to incorporate the recordkeeping standard IS40 and continued to improve related activities.

Legal services

- Provided strategic legal advice to all areas of the department.
- Provided independent legal policy advice to the Minister and Director-General.
- Reviewed departmental contracts.
- Continued to be the contact point for issues relating to Native Title and Intellectual Property.
- Continued implementation of the Queensland Government Privacy Policy including:
 - development and publishing of a privacy plan on the departmental website
 - an audit to identify personal information held by the department
 - privacy notices placed on all forms
 - privacy training provided for staff to ensure they are aware of their privacy responsibilities
 - privacy awareness materials displayed by each division of the department
 - privacy complaint procedures developed and implemented.

Policy coordination

- Delivered high quality and timely executive, Cabinet and Parliamentary services to the Minister, Director-General and senior executives.
- Coordinated portfolio input into whole-of-government initiatives including community engagement and crime prevention. Created an electronic database to assist policy officers by outlining initiatives relevant to this portfolio and providing up-to-date summaries of portfolio activities.
- Supported the Minister in undertaking her roles and responsibilities including Cabinet meetings, during Parliamentary sitting times and in responding to the issues raised by members of the community in correspondence to the Minister.
- Supported the Director-General's role and responsibilities as part of the Government's CEO Committees and Tourism Queensland Board.
- Maintained the department's policy support framework through regular reporting on the Forward Policy Agenda, updating of the intranet-based policy toolbox and regular professional development presentations via the department's Policy Officer Network.
- Led the development of legislation to establish a Commercial and Consumer Tribunal from 1 July 2003.
- Appointed an Indigenous Officer to coordinate whole-of-department engagement with indigenous peoples and communities.

Shared services

In 2002-03 the department prepared for the transition of 12 staff on 1 July 2003 to its new corporate services provider as part of the Shared Service Initiative.

A whole-of-government approach to corporate services delivery, the Shared Service Initiative aims to provide quality, cost-effective corporate support services to multiple customers from centres of excellence.

This will be achieved through consolidating corporate services functions in all agencies across Government into five large-scale and two smaller-scale shared service providers and a technology skill centre. These providers are hosted by an existing government department and provide services to a cluster of client agencies.

Most of the benefits of shared services are achieved through economies of scale and skill, and initially the department will have a range of finance, procurement and human resources services provided by the shared service provider.

During the three-year implementation phase, a range of business process re-engineering and corporate system development activities will occur across government.

Along with the finance and administration and human resource management staff who were to transition to new shared service provider, plans were also put in place to transfer the assets and liabilities associated with the delivery of those services on 1 July 2003.

To ensure all staff were fully aware of the shared service initiative, a range of communication activities were undertaken including:

- information sessions
- distribution of fact sheets
- an intranet site for timely access to the latest information about the initiative
- support, key message and communication material from the Director-General.

Strategic evaluation and review

- Finalised a departmental review of a liquor permit scheme and identified possible legislative and administrative amendments aimed at enhancing the efficacy of the scheme.
- Established the *Better Decisions* project, in collaboration with the Department of the Premier and Cabinet and the Office of the Ombudsman, to develop a robust framework to improve administrative decision-making.

Future developments

Corporate development and communication

- Maintain an integrated strategic management framework including planning, budgeting, performance monitoring and reporting.
- Coordinate ongoing implementation of the Risk Management Strategy.
- Continue to review risk registers and treatment plans to ensure best practice management of risk across all areas of the department.
- Coordinate the department's response to and involvement in whole-of-government communications issues and initiatives.

Finance and administration

- Implement effective contract management processes to ensure a smooth transition to the shared service provider environment.
- Develop and implement improvements to asset replacement planning processes.

Human resources

- Implement a new grievance directive.
- Review the department's recruitment and selection strategy to take account of the new directive.
- Participate in reviews of the structures of the Liquor Licensing Division and the Trade Measurement Branch, Office of Fair Trading.
- Review and implement revised induction processes to incorporate online and local processes.
- Develop and deliver programs to support management of staff performance.
- Revise policies and procedures to reflect shared service provider implications.

Information technology

- Assist with the development and implementation of key system development targets such as the:
 - compliance development phase of the Fair Trading Licensing system
 - Liquor Licensing System enhancements including the implementation of increased information services through the Liquor Licensing website.
- Implementation of improved information security measures including the upgrade of existing firewall mechanisms.

Knowledge management

- Prepare for the implementation of the Managing Technology Dependant Records (IS41) standard.
- Continue working with business areas to ensure compliance with Information Standard 40 (IS40), Recordkeeping by December 2006. Relevant policies and procedures will be developed prior to a full incorporation of an electronic document and records management system in future years.

Legal services

- Complete a trade practices compliance audit to determine the level of compliance by the department with the restrictive trade practice provisions of the *Trade Practices Act*. Compliance with these provisions is required in order to avoid censure and possible legal action against the department and officers. The audit should also allow the department to ascertain areas for improvement in the compliance system to guard against future non-compliance.



Mark Jones, Katrina Gibson and Sharon Burke (Director) of the department's Growing Tourism Unit which is facilitating the implementation of the Queensland Government's Growing Tourism Strategy.

Policy coordination

- Lead a review of the Body Corporate and Community Management unit to integrate its services into the department following its transfer from the Department of Natural Resources and Mines from 1 July 2003.
- Continue to play a significant policy role in the ongoing development of the Commercial and Consumer Tribunal, to operate from 1 July 2003, as new jurisdictions seek to use it as a review and dispute resolution forum.
- Lead the portfolio's contribution to whole-of-government policy initiatives.
- Further develop the department's community engagement and crime prevention strategies.
- Review the current Reconciliation Strategy to establish new goals and action plans to enhance portfolio services to indigenous peoples and communities.
- Support the Office of Fair Trading's implementation of the Fair Go Strategy.

Strategic evaluation and review

- Lead a review of the effectiveness of the Growing Tourism Strategy as a whole-of-government strategy for the development of the tourism industry in Queensland.
- Contribute to the ongoing development and enhancement of the department's policy framework from an evaluative perspective.
- Develop an evaluative framework for the department's community engagement strategy.
- Monitor the effectiveness of the department's indigenous employment programs.

Special project

Strategy drives growing tourism collaboration

The Growing Tourism Strategy, launched by the Premier in May 2001, introduced an innovative whole-of-government approach to growing the tourism industry in Queensland.

The strategy provides the broad strategic direction for developing tourism in a sustainable manner and aims to foster cooperation and collaboration between key government agencies on tourism issues.

Of the 136 specific actions contained in the 2002-03 Growing Tourism Action Plan, 15 actions have been completed (11%) and 121 actions are either being implemented or are of an ongoing nature (89%). Key across agency achievements during the year included:

- Development of a Tourism Crisis Management Plan to enable government and industry to respond more rapidly and effectively to industry 'shocks'.
- Development of a tourism support package to assist tourism businesses affected by the impact of the war in Iraq and Severe Acute Respiratory Syndrome (SARS).
- Progression of a study of the Mackay and Whitsundays tourism regions to encourage the sustainable development of tourism regions through improved across-government cooperation and industry/community consultation. This was supported by the Ministerial Regional Community Forum.
- Implementation of the inaugural Drive Tourism Program, in partnership with the Department of Main Roads and the Queensland Heritage Trails Network.
- Securing Emirates Airlines' daily services to Brisbane from Dubai from October 2003.
- Continuation of support for regional events through an allocation of \$1 million under the Queensland Events Regional Development Program.
- Approval to construct a dedicated cruise ship terminal at Hamilton on the Brisbane River.

- Establishment of a Tourist Oriented Policing Unit within the Queensland Police Service to enhance visitor awareness of safety issues.
- Development and launch of the Queensland Ecotourism Plan 2003-2008.
- Enhanced operational delivery of booking for camping on protected areas and forests as part of a Smart State initiative.
- A boost to forest-based tourism and recreation activities in South East Queensland through the provision of funding for 23 ecotourism projects.
- Development of the Tourism Services Bill 2003 to provide protection for tourists in their dealings with inbound tour operators and guides.
- Development of the Irukandji Prevention and Response Strategy.
- Secured Government funding to provide high standard on-park facilities in Cape York to enhance visitation growth.
- Launch of Australia Gold 2010 to build a base for future growth of Japanese tourism to the Gold Coast, Brisbane and the Sunshine Coast.

The department's Growing Tourism Unit provides the leadership and strategic direction for the implementation of the strategy. The unit has cultivated a wide agency network across government, which has resulted in improved communication, reduced duplication, more effective collaboration and shared funding.

The strategy has already proved a powerful driver for focused whole-of-government activity in tourism. It has:

- introduced an innovative partnership approach to tourism across government and with industry
- provided cohesion to the Government's strategic direction and activities for tourism
- facilitated more timely, effective responses to emerging industry needs
- raised the awareness of the significance of tourism to key government and industry stakeholders

- gained commitment from relevant stakeholders to collaborative tourism-related policy, planning, project development and funding
- created an appropriate tourism implementation structure that meets Government requirements for efficiency, effectiveness and accountability, and which enables the public and private sectors to work more effectively together
- introduced more effective coordination mechanisms, building on existing ones and creating new ones, to respond to emerging issues.

An evaluation of the effectiveness of the strategy will be undertaken in 2003-04. The evaluation will analyse performance and achievements during the first three years and identify where more work and focus is required. Other key priorities for 2003-04 include:

- improving the capacity for government and industry to respond to future industry 'shocks'
- continued strong regional tourism focus
- aviation access and competitive international and domestic air services
- further progression of the Tourism in Protected Areas initiative
- improving access to, and infrastructure development in national parks
- responding to and maximising opportunities from the Commonwealth Green Paper on Tourism
- building the capacity and involvement of local government in tourism
- skilling the existing and future tourism industry workforce
- business and events tourism
- development of sustainable indigenous tourism product
- maximising the benefits from the staging of the Rugby World Cup
- exporting tourism products and services.

R Regional initiatives

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

During 2003-04 regional staff answered more than 120,000 calls from consumers dealing with various complaints and licensing enquiries. Approximately 6,500 written complaints also were resolved and which resulted in redress of nearly \$1.2 million for Queenslanders.

Delivery of fair trading and liquor licensing services in the regions and the Brisbane Customer Service Centre is the responsibility of the Service Delivery and Development Division.

The division was created in March 2002 to make the best use of available resources by integrating the regional service delivery operations of the Liquor Licensing Division and the Office of Fair Trading. It is accountable to both the Commissioner for Fair Trading and the Executive Director, Liquor Licensing Division, through service level agreements.

The staged collocation of liquor licensing and fair trading regional offices was completed in 2002-03. Integration has provided greater economies of scale, reduced administration costs and enhanced public services. Savings from sharing cars, telephones and computer costs have been used to provide increased services to communities in regional areas.

Among a number of service delivery improvements during the year was the introduction of a new 1300 number to provide telephone access for customers anywhere in Queensland for the cost of a local call. The 1300 number also ensures callers are directed to the regional office closest to the place of origin of their call. While this provides more efficient service, it also allows members of the public to contact their most local customer service representatives who are able to provide the most regionally-focused advice. Public contact staff in these offices are multi-skilled to handle a range of liquor licensing and fair trading enquiries.

All regional offices also now have an improved call-queuing and call-divert facility which enables customers to gain faster access to public contact staff. This has been of particular advantage in offices such as Mackay, Wide Bay/Burnett and Toowoomba where previously only a limited number of staff could be linked to answer calls, causing some minor delays for some external customers. Similarly, call-diversion facilities between regional offices now enable staff to manage peak workloads and instances such as office evacuation in case of emergency.

It was also responsible for implementing a range of other service delivery improvements in 2002-03 including:

- implementation of a new database for speedy access to information for customers
- development of Internet service delivery options
- working with other agencies, such as State Development and Smart Service Queensland, to further simplify the delivery of departmental services.



Frances Alexander (front) with Lindy Nelson-Carr MP, Daniel Webb, Amelia Schultz, Justen Bersin and Stephanie Duce help relaunch *Psst! Post School Survival Tips* in Townsville. The booklet was expanded by the Office of Fair Trading in 2003 to include a wider range of Government information for school leavers. It offers some valuable advice on youth issues such as buying a used car, moving out of home, buying smart, budgeting, knowing your rights, further study, looking for work, overseas travel, and Schoolies Week. Photo courtesy of the *Townsville Bulletin*



Corporate governance



Strategic management framework

The Director-General is accountable to the Minister for Tourism and Racing and Minister for Fair Trading, Merri Rose, and to the Premier, Peter Beattie, for the efficient and effective management and governance of the department.

Strategic management of the department is the responsibility of the Board of Management (BOM), which sets the strategic direction and corporate objectives, oversees performance, and ensures the Government's priorities are met.

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

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

Director-General, Helen Ringrose (centre) is pictured with members of the Board of Management (l to r) Lorna Andrews, Acting Executive Director, Liquor Licensing Division; Brian Bauer, Director, Commercial and Consumer Tribunal Registry; Clive Lowe, Acting Director, Service Delivery and Development Division; Matt Miller, Commissioner for Fair Trading; Mike Kelly, Executive Director, Racing Division; Laurie Longland, Executive Director, Executive and Corporate Services Division; and Jan Archer, Deputy Commissioner for Fair Trading. (BOM members at October 2003)

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

Members of the BOM during the 2002-03 reporting period to 30 June were:

- David Williams, Director-General
- Matt Miller, Commissioner for Fair Trading
- Laurie Longland, Executive Director, Executive and Corporate Services Division
- Michael Tolhurst, Executive Director, Liquor Licensing Division
- Bob Mason, Executive Director, Racing Division
- Lorna Andrews, Director, Service Delivery and Development Division

Administrative Business Committee

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

In September 2002, the BOM reviewed the role of this committee in light of the emerging role of the new Strategic Risk Review Committee, and the

roles of the Information Steering Committee and a newly-established Finance Sub-committee, to remove any overlaps and to streamline the nature of strategic advice to the BOM.

The ABC keeps a watching brief on all aspects of the department's corporate governance at the operational level, including workforce management issues, financial and resource management, and general risk management and information management issues. More particular responsibility for risk management rests with the Strategic Risk Review Committee, and the management of the department's information technology infrastructure with the Information Steering Committee. Budget monitoring and control is the responsibility of the Finance Sub-committee.

The ABC now meets quarterly or as required in accordance with emergent priority issues.

Significant achievements of the ABC during 2002-03 include the ongoing review of corporate policies and procedures, and development of an Asset Strategic Plan for the department.

Agency Consultative Committee

The Agency Consultative Committee (ACC), which comprises 10 members (five union and five management) met six times in 2002-03.

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

The ACC carefully monitors the engagement and retention of temporary employees and changes to the department's structure. As a result of the committee's activities, the Enterprise Bargaining Training Initiative has been effectively implemented within the department with 11 employees undertaking further studies.

The ACC will be responsible for monitoring the implementation of initiatives under the new core Enterprise Bargaining Agreement IV, and provide a forum for consultation on industrial issues.

Audit Committee

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

The AC meets quarterly and is chaired by the Executive Director, Liquor Licensing Division. Its members include the Commissioner for Fair Trading; the Executive Director, Corporate and Executive Services; the Executive Director, Racing Division; and the Director, Service Delivery and Development Division. Managers of the internal and external audit functions are regular invitees to meetings.

Finance Sub-committee

The Finance Sub-committee (FSC) was constituted in September 2002 and meets monthly to assist the Director-General and the BOM to make more informed decisions regarding the financial administration of the department.

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

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

Information Steering Committee

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

The ISC meets every six weeks. Each business area of the department is represented on the ISC, including:

- Director, Information Management and Development Branch, Executive and Corporate Services Division (Chair)
- Director, Finance and Administration Unit, Executive and Corporate Services Division
- Executive Manager, Business Services, Office of Fair Trading
- Principal Business and Development Officer, Office of the Executive Director, Liquor Licensing Division
- Director, Commercial and Consumer Tribunal Registry
- Executive Manager, Service Delivery and Development Division
- Principal Advisor, Racing Division
- Manager, Knowledge Management, Executive and Corporate Services Division
- Executive Officer, Executive and Corporate Services Directorate
- Manager, Information Technology, Executive and Corporate Services Division (Coordinator)
- IT Support Officer, Information Technology, Executive and Corporate Services Division (Secretariat)

The ISC considered the following key items during 2002-03:

- Progress and implementation of key information and communication technology projects including:
 - the Office of Fair Trading's Market Accreditation and Compliance System and Residential Services Accreditation System
 - the Racing Science Centre's Laboratory Information Management System

- integration of the Body Corporate and Community Management unit into the departmental network
- the upgrading of standard desktop software and hardware operating within the department.
- The departmental Information Strategic Plan.
- Information Security risk assessment and implementation strategies.
- Information management issues/policies.
- Communication and Information Strategic Plan.

Issues reviewed during the year included:

- email traffic filtering
- Internet access monitoring
- software licensing and audits
- information management policies including change management and content management policies
- IT asset replacement strategies
- system access processes.

The ISC will consider Business Continuity Plan strategies, implementation of enhanced information security strategies and increased implementation of departmental information services via the Internet.

Strategic Risk Review Committee

The principal role of the Strategic Risk Review Committee (SRRC) is to provide an advisory service to the Director-General and the BOM to assist the effective coordination of the department's Risk Management Strategy in accordance with the responsibilities prescribed in the *Financial Administration and Audit Act 1977* and the *Financial Management Standard 1997*.

Chaired by the Manager, Internal Audit, the SRRC membership includes senior managers from all divisions as approved by the BOM.

The SRRC met on four occasions during 2002-03 and its key achievements included:

- developing and endorsing the SRRC Charter
- reviewing the departmental risk management planning, monitoring and reporting processes
- developing a draft risk register.

Managing risk is the ultimate responsibility of managers at all levels and is an integral part of the department's performance management culture guided by executive leadership and assisted by the Strategic Risk Review Committee.

The Corporate Development and Communication Unit, Executive and Corporate Services Division, developed and implemented the Risk Management Policy and Procedures in accordance with the guidelines established in the Australian/New Zealand Standard AS/NZS4360:1999. Key achievements in 2002-03 include:

- review and update of the risk register and risk treatment plans
- review and update of the risk management framework to enhance transparency and integrate risk management with corporate business planning, monitoring and reporting
- production of risk management guidelines
- conduct of individual awareness sessions for managers.

Strategic management process

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

Planning

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

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

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

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

Budgeting

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

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

Performance monitoring

Corporate feedback and evaluation processes are critical in identifying our strengths and key areas for improvement. Our Internal Audit and Strategic Evaluation and Review units conduct a range of reviews of departmental programs and services to evaluate their effectiveness in meeting client and stakeholder needs and achieving Government objectives. Other formal performance monitoring mechanisms include:

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

Internal audit

The primary function of the Internal Audit Unit is to assist the Director-General in the performance and discharge of the functions and duties conferred upon this position under the *Financial Administration and Audit Act 1977*.

This is facilitated by identifying risks and opportunities for improvement in achieving departmental goals, through the performance of disciplined and methodical reviews and the provision of consultative advice.

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

The annual internal audit plan for 2002-03 was developed following consultation with senior management and focused on the reviews of system and functional processes which assist and enable departmental officers to achieve goals specified in the department's strategic and operational plans. During 2002-03, 22 audits were conducted. Audit activity included compliance, financial, operational, and performance reviews.

The Manager, Internal Audit Unit, reports directly to the Director-General on a regular basis concerning the conduct and outcome of all audits undertaken. In addition, the Manager, Internal Audit Unit, also reports quarterly to the Audit Committee providing summary audit findings and status reports.

During 2002-03, the Internal Audit Unit's consultative and advisory service was frequently used by the Director-General, senior management and line managers concerning such issues as internal control frameworks, risk management and corporate governance. The Internal Audit Unit seeks to ensure that the consultative and facilitative service continues to be well used by maintaining effective liaison with the Director-General and senior management.

Strategic evaluation and review

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

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

In March 2003, SERU established the Better Decisions project to review administrative decision-making procedures, internal review mechanisms, complaint-handling systems and training/skills analysis of primary decision makers in the department.

The project, expected to be completed by December 2003, is being conducted in partnership with the Department of the Premier and Cabinet and the Queensland Ombudsman.

It aims to identify strategies to enhance administrative decision-making in a regulatory environment. The project involves identifying training priorities for staff, developing information and resources for decision makers, and defining a framework of quality practices to be applied to decision-making systems.

A commitment to continuous improvements of decision-making systems will result in better customer relations, business improvement, corporate governance and business efficiencies.

Legal services

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

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

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

In 2002-2003 Legal Services continued implementation of the Queensland Government Privacy Policy including initial training, provision of advice and complaint handling for managers and officers throughout the department.

It also conducted a trade practices compliance audit to determine the level of compliance by the department with the restrictive trade practice provisions of the Trade Practices Act and to identify areas for improvement in the compliance system to guard against future non-compliance.

About our organisation

Our values

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

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

Workforce profile

The department employed the fulltime equivalent (FTEs) of 535 staff at 30 June 2003, up from 525 in 2002. The increase in FTEs was as a result of the provision of additional resources in the customer service areas of the Sunshine Coast, Gold Coast and Brisbane offices.

The workforce (actual employees not FTEs) at 30 June 2003 was 570 which comprised 57% female and 43% male staff. This represented a minor increase of 1% in the female workforce.

Voluntary early retirement

The department participated in the whole-of-government *Renewal of the Public Service Initiative* in September 2002, resulting in 12 voluntary early retirements being offered and accepted. Three other employees were also offered and accepted voluntary early retirement as a result of organisational change. The total cost of payments made as a result all voluntary early retirements, including severance and cash equivalent of leave entitlements, was \$1,208,729.

Staff profile by work unit and gender

(At 30 June 2003)

| Work unit | No of staff | | Male | | Female | | % Women | |
|---|-------------|-------|-------|-------|--------|-------|---------|-------|
| | 01-02 | 02-03 | 01-02 | 02-03 | 01-02 | 02-03 | 01-02 | 02-03 |
| Boards | 5 | 4 | 1 | 0 | 4 | 4 | 80 | 100 |
| Central Tribunals Registry | 20 | 24 | 4 | 5 | 16 | 19 | 80 | 79 |
| Executive and Corporate Services | 90 | 91 | 40 | 41 | 50 | 50 | 55 | 55 |
| Liquor Licensing Division | 60 | 61 | 28 | 30 | 32 | 31 | 53 | 51 |
| Office of Fair Trading | 184 | 166 | 92 | 81 | 92 | 85 | 50 | 51 |
| Office of the Director-General | 3 | 4 | 2 | 3 | 1 | 1 | 33 | 25 |
| Racing Division | 28 | 23 | 14 | 12 | 14 | 11 | 50 | 48 |
| Service Delivery and Development Division | 170 | 195 | 66 | 70 | 104 | 125 | 61 | 64 |
| Tourism Development | 3 | 2 | 1 | 1 | 2 | 1 | 66 | 50 |
| Department Total | 563 | 570 | 248 | 243 | 315 | 327 | 56 | 57 |

Note: Data includes salaried members of Boards

Diversity, equity and equal employment opportunity

Equal Employment Opportunity Advisory Committee

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

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

The committee meets every six weeks and is chaired on a rotational basis by all members who are representatives of departmental divisions and target groups. The committee operates under a formal charter which is currently being reviewed to ensure it facilitates the changing EEO environment. The committee reports to the Administrative Business Committee, the Board of Management and directly to the Director-General as required.

During 2002-03 the committee:

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

A major focus of the committee during the year was the development of the Aboriginal and Torres Strait Islander Employment and Development Strategy. This has resulted in the establishment of an indigenous mentoring program and other initiatives, including training and development activities, will evolve over the coming year.



Indigenous Communication Trainee, Ivy Hill, successfully transitioned from her trainee position to a higher level project role within Government after her 12 months with the Office of Fair Trading.

Indigenous initiatives

The department made significant progress towards achieving the Government target of 2.4% for indigenous employment with an increase from 1.2% to 2.1% during 2002-03.

An Aboriginal and Torres Strait Islander Employment and Development Strategy was developed to address issues identified in the department's Reconciliation Strategy 2002-2004. The objectives of the strategy are to:

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

The strategy identified a number of initiatives, including:

- proposals to assist indigenous applicants to compete for employment
- an orientation program for new indigenous employees to assist them to assimilate within the departmental environment
- induction kits for new appointees which include information on Aboriginal and Islander cultures and its interface with the culture of the department
- mentoring program to provide indigenous employees with persons who are available to provide ongoing advice, counselling and workplace support
- the provision of specific training and development facilitation by both supervisors and human resource management officers which addresses the skills and career development needs of indigenous staff
- the conduct of cultural awareness programs for all staff.

Aboriginal and Torres Strait Islander staff

(At 30 June 2003)

| Work unit | No of staff | | No of ATSI staff | | % of ATSI staff | | Target % | |
|---|-------------|-------|------------------|-------|-----------------|-------|----------|-------|
| | 01-02 | 02-03 | 01-02 | 02-03 | 01-02 | 02-03 | 01-02 | 02-03 |
| Boards | 5 | 4 | 0 | 0 | 0 | 0 | 0 | 0 |
| Central Tribunals Registry | 20 | 24 | 0 | 0 | 0 | 0 | 2.4 | 2.4 |
| Executive and Corporate Services | 90 | 91 | 2 | 4 | 2.2 | 4.4 | 2.4 | 2.4 |
| Liquor Licensing Division | 60 | 61 | 1 | 3 | 1.7 | 4.9 | 2.4 | 2.4 |
| Office of Fair Trading | 184 | 166 | 1 | 0* | 0.5 | 0* | 2.4 | 2.4 |
| Office of the Director-General | 3 | 4 | 0 | 0 | 0 | 0 | 2.4 | 2.4 |
| Racing Division | 28 | 23 | 0 | 0 | 0 | 0 | 2.4 | 2.4 |
| Service Delivery and Development Division | 170 | 195 | 3 | 5 | 1.8 | 2.6 | 2.4 | 2.4 |
| Tourism Development | 3 | 2 | 0 | 0 | 0 | 0 | 2.4 | 2.4 |
| Department Total | 563 | 570 | 7 | 12 | 1.2 | 2.1 | 2.4 | 2.4 |

*The census was taken in June 2003, so these figures do not reflect ATSI staff who worked for part of the financial year.

The Office of Fair Trading's new guide for indigenous consumers was illustrated by young indigenous artist, Corey Eggmollesse.



Office of Fair Trading

The Office of Fair Trading continued to work closely with indigenous representatives throughout the year to develop an Aboriginal and Torres Strait Islander "Fair Go" Strategy designed to help reduce consumer detriment suffered by indigenous people.

An Indigenous Communication Trainee, Ivy Hill, was employed and worked on the development of a new Aboriginal and Torres Strait Islander guide titled, *Getting a fair go when spending your money*, and other communication activities as part of the strategy.

Launched in Cairns, the booklet has been embraced by a variety of indigenous groups and individuals. Topics covered includes buying a car, getting credit, using book-up, scams, refunds, mobile phones and making complaints.

Liquor licensing

The Liquor Licensing Division established a specialist team of officers, based in Brisbane and Cairns, to provide an effective and culturally-appropriate liquor licensing advisory, liaison and regulatory service to both remote and urban indigenous communities throughout the State to minimise the adverse impact of alcohol abuse.

In cooperation with regulators from other States, the division also established the Australasian Liquor Licensing Authorities Conference – Working Group on Indigenous Issues, which met in 2002 to share information on the regulation of alcohol supply in indigenous communities throughout Australia.

As part of the whole-of-government response to the Cape York Justice Study Report, the division developed an amendment to the *Liquor Act 1992* to enable the declaration of restricted alcohol areas in indigenous communities to minimise the harm caused by alcohol abuse/misuse and associated alcohol-related disturbance or public disorder in these communities.

The division supported the Department of Aboriginal and Torres Strait Islander Policy as lead agency in the continuing development of alcohol management plans in indigenous communities.

Encouraged responsible consumption of alcohol, sly-grog awareness, and understanding of the restricted areas initiative in indigenous communities through a radio advertising campaign with the National Indigenous Radio Service linked to broadcasts of Australian Football League matches.

Multicultural initiatives

The department conducted multicultural awareness training to assist employees from an English speaking background to understand and communicate better with employees and clients from non-English speaking backgrounds. Through cultural awareness, the department will be better equipped to embrace diversity in the workplace and provide an enhanced service to the community.

A strategy is currently being developed that will identify activities to increase and improve the recruitment and retention of staff from a non-English speaking background.

The department again participated in the Migrant Work Experience Program, which is a Queensland Government employment initiative designed to give recently arrived migrants an opportunity to gain vital Australian work experience through training and unpaid work experience with a sponsoring employer.

Office of Fair Trading

Following the significant start made in 2001-02, the Office of Fair Trading implemented a strategy to improve delivery of fair trading services to clients of non-English speaking backgrounds (NESB) which resulted in an 11% increase from 2001 in NESB clients' awareness of fair trading issues.

The Commissioner for Fair Trading held an Ethnic Stakeholders Forum in December 2002 for a number of key representatives from ethnic community groups and Government agencies. The forum, co-hosted by Multicultural Affairs Queensland, was well attended. The Gold Coast regional office also conducted an Ethnic Stakeholders Workshop on 29 April 2003.

The Office of Fair Trading wrote to all identified groups providing existing translated material and inviting further contact, which led to the establishment of an ethnic media distribution list of 222 outlets. The Fair Trading Update, an electronic newsletter, is distributed monthly to these and other outlets.

A monthly fair trading interview was scheduled on 4EB ethnic radio.

An "other languages" section was established on the Office of Fair Trading website. Seven new translated fact sheets are available in Arabic, Chinese, Italian and Vietnamese on the website and as hard copies including:

- Borrowing money
- Buying a mobile phone
- Credit cards and interest free deals
- Work from home scams
- Things to consider before borrowing money.

Three trade measurement fact sheets were produced and distributed for market stall holders and translated into Chinese and Vietnamese:

- Information for market traders and stall holders
- Guide to retail sale of fruit and vegetables
- Trader's guide to using trade scales.

The Real Estate Purchase Warning Statement (PAMD Form 30c) was updated and made available in Chinese, Italian, Spanish and Vietnamese.

Fair trading information and advice was provided at the Government information stand at the Vietnamese TET festival in Brisbane in October 2002.

Established a pilot program with Moreton Institute of TAFE to deliver fair trading information to language students in 2003-04.

All new Office of Fair Trading publications included improved Translation and Information Service (TIS) contact details in 11 languages.

In March 2003, the Office of Fair Trading started collecting demographic data on complaint forms, including identification of clients from non-English speaking backgrounds. This will provide improved data about the fair trading issues affecting NESB clients.

Employees who speak other languages were identified so they can assist and be trained to help provide information and advice to NESB clients.

Staff from a non-English speaking background

(At 30 June 2003)

| Work unit | No of staff | | No of NESB (1) | | % NESB (1) | | No of NESB (2) | | % NESB (2) | | Total % NESB (1&2) | |
|---|-------------|-------|-------------------|-------|---------------|-------|-------------------|-------|---------------|-------|--------------------------|-------|
| | 01-02 | 02-03 | 01-02 | 02-03 | 01-02 | 02-03 | 01-02 | 02-03 | 01-02 | 02-03 | 01-02 | 02-03 |
| Boards | 5 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Central Tribunals Registry | 20 | 24 | 1 | 1 | 5 | 4.2 | 0 | 0 | 0 | 0 | 5 | 4.2 |
| Executive and Corporate Services | 90 | 91 | 1 | 1 | 1.1 | 1.1 | 3 | 3 | 3.3 | 3.3 | 4.4 | 4.4 |
| Liquor Licensing Division | 60 | 61 | 4 | 4 | 6.7 | 6.6 | 4 | 4 | 6.7 | 6.6 | 13.3 | 13.1 |
| Office of Fair Trading | 184 | 166 | 4 | 5 | 2.2 | 3 | 2 | 0 | 1.1 | 0 | 3.3 | 3 |
| Office of the Director-General | 3 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Racing Division | 28 | 23 | 0 | 0 | 0 | 0 | 3 | 3 | 10.7 | 13 | 10.7 | 13 |
| Service Delivery and Development Division | 170 | 195 | 7 | 6 | 4.1 | 3.1 | 1 | 4 | 0.6 | 2.1 | 4.7 | 5.1 |
| Tourism Development | 3 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Department Total | 563 | 570 | 17 | 17 | 3.0% | 3.0% | 13 | 14 | 2.3% | 2.5% | 5.3% | 5.4% |

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

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

Women's initiatives

Women make up 57% of the department's workforce. 33.3% of senior managers and 38% of employees AO6 and above are women.

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

It is proposed to develop a Work-Family Balance Strategy over the next year to assist employees to identify opportunities available to them to manage their work and family responsibilities.

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

To mark the 75th anniversary of International Women's Day in March 2003, the department held a special Policy Officers Network information session on the increasing incidence of drink spiking, a crime largely aimed at women; a morning tea hosted by the Director-General; and set up a departmental information stand at the Government's inaugural Queensland Women's Festival held in the Cultural Forecourt at Southbank in Brisbane.

Women in senior positions

(At 30 June 2003)

| Work unit | *SO, SES, CEO | | | | | | | |
|---|---------------|-------|-------------------|-------|-------|-------|-----------------------------|-------|
| | No of staff | | No of women staff | | % | | Whole-of-govt Target % 2005 | |
| | 01-02 | 02-03 | 01-02 | 02-03 | 01-02 | 02-03 | 01-02 | 02-03 |
| Boards | 5 | 4 | 4 | 4 | 80 | 100 | 25 | 25 |
| Central Tribunals Registry | 0 | 0 | 0 | 0 | 0 | 0 | 25 | 25 |
| Executive and Corporate Services | 5 | 5 | 2 | 2 | 40 | 40 | 25 | 25 |
| Liquor Licensing Division | 1 | 1 | 0 | 0 | 0 | 0 | 25 | 25 |
| Office of Fair Trading | 6 | 5 | 2 | 2 | 33.3 | 40 | 25 | 25 |
| Office of the Director-General | 1 | 1 | 0 | 0 | 0 | 0 | 25 | 25 |
| Racing Division | 2 | 2 | 0 | 0 | 0 | 0 | 25 | 25 |
| Service Delivery and Development Division | 1 | 1 | 1 | 1 | 100 | 100 | 25 | 25 |
| Tourism Development | 1 | 0 | 1 | 0 | 100 | 0 | 25 | 25 |
| Department Total | 22 | 19 | 10 | 9 | 45.4 | 47.4 | 25 | 25 |

* Senior Officer, Senior Executive Service, Chief Executive Officer

| Work unit | *A06 to A08 | | | | | | | |
|---|-------------|-------|-------------------|-------|-------|-------|-----------------------------|-------|
| | No of staff | | No of women staff | | % | | Whole-of-govt Target % 2005 | |
| | 01-02 | 02-03 | 01-02 | 02-03 | 01-02 | 02-03 | 01-02 | 02-03 |
| Boards | 0 | 0 | 0 | 0 | 0 | 0 | 35 | N/A |
| Central Tribunals Registry | 1 | 1 | 1 | 1 | 100 | 100 | 35 | 35 |
| Executive and Corporate Services | 33 | 36 | 15 | 15 | 45.4 | 41.7 | 35 | 35 |
| Liquor Licensing Division | 9 | 10 | 2 | 3 | 22.2 | 30 | 35 | 35 |
| Office of Fair Trading | 27 | 38 | 9 | 14 | 33.3 | 36.8 | 35 | 35 |
| Office of the Director-General | 1 | 2 | 0 | 0 | 0 | 0 | 35 | 35 |
| Racing Division | 9 | 11 | 5 | 4 | 55.5 | 36.4 | 35 | 35 |
| Service Delivery and Development Division | 10 | 10 | 4 | 4 | 40 | 40 | 35 | 35 |
| Tourism Development | 0 | 0 | 0 | 0 | 0 | 0 | 35 | 35 |
| Department Total | 90 | 108 | 36 | 41 | 40 | 38 | 35 | 35 |

* Administrative Officer

Employment safety

The department again achieved a low incidence of workplace injury and only an 8.4% increase is proposed in the workers' compensation premium for next year.

A revised strategy for the management of workplace health and safety was approved and is presently being implemented. Key elements include the establishment of workplace health and safety officers in various workplaces throughout the department, upgrading of the first aid officer

network, enhanced management of worker rehabilitation, improved process for hazard audits and closer liaison between the workplace health and safety coordinator and individual work units.

Workplace inspections, to confirm the safety of all departmental worksites, were completed this year and will now be conducted on a triennial basis.

The department's corporate health program continues with increased participation. A greater emphasis on education, particularly in relation to physical fitness and nutrition, will be a focus next year.

Staff with a disability

(At 30 June 2003)

| Work unit | No of staff | | No of staff with disability | | % | |
|---|-------------|-------|-----------------------------|-------|-------|-------|
| | 01-02 | 02-03 | 01-02 | 02-03 | 01-02 | 02-03 |
| Boards | 5 | 4 | 0 | 0 | 0 | 0 |
| Central Tribunals Registry | 20 | 24 | 2 | 1 | 10 | 4.2 |
| Executive and Corporate Services | 90 | 91 | 8 | 7 | 8.9 | 7.7 |
| Liquor Licensing Division | 60 | 61 | 4 | 3 | 6.7 | 4.9 |
| Office of Fair Trading | 184 | 166 | 19 | 16 | 10.3 | 9.6 |
| Office of the Director-General | 3 | 4 | 0 | 0 | 0 | 0 |
| Racing Division | 28 | 23 | 2 | 1 | 7.0 | 4.3 |
| Service Delivery and Development Division | 170 | 195 | 22 | 20 | 12.9 | 10.3 |
| Tourism Development | 3 | 2 | 0 | 0 | 0 | 0 |
| Department Total | 563 | 570 | 57 | 48 | 10.1% | 8.4% |

Ethics

The department's Code of Conduct was revised during 2000-01 and remained current with no amendments required during 2002-03. Copies of the code are provided to all staff on appointment and it is also available on the department's intranet. While the code is available for inspection by any person, no requests were received during 2002-03.

All new employees receive training on the code to ensure they understand the ethical standards, behaviours and consequences facing public officials. This focus on ethical behaviour ensures the development of policies and procedures take account of ethical issues.

Public interest disclosures

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

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

During 2001-02, it was reported that two public interest disclosures were received. One was dealt with internally whilst the other was referred to the CMC for investigation and was finalised during 2002-03.

During 2002-03, 12 public interest disclosures were received, with two dealt with internally, whilst the other 10 were referred to the CMC for assessment and investigation. Five public interest disclosures referred to the CMC have now been finalised, whilst the other five remain outstanding.

Individual performance

The department again achieved a very high compliance rate with its Personal Performance Management and Development process, which identifies employee achievements for the year and the expectations for the forthcoming year.

These individual performance agreements, which are linked to unit and divisional operational plans, enable two-way feedback on performance. Enhanced training on the consequences of performance appraisal will be a key focus for next year.

Learning and development

A very successful training and development calendar, comprising training courses conducted by both internal and external providers, was again conducted with more than 451 staff attending more than 625 days of training in Brisbane and regional centres.

The training calendar will continue to be developed to reflect staff and divisional needs, with an emphasis on induction next year.

All regional staff was again afforded training opportunities with Human Resource Management and Information Technology staff conducting programs tailored to the needs of individual offices.

The Management and Leadership Development Program, which was approved last year, was successfully developed and delivered in a joint arrangement with the Australian Institute of Management. Nineteen staff attended the inaugural course. It is anticipated that this program will be conducted at least twice a year. Feedback from the course was very good and the content will continually be fine-tuned to accommodate changing needs.

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



Racing Division staff proudly pose for photos with the then Racing Division Executive Director, Bob Mason (right at rear) after receiving their certificates as winners of the Excellence Award for Innovation. Pictured (l to r) are John Paterson, Margaret Robbie, David Auer, Carol Perrett, Vicki Crowley, Kirsty Kauria and Sandra Mahoney.

Staff recognition

The Director-General's Excellence Awards are held annually and presented by the Minister to staff who demonstrate a high level of achievement in a range of categories. The 2002 winners were:

| | |
|---------------------------------|---|
| Innovation | <p>Racing Policy and Legislation Review team, Racing Division, for the development of the <i>Racing Act 2002</i>, one of the most significant pieces of racing legislation ever passed in Australia.</p> <p>David Auer, Vicki Crowley, Sandra Mahoney, Melissa McMullen, Dominique Murphy, John Paterson, Carol Perrett, Margaret Robbie, Liz Russell</p> |
| Client service | <p>Service Development Unit, Service Delivery and Development Division, for management of a range of customer service delivery improvements, including the implementation of a fully automated phone payment system for business names renewals 24 hours a day, seven days a week; introduction of a triennial renewal option for business names customers; and introduction of a statewide 1300 phone number.</p> <p>Nicole Downing, Peter Harten, Sue Harwood, Andrew Musgrave, Alan Uzarevic, Maria Woinarowski</p> |
| Community/Regional contribution | <p>Communications Branch, Office of Fair Trading, and the regional service delivery teams of the Service Delivery and Development Division, for improving the promotion of key fair trading messages to consumers and traders in regional areas of Queensland.</p> <p>Katrina Baird, Belinda Carroll, Ivy Hill, Jason Horn, Karen Lehr, Emma Mellon, Gemma Milliken, Alaine Neilson, David Nobile of the Office of Fair Trading and Clive Lowe and the staff of regional offices from the Service Delivery and Development Division</p> |
| Leadership | <p>Kaye Pulsford, Strategic Evaluation and Review Unit, Executive and Corporate Services Division, for leading the review of the department's tribunals which led to their amalgamation and associated service improvements and cost savings.</p> <p>Lana Bartholomew, Office of Fair Trading, for leadership of the National Competition Policy Unit's review of 14 pieces of legislation ensuring Queensland was not penalised in the form of a reduction in competition payments by the Commonwealth National Competition Council.</p> |
| Outstanding achievement | <p>Suzanne Ford, Policy Coordination Unit, for her contribution to the establishment of the department's policy framework, a mechanism to deliver a package of measures aimed at improving the department's policy development capability.</p> |

Additional reporting

Statement of Affairs

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

- consultation arrangements for public participation in the department's policy-making activities
- bodies established to advise the department and whose meetings and minutes are open to the public
- how to access departmental documents under the *Freedom of Information Act 1992*
- the type of documents held by the department
- publications available from the department.

Consultation arrangements for public participation in departmental policy-making activities

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

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

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

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

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

Documents held by the department

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

Freedom of Information

How to access departmental documents

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

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

How do I obtain documents?

1. Ask if the documents you require are publicly available.
2. Identify the documents you require, where they are located (region, division) and type of access sought (inspection or copy).
3. Make the application. A formal application under the *Freedom of Information Act 1992* may be made on either an application form or by letter. The application must:
 - be in writing
 - state an address to which a notification of the decision may be sent
 - be accompanied by a \$32.50 application fee (\$33.50 from 6 October 2003), 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, Racing and Fair Trading
Level 26, 111 George Street
GPO Box 1141
BRISBANE QLD 4001
Telephone (07) 3237 9975
Facsimile (07) 3224 8411

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

Fees and Charges

Are there any charges to access information?

An application fee of \$32.50 (\$33.50 from 6 October 2003) is payable to access non-personal affairs documents. No fees or charges are payable to access your own personal affairs documents.

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

However, charges are not payable if the processing time is 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 that they are liable to pay a charge in relation to their application and provide a preliminary assessment of the charge.

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

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

All FOI fees and charges are exempt from GST.

Consultation

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

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

Timeframes for decisions

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

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

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

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

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

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

Types of access

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

How do I amend my personal records?

If, after obtaining access to a department document, you believe that information recorded in the document about your personal affairs is

inaccurate, incomplete, out-of-date or misleading, you can apply to have the document amended.

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

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

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

Review of decisions

Internal review

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

External review

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

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

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

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

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

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

Enquiries

Enquiries about FOI may be made between 8.30 a.m. and 5.00 p.m. Monday to Friday by telephoning the Administrative Law Officer on (07) 3237 9975.

Report on administrative law issues

Ninety five applications for access to documents and one request for internal review of a decision were received under the *Freedom of Information Act 1992* in 2002-03.

Additionally, one request for external review of a departmental decision was received and finalised. Three requests for statements of reasons for decisions were received under the *Judicial Review Act 1991*, and one application was made to the Supreme Court for a statutory order of review.

During 2002-03 the main topics in regard to FOI applications were for access to files on licensed premises; complaints against traders - real estate agents, letting agents, motor dealers and other traders/businesses.

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

Publications

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

Telephone (07) 3224 2018 or email enquiries@dtrft.qld.gov.au

| Item | Format | | Cost |
|---|------------|-------------------|------|
| | Hard Copy | Download from web | |
| Corporate | | | |
| Corporate publications of the department are available from the department's website at www.dtrft.qld.gov.au or by telephoning (07) 3224 2018. | | | |
| Strategic Plan 2002-2006 | x | ✓ | Free |
| State Budget Ministerial Portfolio Statements 2003-2004, 2002-2003, 2001-2002 | x | ✓ | Free |
| State Budget – Budget Highlights 2003-2004, 2002-2003, 2001-2002 | x | ✓ | Free |
| Reconciliation Strategy 2002-2004 | x | ✓ | Free |
| Queensland Government Strategy for Growing Tourism | x | ✓ | Free |
| Growing Tourism in the Smart State – Progress Report 2002-2003 and Future Directions 2003-2004 | ✓ | ✓ | Free |
| Growing Tourism in the Smart State – Progress Report 2001-2002 and Future Directions | ✓ | ✓ | Free |
| Growing Tourism in the Smart State – Highlights 2002-2003 and Future Directions (brochure) | ✓ | ✓ | Free |
| Growing Tourism in the Smart State – Progress Report 2001-2002 and Future Directions (brochure) | ✓ | ✓ | Free |
| Limit Your Liability (brochure) | ✓ | ✓ | Free |
| Annual Report 2002-2003, 2001-2002, 2000-2001 | ✓ | ✓ | Free |
| Office of Fair Trading | | | |
| Business and consumer publications are available from the Office of Fair Trading's website at www.fairtrading.qld.gov.au or by telephoning 1300 658 030. | | | |
| Publications for Business | | | |
| Auctioneers, Motor Dealers and Written-Off Vehicles | Fact Sheet | ✓ | Free |
| Boats securities scheme | Fact Sheet | ✓ | Free |
| Conducting Fundraising Appeals | Fact Sheet | ✓ | Free |
| Credit card reform | Fact Sheet | ✓ | Free |
| Fitness Industry Good Business Guide | Booklet | ✓ | Free |
| Good Business Guide: How to improve your bottom line | Booklet | ✓ | Free |
| Good Business Guide: Introduction Agents | Booklet | ✓ | Free |
| Information for Introduction Agents | Fact Sheet | ✓ | Free |
| Good Business Guide: Property Development | Booklet | ✓ | Free |
| How to change details relating to your registered business name | Fact Sheet | ✓ | Free |
| Registering a Business Name | Fact Sheet | ✓ | Free |
| Mandatory Comparison Rates Business | Fact Sheet | ✓ | Free |

| Item | Format | | Cost |
|--|------------|-------------------|------|
| | Hard Copy | Download from web | |
| Refund Sign (for use in retail outlets) | A4 sign | ✓ | Free |
| Auctioneering Practice Code of Conduct | Regulation | ✓ | Free |
| Commercial Agency Practice Code of Conduct | Regulation | ✓ | Free |
| Motor Dealing Practice Code of Conduct | Regulation | ✓ | Free |
| Pawnbrokers | Fact Sheet | ✓ | Free |
| Property Developer Practice Code of Conduct | Regulation | ✓ | Free |
| Real Estate Agency Practice Code of Conduct | Regulation | ✓ | Free |
| Restricted Letting Agency Practice Code of Conduct | Regulation | ✓ | Free |
| How to Shop Green | Poster | ✓ | Free |
| Information for Market Traders and Stallholders | Fact sheet | ✓ | Free |
| OFT contact addresses and details | Fact sheet | ✓ | Free |
| Cooperatives | Fact sheet | ✓ | Free |
| Cooperatives Helping Farming Businesses | Fact sheet | ✓ | Free |
| Customer Service Guidelines | x | ✓ | Free |
| Real Estate Agency Practice Good Business Guide | Booklet | ✓ | Free |
| OFT Fee Schedule | x | ✓ | Free |
| Residential Services (Accreditation) | Fact Sheet | ✓ | Free |
| About the Residential Services (Accreditation) Act 2002 | Fact Sheet | ✓ | Free |
| Local Government Role in Residential Services (Accreditation) Act 2002 | Fact Sheet | ✓ | Free |
| Registering a Residential Service | Fact Sheet | ✓ | Free |
| Residential services accreditation overview for local government | Fact Sheet | ✓ | Free |
| Retirement Village Act 1999 – Dispute Resolution Guidelines | Booklet | ✓ | Free |
| Retirement Villages - Public Information Document | Booklet | ✓ | Free |
| A Guide to Trade Measurement Inspections of Business | Fact sheet | ✓ | Free |
| The Basics of Public Weighbridge Licences | Fact sheet | ✓ | Free |
| Advice for growers and packers of fruit and vegetables | Fact sheet | ✓ | Free |
| A guide to marking requirements for pre-packed articles | Fact sheet | ✓ | Free |
| Advice for Bakers and Packers of Bread and Other Bakery Products | Fact sheet | ✓ | Free |
| Scales Used to Weigh Precious Stones and Precious Metals | Fact sheet | ✓ | Free |
| Trader's guide to using Trade Scales – Vietnamese | Fact Sheet | ✓ | Free |
| Guide for Operators of Public Weighbridges | Fact sheet | ✓ | Free |
| Guide for Owners and Operators of Weighbridges Used For Trade | Fact sheet | ✓ | Free |
| Laws for Petroleum Fuel Depots | Fact sheet | ✓ | Free |
| A guide to volume correction for selling petrol and diesel fuel | Fact sheet | ✓ | Free |
| Second-hand Dealers | Fact Sheet | ✓ | Free |
| Security Industry Good Business Guide | Booklet | ✓ | Free |
| Bunk bed compliance guide | Fact Sheet | ✓ | Free |
| Do you supply cots? | Fact Sheet | ✓ | Free |
| Flotation Toys and Swimming Aids | Fact Sheet | ✓ | Free |

| Item | Format | | Cost |
|--|------------------|-------------------|------|
| | Hard Copy | Download from web | |
| Selling toys | Fact Sheet | ✓ | Free |
| Selling and hiring child restraints | Fact Sheet | ✓ | Free |
| Sunglasses and Fashion Spectacles | Fact Sheet | ✓ | Free |
| Textile labelling laws | Fact Sheet | ✓ | Free |
| Trader's guide to retail sale of fruit and vegetables | Fact sheet | ✓ | Free |
| Trader's guide to retail sale of fruit and vegetables – in Vietnamese | Fact sheet | ✓ | Free |
| Trader's guide to sale of beer, certain basic spirits and other alcoholic beverages | Fact sheet | ✓ | Free |
| Trader's guide to selling at markets | Fact sheet | ✓ | Free |
| Trader's guide to selling at markets – in Vietnamese | Fact sheet | ✓ | Free |
| Trader's guide to the retail sale of articles in delicatessens, poultry and seafood shops | Fact sheet | ✓ | Free |
| Trader's guide to the sale of meat in butcher shops | Fact sheet | ✓ | Free |
| Trader's guide to using Trade Scales | Fact sheet | ✓ | Free |
| Trader's Guide to using Trade Scales – in Vietnamese | Fact sheet | ✓ | Free |
| Trader's Guide to Service Stations | Fact sheet | ✓ | Free |
| Understanding the Basic Requirements for Servicing Licensees and Certifiers of Trade Measuring Instruments | Fact sheet | ✓ | Free |
| Buying legal vehicle accessories | Poster | x | Free |
| Publications for Consumers | | | |
| Agewise – Consumer Advice for Seniors | Booklet | ✓ | Free |
| “No Door to Door Traders” | Sticker | ✓ | Free |
| Glovebox Guide to buying and owning a car | Booklet | ✓ | Free |
| PSST! Post School Survival Tips | Booklet | ✓ | Free |
| How to Deal Effectively with The Hard Sell | Booklet | ✓ | Free |
| Unhappy? Making Complaints | Fact sheet | ✓ | Free |
| Unhappy? Making Complaints – in Chinese (simplified) | Fact sheet | ✓ | Free |
| Unhappy? Making Complaints – in Chinese (traditional) | Fact sheet | ✓ | Free |
| Unhappy? Making Complaints – in Italian | Fact sheet | ✓ | Free |
| Unhappy? Making Complaints – in Spanish | Fact sheet | ✓ | Free |
| Unhappy? Making Complaints – in Vietnamese | Fact sheet | ✓ | Free |
| 10 simple checks to ensure a smart on-line shopping experience | Card & Mouse Pad | x | Free |
| Buying a Home | Fact sheet | ✓ | Free |
| Buying a home – in Chinese (simplified) | Fact sheet | ✓ | Free |
| Buying a home – in Chinese (traditional) | Fact sheet | ✓ | Free |
| Buying a home – in Italian | Fact sheet | ✓ | Free |
| Buying a home – in Spanish | Fact sheet | ✓ | Free |
| Buying a home – in Vietnamese | Fact sheet | ✓ | Free |
| Buying a mobile phone – in Italian | Fact sheet | ✓ | Free |

| Item | Format | | Cost |
|--|------------|-------------------|------|
| | Hard Copy | Download from web | |
| Buying a mobile phone – in Vietnamese | Fact sheet | ✓ | Free |
| Buying a mobile phone – in Arabic | Fact sheet | ✓ | Free |
| Buying a mobile phone | Fact sheet | ✓ | Free |
| Buying a used car | Fact sheet | ✓ | Free |
| Buying a used car – in Italian | Fact sheet | ✓ | Free |
| Buying a used car – in Spanish | Fact sheet | ✓ | Free |
| Buying a used car – in Vietnamese | Fact sheet | ✓ | Free |
| Buying a used car – in Chinese (Simplified) | Fact sheet | ✓ | Free |
| Buying a used car – in Chinese (Traditional) | Fact sheet | ✓ | Free |
| The Way Ahead – Women and the Motor Vehicle Industry | | ✓ | Free |
| Buying an Investment Property | Fact sheet | ✓ | Free |
| Buying an Investment Property – in Chinese (simplified) | Fact sheet | ✓ | Free |
| Buying an Investment Property – in Chinese (traditional) | Fact sheet | ✓ | Free |
| Buying an Investment Property – in Italian | Fact sheet | ✓ | Free |
| Buying an Investment Property – in Spanish | Fact sheet | ✓ | Free |
| Buying an Investment Property – in Vietnamese | Fact sheet | ✓ | Free |
| Getting a (real estate) Valuation | Fact sheet | ✓ | Free |
| Good Credit Guide | Booklet | ✓ | Free |
| Credit cards and “interest free” deals – in Vietnamese | Fact Sheet | ✓ | Free |
| Credit cards and “interest free” deals – in Arabic | Fact Sheet | ✓ | Free |
| Door-to-door and itinerant sellers | Fact sheet | ✓ | Free |
| Door-to-door sales – in Italian | Fact sheet | ✓ | Free |
| Door-to-door sales – in Vietnamese | Fact sheet | ✓ | Free |
| Door-to-door sales – in Arabic | Fact sheet | ✓ | Free |
| Babywalker Safety | Fact sheet | ✓ | Free |
| Bike Safety | Fact sheet | ✓ | Free |
| Bunkbed Safety | Fact sheet | ✓ | Free |
| Changetables | Fact sheet | ✓ | Free |
| Cot Safety | Fact sheet | ✓ | Free |
| Hazards for Children under 3 years | Fact sheet | ✓ | Free |
| Highchairs | Fact sheet | ✓ | Free |
| About Baby & Children's Safety (ABCs) | Booklet | ✓ | Free |
| Keeping Baby Safe | x | ✓ | Free |
| Keeping Baby Safe – in Arabic | x | ✓ | Free |
| Keeping Baby Safe – in Chinese | x | ✓ | Free |
| Keeping Baby Safe – in Croatian | x | ✓ | Free |
| Keeping Baby Safe – in Serbian | x | ✓ | Free |
| Keeping Baby Safe – in Spanish | x | ✓ | Free |
| Keeping Baby Safe – in Vietnamese | x | ✓ | Free |

| Item | Format | | Cost |
|--|------------|-------------------|------|
| | Hard Copy | Download from web | |
| Seniors Mail fraud | x | ✓ | Free |
| Buying 2nd hand products | Fact sheet | ✓ | Free |
| Buying Fuel at Service Stations | Fact sheet | ✓ | Free |
| Car/Moped Hire | Fact sheet | ✓ | Free |
| Charities | Fact sheet | ✓ | Free |
| Computerised gambling systems | Fact sheet | ✓ | Free |
| Exercise equipment and gym membership | Fact sheet | ✓ | Free |
| Going Mobile - A guide to mobile home living | Booklet | ✓ | Free |
| Retirement Village Act 1999 – Dispute Resolution Guidelines | Booklet | ✓ | Free |
| Retirement Villages – Public Information Document | Booklet | ✓ | Free |
| Making a Complaint about a Residential Service | Fact Sheet | ✓ | Free |
| Home employment opportunities | Fact sheet | ✓ | Free |
| How to Make a Claim against the Claim Fund – Property Agents and Motor Dealers Act 2000 | Fact sheet | ✓ | Free |
| How to Make a Claim against the Claim Fund – Property Agents and Motor Dealers Act 2000 - in Chinese (Simplified) | Fact sheet | ✓ | Free |
| How to Make a Claim against the Claim Fund – Property Agents and Motor Dealers Act 2000 - in Chinese (traditional) | Fact sheet | ✓ | Free |
| How to Make a Claim against the Claim Fund – Property Agents and Motor Dealers Act 2000 (in Italian) | Fact sheet | ✓ | Free |
| How to Make a Claim against the Claim Fund – Property Agents and Motor Dealers Act 2000 (in Spanish) | Fact sheet | ✓ | Free |
| How to Make a Claim against the Claim Fund – Property Agents and Motor Dealers Act 2000 (in Vietnamese) | Fact sheet | ✓ | Free |
| Incorporated Associations | Fact sheet | ✓ | Free |
| Information for non-English speakers | Fact sheet | ✓ | Free |
| Lighters, candles & oil burners | Fact sheet | ✓ | Free |
| OFT contact addresses and details | Fact sheet | ✓ | Free |
| Little Black Book of Scams | x | ✓ | Free |
| Little Black Book of Scams – in Chinese | x | ✓ | Free |
| Little Black Book of Scams – in Greek | x | ✓ | Free |
| Little Black Book of Scams – in Italian | x | ✓ | Free |
| Little Black Book of Scams – in Vietnamese | x | ✓ | Free |
| Work from home scams – in Italian | Fact sheet | ✓ | Free |
| Work from home scams – in Vietnamese | Fact sheet | ✓ | Free |
| Work from home scams – in Arabic | Fact sheet | ✓ | Free |
| Managing Credit – Family breakdown and debt | Fact Sheet | ✓ | Free |
| Managing Credit – Finance brokers | Fact Sheet | ✓ | Free |
| Managing Credit – Harassment from creditors | Fact Sheet | ✓ | Free |
| Managing Credit – Interest free (including car loans) | Fact Sheet | ✓ | Free |
| Managing Credit – Payday loans | Fact Sheet | ✓ | Free |

| Item | Format | | Cost |
|---|------------|-------------------|------|
| | Hard Copy | Download from web | |
| Managing Credit – Struggling with debt and getting help | Fact Sheet | ✓ | Free |
| Managing Credit – the credit contract | Fact Sheet | ✓ | Free |
| Mandatory Comparison Rates | Fact Sheet | ✓ | Free |
| Borrowing money – in Vietnamese | Fact Sheet | ✓ | Free |
| Borrowing money – in Arabic | Fact Sheet | ✓ | Free |
| Some things to consider before you borrow money – in Arabic | Fact Sheet | ✓ | Free |
| Some things to consider before you borrow money – in Vietnamese | Fact Sheet | ✓ | Free |
| Pay Day Lending | Fact sheet | ✓ | Free |
| Phoney prizes, lotteries and scams | Fact sheet | ✓ | Free |
| PSST! Post School Survival Tips | Booklet | ✓ | Free |
| Pyramid selling & chain letters | Fact sheet | ✓ | Free |
| Refunds and lay-bys | Fact sheet | ✓ | Free |
| REVS – Keep your car in YOUR driveway | Flyer | ✓ | Free |
| Selling Real Estate | Fact sheet | ✓ | Free |
| Shop Green Checklist | Flyer | ✓ | Free |
| How to Shop Green | Fact sheet | ✓ | Free |
| How to Shop Green | Poster | ✓ | Free |
| Shopping for Meat, Fruit and Vegetables | Fact sheet | ✓ | Free |
| Stop the Scams – in Arabic | x | ✓ | Free |
| Stop the Scams – in Chinese | x | ✓ | Free |
| Stop the Scams – in Croatian | x | ✓ | Free |
| Trade Measurement Tips for Consumers | Fact sheet | ✓ | Free |
| Using the Internet and shopping on-line | Fact sheet | ✓ | Free |
| Relationship debt – in Vietnamese | Fact Sheet | ✓ | Free |
| Relationship debt – in Arabic | Fact Sheet | ✓ | Free |
| Consumers Advice for Weddings | Fact Sheet | ✓ | Free |
| Consumer guide to the new Retirement Villages Act | Booklet | ✓ | Free |

| Item | Format | | Cost |
|------|-----------|-------------------|------|
| | Hard Copy | Download from web | |

Liquor Licensing Publications

Order liquor licensing publications and other materials online from the Liquor Licensing Division's website at www.liquor.qld.gov.au.

Further information can be obtained by telephoning the Administration Officer (Production) on (07) 3224 2064.

| | | | |
|--|---|---|-----------------------|
| Liquor Act 1992 and Wine Industry Act 1994 – forms and brochures | ✓ | ✓ | Free |
| Guidelines to assist in the interpretation of the legislation | ✓ | ✓ | Free |
| A Planning Guide for Event Managers – Alcohol, Safety and Event Management | ✓ | | Free |
| Quarterly Liquor Licensing Bulletin | ✓ | ✓ | Free |
| Guide to the Liquor Act | ✓ | ✓ | \$2 |
| Guide to the Wine Act | ✓ | ✓ | \$2 |
| Australian ID Checking Guide | ✓ | ✓ | \$2 |
| Guide to Responsible Service of Alcohol | ✓ | ✓ | \$2 |
| Don't Step Over the Line and No more. It's the Law Video | | ✓ | \$50 |
| Responsible Service of Alcohol Self-Paced Learning Package | ✓ | | |
| ○ Complete package | | | \$99 |
| ○ Additional workbook | | | \$15 |
| Year in Review: | ✓ | | |
| ○ 1997-1998, 1998-1999, 1999-2001 editions | | | \$10 |
| ○ 1994-1995, 1995-1996, 1996-1997 editions | | | \$5 |
| Dealing with responsible service of alcohol and underage drinking | ✓ | | |
| ○ unlaminated | | | Free |
| ○ laminated | | | \$5 |
| Management signs (minimum of 10) | ✓ | | |
| ○ unlaminated | | | \$1 each |
| ○ laminated | | | \$5 each |
| Coasters (No More) | ✓ | | \$8/250 \$25/1000 |
| Coasters (Drink spiking) | ✓ | | \$16/500 \$25/1000 |
| Unattended drink cards | ✓ | | Free |
| Drink spiking posters | ✓ | | Free |
| No More Risky Business | ✓ | | Free |

Racing

Racing publications are available from the department's website at www.dtrft.qld.gov.au or by telephoning (07) 3224 1400.

| | | | |
|---|---|---|------|
| Ministerial Review of Governance Structure of the Thoroughbred Racing Code of Queensland | | ✓ | Free |
| Racing Animal Welfare and Integrity Board's Procedures about the way things for analysis are to be taken and dealt with | ✓ | ✓ | Free |

Energy consumption

The department spent \$240,124 on electrical energy consumption in 2002-03.

The department continues to support energy conservation to meet its obligations and minimise consumption. All areas are encouraged to use energy-efficient systems, for example, the department is now purchasing multi-functional office devices with reduced energy requirements to replace old independent pieces of equipment and a move to smaller vehicles in the department's motor vehicle fleet has led to a reduction of an estimated 17,000 kilograms of CO₂ emissions in the last financial year.

Consultancies

Consultants were engaged to work on a variety of activities in 2002-03, including specialist recruitment services, corporate governance structures, development and delivery of training programs, strategic performance measurement systems, and service level agreements between the department and industry. The selection and engagement of consultants is carried out in accordance with the State Purchasing Policy and Guidelines.

The total amount paid to consultants was \$279,123 including:

| | |
|---------------------------|-----------|
| Business strategy | \$118,177 |
| Information technology | \$1,200 |
| Human resource management | \$59,399 |
| Management | \$48,193 |
| Professional/technical | \$52,155 |

Overseas travel report

No officers travelled overseas during the 2002-03 financial year so the department did not incur any costs.

Statutory bodies

(at 30 June 2003)

| Body | Role | Constituting Act | Annual reporting requirement | Cost 02-03 | Members 02-03 | Notes |
|--|--|--|------------------------------|------------|---|--|
| Advisory boards and committees established by statute | | | | | | |
| Consumer Safety Committee | Provides advice to the Minister for Fair Trading on consumer safety and product safety issues | <i>Fair Trading Act 1989</i> | See notes | Nil | Matt Miller Associate Professor Rod McClure John Ashes Elizabeth Miles Darryl Barber Denis Hardy Paul Vardon | The first meeting of the committee took place in February 2003. The committee met again in May 2003 at a strategic planning workshop. Meeting fees have been approved by Cabinet for those members who are not Crown employees and will take effect from October 2003. |
| Disaster Appeals Trust Fund Committee | Receives surplus monies from unused disaster relief funds and may elect to make payments into any current disaster relief fund | <i>Collections Act 1966</i> | See notes | See notes | David Williams (Chair) Peter Bridgman (appointed April 2003) Dr Rosemary Clarkson Norelle Deeth (resigned Oct 2002) John O'Connell (appointed April 2003) Greg Klein Simmons Webb (resigned Jan 2003) | The committee met in November 2002 to consider an application in response to the Australian Red Cross Bali Appeal to assist Australian victims and families of the Bali bombing on 12 October 2002. On 28 November 2002, a donation of \$250,000 was made to the appeal. Costs associated with the running of this committee are minimal as members and the administrative support officer are government employees. |
| Funeral Benefit Trust Fund Committee | Administers the Funeral Benefit Trust Fund by hearing claims made by contributors to the fund | <i>Funeral Benefit Business Act 1982</i> | See notes | \$23,390 | Paul Kerr Michelle Skene (ceased 29 Sept 2002) Wendy Whitten (appointed 20 Dec 2003) Robert Ahern Brian Gill | The committee met 10 times during 2002-03 and processed 288 claims, down from 302 in the previous year, resulting in \$105,805.80 being paid from the fund. Also during that period 148 contributors surrendered their agreements resulting in a payout to contributors of \$21,982. |

| Body | Role | Constituting Act | Annual reporting requirement | Cost 02-03 | Members 02-03 | Notes |
|--|--|------------------------------------|-------------------------------|------------------------|---|--|
| Racing Codes Advisory Board | Supervises and reports on activities associated with drug control in the racing industry, including collection, transportation and analysis of race-day samples. | <i>Racing and Betting Act 1980</i> | See notes | \$3,867 | Dr Frederick Manahan (Chair) Dr Leslie Johnson Dr Chris Baldock | Under the <i>New Racing Act 2002</i> the Board will be replaced from 1 July 2003 by the Racing Animal Welfare and Integrity Board. |
| Statutory Bodies | | | | | | |
| Greyhound Racing Authority (GRA) | Responsible for controlling, supervising, regulating and promoting greyhound racing throughout Queensland | <i>Racing and Betting Act 1980</i> | Separate report to Parliament | See GRA annual report | Phillip Bennett (Chair) Kerry Watson (Deputy Chair) Christopher Williams David Stitt | See GRA annual report at www.gra.qld.gov.au |
| Queensland Harness Racing Board (QHRB) | Responsible for controlling, supervising, regulating and promoting harness racing throughout Queensland | <i>Racing and Betting Act 1980</i> | Separate report to Parliament | See QHRB annual report | Keith Hamburger (Chair) Helen Boyd Andrea Sage Ian Millard | See QHRB annual report at www.harness.org.au/qld/qldindustry.htm |
| Queensland Racing (QR) | Responsible for controlling, supervising, regulating and promoting thoroughbred racing throughout Queensland | <i>Racing and Betting Act 1980</i> | Separate report to Parliament | See QR annual report | Robert Bentley (Chair) Stephen Lonie Anthony Hamner Michael Lambert Wally Tutt | See QR annual report at www.queenslandracing.com.au |

| | | | | | | |
|--|--|---|-------------------------------|--------------------------------------|---|---|
| Trustees of Albion Park Raceway (TAPR) | Responsible for maintaining and operating the Albion Park Raceway complex | <i>Racing Venues Development Act 1982</i> | Separate report to Parliament | See TAPR annual report | Donald Davies (Chair) Keith Hamburger Phillip Bennett | See TAPR annual report On 1 July 2003 the appointment of trustees was to cease to coincide with the transfer of ownership of Albion Park Raceway to the GRA and QHRB. |
| 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 Grant Kenny OAM John Menzies Sarina Russo Max Shepherd Bob Gleeson Peter Wade Lorna Hempstead Ashley Kerr | See Tourism Queensland annual report at www.tq.com.au |
| Tribunals | | | | | | |
| Computer Games and Images Appeals Tribunal | Hears appeals against decisions made under the Act | <i>Classification of Computer Games and Images Act 1995</i> | See notes | Nil | No current membership | No appeals lodged in 2002-03 |
| Films Appeals Tribunal | Hears appeals against decisions made under the Act | <i>Classification of Films Act 1991</i> | See notes | Nil | No current membership | No appeals lodged in 2002-03 |
| *Liquor Appeals Tribunal | Hears appeals lodged by parties aggrieved by decisions of the chief executive relating to liquor licence applications | <i>Liquor Act 1992</i> | See notes | \$190,595 | Jeffrey Rolls (Chair) Anne Lindon (Deputy Chair) Part-time members: • Glenice Spender • Jessica Harrington • Fay (Margaret) O'Donnell • David Stitt <i>(All appointments ceased on 30 June 2003)</i> | There were 22 appeals carried over from the previous year. The tribunal received 31 appeals during the year and finalised a total of 48 (39 of which were determined by hearing and 9 withdrawn). There were 5 matters on hand at 30 June 2003. The appeals were finalised in an average of 59 weeks. The tribunal heard 5 appeals in regional areas. |

| Body | Role | Constituting Act | Annual reporting requirement | Cost 02-03 | Members 02-03 | Notes |
|---|--|---|-------------------------------|-----------------------|---|---|
| *Property Agents and Motor Dealers Tribunal (PAMDT) | Hears disputes between buyers and property agents or motor dealers; reviews decisions of the chief executive of the Department; and conducts disciplinary proceedings | <i>Property Agents and Motor Dealers Act 2000</i> | Separate report to Parliament | \$345,660 | Julie-Anne Schafer (Chair) Parttime members: • Sharon Christensen • Brett Codd • Eric Eastment • John Gallagher • Iain Herriot • Kathleen Keating • Molly Robson • Barry Vickers <i>(All appointments ceased on 30 June 2003)</i> | See PAMDT annual report at www.tribunals.qld.gov.au |
| Publications Appeals Tribunal | Hears appeals against decisions made under the Act | <i>Classification of Publications Act 1991</i> | See notes | Nil | No current membership | No appeals lodged in 2002-03 |
| *Queensland Building Tribunal (QBT) | Resolves domestic and commercial building and related disputes; reviews decisions of the Queensland Building Services Authority (BSA); and conducts disciplinary and other proceedings brought by the BSA. | <i>Queensland Building Tribunal Act 2000</i> | Separate report to Parliament | See QBT annual report | Julie-Anne Schafer (Chair) Linda Bradford-Morgan (Deputy chair) Christine Roney (Deputy chair) Jennifer McVeigh Part-time members: • Kerry O'Callaghan • Peter Lohritsch • Susan Burke • Anthony Moon <i>(All appointments ceased on 30 June 2003)</i> | See QBT annual report at www.tribunals.qld.gov.au |

| | | | | | | |
|--|--|--|------------------|-----------------|---|--|
| <p>Racing Appeals Authority (RAA)</p> | <p>Hears appeals lodged against decisions to refuse or revoke licences or against penalties imposed by stewards</p> <p>The RAA hears appeals for all three racing codes - thoroughbred, harness and greyhound.</p> | <p><i>Racing and Betting Act 1980</i></p> | <p>See notes</p> | <p>\$90,511</p> | <p>Leo Williams (Chair) Sir James Killen Dennis Standfield</p> | <p>There was a 14% increase in the number of appeals received for 2002-03 (40) compared with 2001-02 (35). Of the appeals received, 28 related to the harness code, 3 to greyhounds, 6 to thoroughbreds and 3 regarding licences. Two appeals were carried over from the previous year.</p> <p>42 appeals were finalised, with 10 dismissed, 20 dismissed with the penalty varied and 12 upheld.</p> <p>On average applications were resolved within 18 days of lodgement of the appeal.</p> <p>Six appeals were from regional areas but were conducted from the RAA hearing room in Brisbane.</p> |
| <p>*Retirement Villages Tribunal (RVT)</p> | <p>Hears disputes between a resident and operator of a retirement village.</p> <p>Parties can only file a Dispute Notice for mediation after attempting to resolve the dispute within the village. If the mediation is not successful an application can be made for a Tribunal hearing.</p> | <p><i>Retirement Villages Act 1999</i></p> | <p>See notes</p> | <p>\$81,953</p> | <p>Julie-Anne Schafer (Chair) Barry Cotterell (Legal member)</p> <p>Operator Representatives:</p> <ul style="list-style-type: none"> • Jane Arthur OAM • John Blackwood • Elizabeth Forbes • Dulcie Newman • Kim Teudt • Peter Toohey <p>Residential Representatives:</p> <ul style="list-style-type: none"> • Myrtle Green • John Guy • Ronald Haley • Peter Hogan • Frank Lyndon • Christopher Normoyle • Joan Petherick • Mary Presotto • Marcia Wilson • Dudley Woodhead • Yvonne Zardani OAM <p>(All appointments ceased on 30 June 2003)</p> | <p>The RVT received 24 applications in 2002-2003, compared with 22 for the previous year. Eight matters were successfully mediated, 6 were determined by hearing and 8 matters were settled or withdrawn.</p> <p>All applications were finalised in an average of 89 days.</p> <p>The tribunal attended 2 hearings in the regions.</p> |

*Legislation was developed in 2002-03 to establish the Commercial and Consumer Tribunal (CCT) from 1 July 2003 to amalgamate the Queensland Building Tribunal, Liquor Appeals Tribunal, Property Agents and Motor Dealers Tribunal and the Retirement Villages Tribunal. The CCT will also deal with cases from other jurisdictions including architects, engineers, building certifiers, plumbers and drainers, gaming machine allocation disputes, residential services accreditation and tourism services.

Successful prosecutions for breaches of legislation

| Office of Fair Trading | | | | |
|--|---|--|--|---|
| Defendant | Act/Section | Offence | Court/Date | Result/Order |
| Jeffrey Stanley HUGHES | FTA s55(d)(3) | Pyramid selling | Maryborough Magistrates Court (MC) 10 July 2002 | Fined \$1,200 |
| Steven DOOEY trading as Advantage Business Solutions | FTA s48(b) | Accepting payment without providing goods or services | Southport MC 5 August 2002 | Convicted and fined \$7,000 and compensation \$2,257 |
| J & N Comino Pty Ltd; and J J Comino | A&A s104(1)(a); 169 | - Failure to bank trust monies - Liability of Director | Brisbane MC 21 August 2002 | Convicted and fined \$250 |
| James STEWART | FTA s61(2); 62(1); 62(2) | Door-to-door trading breaches | Ipswich MC 26 August 2002 | Convicted and fined \$1,200 and restitution \$450 |
| James STEWART | FTA s40(F); 61(3); 62(1); 62(2) | Door-to-door trading breaches | Brisbane MC 28 August 2002 | Convicted and fined \$4,500 |
| Lynda SHIELDS-RUTHKOWSKI | CPA CFA s12; 39 | Sell prohibited magazines and films | Brisbane MC 28 August 2002 | Fined \$750 and \$60 cost of purchases |
| Jason Frederick BAKER | PAMDA s334(1) | Act as a motor dealer | Bundaberg MC 17 September 2002 | Convicted and fined \$2,500 |
| Antonio MIANO | PAMDA s334(1) | Act as a motor dealer | Bundaberg MC 17 September 2002 | Convicted and fined \$3,000 |
| David Anthony STEVENSON | PAMDA s300; 317; 330; 333; Reg 32 | - Cooling-off period - Statutory warranty - No detail in stock book - Incorrect dealers statement - No receipt | Brisbane MC 20 September 2002 | Convicted and fined \$4,000 |
| Mark PRENTICE | FTA s40 | Odometer tampering | Brisbane MC 23 September 2002 | Convicted and fined \$40,000. Fine reduced to \$23,800 after successful appeal against fine |
| BP Australia Limited | TMA s8(1) | Using an incorrect measuring instrument for trade | Gold Coast MC 7 October 2002 | Fined \$2,500 and costs of court \$59. No conviction recorded |
| Hendrik William Johan WOUDEBERG | PAMDA s576 | Misrepresent odometers | Townsville MC 17 October 2002 | Convicted and fined \$1,200 |
| Mogoreach Pty Ltd | FTA s40(a) | Misrepresent odometers | Brisbane MC 18 October 2002 | Convicted and fined \$7,500 and professional costs \$2,802 |
| David EMSON | FTA s40(a) | Misrepresent odometers | Brisbane MC 18 October 2002 | Convicted and fined \$2,000 |
| John Charles NEBE | PAMDA s295(4)(a); 295(4)(d); 317(4); 333(1) | Various regarding REVs certificate, warranty, receipts and contract | Bundaberg MC 29 October 2002 | Convicted and fined \$15,000 |
| Gregory Allan CUMERFORD | PAMDA s402(2) | Late lodgement of audit report | Bundaberg MC 29 October 2002 | Convicted and fined \$1,000 |

| Office of Fair Trading | | | | |
|---|--|---|-------------------------------------|---|
| Defendant | Act/Section | Offence | Court/Date | Result/Order |
| National Book Covers | FTA s48(a); s48(b) | - Accept payment without intention to supply service - Accept payment when person ought reasonably be aware that the person will not be able to supply service | Southport MC 6 November 2002 | Convicted and fined \$5,000 and \$1,200 costs |
| Graeme Edward HEALY | PAMDA s317(1)(b) | No advice re warranty period | Bundaberg MC 26 October 2002 | Fined \$1,500 |
| Princess Street Wholesale Cars Pty Ltd | PAMDA s317(1)(b) | No advice re warranty period | Bundaberg MC 26 October 2002 | Fined \$1,500 |
| Michael Anthony KING | PAMDA s573(2)(a); 379(a); 421(b) | - Wrongful conversions - Dealing with amount on receipt - Dealing with trust account receipt forms | Southport MC 2 December 2002 | Fined \$700 |
| Tasman Realty | PAMDA s573(2a) 379(a) 421(b) | - Wrongful conversions - Dealing with amount on receipt - Dealing with trust account receipt forms | Southport MC 2 December 2002 | Fined \$700 and \$59 costs |
| Allan Keith SHAW | PAMDA s334(1)(b) | Act as a motor dealer | Hervey Bay MC 4 December 2002 | Fined \$500 |
| Woodhill Coaches Pty Ltd trading as Hervey Bay Wreckers | PAMDA s334(1)(a) | Act as a motor dealer | Hervey Bay MC 4 December 2002 | Fined \$750 |
| Duane LUKI | SPA s9(1)(a) | Unlicensed crowd controller | Cairns MC 6 January 2003 | Fined \$600 |
| Gunome Pty Ltd | PAMDA s295(4)(d); 300(2); 331(1); 333(1); Reg.32 | - No REVs certificate - No cooling-off period - No seller's declaration - No contract - No receipt | Bundaberg MC 14 January 2003 | Convicted and fined \$8,000 |
| Phillip MACKRELL | PAMDA s295(4)(d); 300(2); 331(1); 333(1); Reg.32 | - No REVs certificate - No cooling-off period - No seller's declaration - No contract - No receipt | Bundaberg MC 14 January 2003 | Combined penalty with above |
| Tabtill Pty Ltd | PAMDA s295 | Overcharge REVS certificate | Holland Park MC 17 January 2003 | Convicted and fined \$500 |
| John CRESWICK | PAMDA s295 | Overcharge REVS certificate | Holland Park MC 17 January 2003 | Convicted and fined \$250 |
| John SAMELE | PAMDA s557(1)(b); 334(1)(a) | - Odometer tampering - Unlicensed motor dealing | Maroochydhore MC 23 January 2003 | Convicted and fined \$3,600 and compensation \$14,900 |
| Blackthorn Pty Ltd | PAMDA s577 | Odometer tampering | Holland Park MC 23 January 2003 | Fined \$4,000 |
| Robin Charles STUBBS | PAMDA s591 | Odometer tampering | Holland Park MC 23 January 2003 | Combined penalty with above |
| Mark WILSON | PAMDA s295(4); 300(2); 317(1) | Failure to: - guarantee clear title - issue a vendor statement - give statutory warranty | Ipswich MC 3 February 2003 | Convicted and fined \$750 |

| Office of Fair Trading | | | | |
|---|-----------------------------------|--|--|---|
| Defendant | Act/Section | Offence | Court/Date | Result/Order |
| James STEWART | FTA s61; 62 | Door-to-door trading breaches | Ipswich MC 10 February 2003 | Convicted and fined \$750 and restitution \$650 |
| Boltons Real Estate Pty Ltd | PAMDA s133(1) | Beneficial interest | Maryborough MC 12 February 2003 | Convicted and fined \$1,000 |
| Stephen David KIDD | PAMDA s145(3) | Beneficial interest | Maryborough MC 12 February 2003 | Convicted and fined \$1,000 |
| Leona LIN | PAMDA s145(3) | Beneficial interest | Maryborough MC 12 February 2003 | Convicted and fined - \$1,000 |
| Graham Geoffrey DEWICK | PAMDA s576 | Falsely represent odometer reading | Toowoomba MC 19 February 2003 | Fined \$500 and restitution \$2,000 |
| Vijendra NATH | BNA s5 | 2 x Unregistered business name | Brisbane District Court 26 March 2003 | Convicted and fined \$1,000 and professional costs \$250 |
| Brian SULLIVAN | PAMDA s573 | Conversion of trust money | Brisbane District Court 11 April 2003 | Sentenced to two and a half years jail suspended for five years on the condition of not re-offending |
| Wally Taylor Pty Ltd | FTA s40(a) | Odometer tampering | Brisbane MC 24 April 2003 | Fine \$30,000 |
| Walter TAYLOR | FTA s40(a) | Odometer tampering | Brisbane MC 24 April 2003 | Fine \$4,800 |
| Mark TAYLOR | FTA s40(a) | Odometer tampering | Brisbane MC 24 April 2003 | Fine \$4,000 |
| Peter ANDREWS | FTA s40(a) | Odometer tampering | Brisbane MC 24 April 2003 | Fine \$3,800 |
| Alpha Club Australia Pty Ltd | FTA s55D | Pyramid selling | Brisbane Supreme Court 12 May 2003 | Injunctions granted. Alpha Club & John Sparkes banned from further promoting the scheme and ordered to pay \$12,100 |
| Robin Charles STUBBS | PAMDA s577 | Misrepresent odometers | PAMD Tribunal 24 June 2003 | Fined \$3,750 and disqualified for five years |
| Ross Dummett and Rosdum P/L | PAMDA s496 | Disciplinary proceedings | PAMD Tribunal 24 June 2003 | Suspended cancellation of license for one year |
| David Anthony STEVENSON | PAMDA 43 x sections 131 to 133 | Not fit and proper to hold a motor dealers licence | PAMD Tribunal 24 June 2003 | Disqualified for 10 years and fined \$4,500 |
| David Anthony STEVENSON | PAMDA s300; 317; 330; 333; Reg.32 | - Cooling-off period - Statutory warranty - No detail in stock book - Incorrect dealers statement - No receipt | PAMD Tribunal 24 June 2003 | As above |
| Leanne Judith TURNER | PAMDA s496 | Not fit and proper person to hold a real estate license | PAMD Tribunal 27 June 2003 | Convicted of stealing as a servant. Disqualified for 10 years and ordered to pay costs of \$250 |
| Lettvale Pty Ltd trading as Good Vibrations Adult World | CPA CFAs12; 39 | Sell prohibited magazines and films | Holland Park MC 27 June 2003 | Following Appeal, convicted and fined \$24,750 and ordered to pay court costs \$2,100 |

| Liquor Licensing Division | | | | |
|--|-----------------|---|----------------|-----------------------------|
| Defendant | Liquor Act 1992 | Offence | Date | Result/Order |
| ASW International Pty Ltd (Licensee) Club Face Surfers Paradise | s169 | Unlicensed sale of liquor | August 2002 | Convicted and fined \$2,000 |
| Liang, Jin Biao Kuang, Jin Biao Leung, Chan Faun (Joint Licensees) Ocean Seafood Chinese & Malaysian Restaurant Surfers Paradise | s146 | After hours trading | August 2002 | Convicted and fined \$300 |
| Paul, James Edward Reef Festival Cairns | s158 | False representation | August 2002 | Convicted and fined \$350 |
| Hall, Nigel Craig Pormpuraaw | s169 | Unlicensed sale of liquor - Pormpuraaw Indigenous Community | August 2002 | Convicted and fined \$500 |
| Taylor, Donald Angus (Licensee) Rosewood Hotel Rosewood | s157 | Permit minor on premises | August 2002 | Convicted and fined \$600 |
| Lee, Jong Hon Club Face Surfers Paradise | s169 | Unlicensed sale of liquor | August 2002 | Convicted and fined \$800 |
| Stahmer, Suzanne (Nominee) Lions Den Cairns | s146 | After hours trading | August 2002 | Convicted, no fine |
| Rojo Management Pty Ltd (Licensee) Cattle Camp Hotel Longreach | s146 | After hours trading | August 2002 | Fined \$400 |
| Eldridge, Ronald Charles (Nominee) Cattle Camp Hotel Longreach | s146 | After hours trading | August 2002 | Fined \$400 |
| Iley, Jason Ferry Road Tavern Pty Ltd Gold Coast | s157 | Permit minor on premises | August 2002 | Fined \$500 |
| The Broadie Tavern Pty Ltd (Licensee) The Buderim Tavern Buderim | s157 | Permit minor on premises | August 2002 | Fined \$700 |
| Rixon, Ross The Buderim Tavern Buderim | s157 | Permit minor on premises | August 2002 | Fined \$700 |
| Moy, Stephen Davidson (Nominee) Beach House Hotel Hervey Bay | s164 | Conduct causing public nuisance | September 2002 | Convicted and fined \$300 |

| Liquor Licensing Division | | | | |
|--|-----------------|--|----------------|---------------------------|
| Defendant | Liquor Act 1992 | Offence | Court/Date | Result/Order |
| Merthyr Bowls Club Inc (Licensee) Merthyr Bowls Club Inc New Farm | s146 | Supply liquor - unauthorised way (non-member) | September 2002 | Convicted and fined \$450 |
| Brown, William Bryce (Nominee) Merthyr Bowls Club Inc New Farm | s146 | Supply liquor - unauthorised way (non-member) | September 2002 | Convicted and fined \$450 |
| Jeneileo Pty Ltd (Licensee) Lee's Hotel Ingham | s157 | Permit minor on premises | September 2002 | Fined \$300 |
| Tompkins, Gerard Lee's Hotel Ingham | s157 | Permit minor on premises | September 2002 | Fined \$300 |
| Moy, Stephen Davidson (Nominee) Beach House Hotel Hervey Bay | s161 | After hours consumption | October 2002 | Convicted and fined \$250 |
| Supabrat Enterprises P/L (Licensee) Beachhouse Hotel Hervey Bay | s161 | After hours consumption | October 2002 | Convicted and fined \$500 |
| Supabrat Enterprises P/L (Licensee) Beachhouse Hotel Hervey Bay | s157 | Permit minor on premises | October 2002 | Convicted and fined \$500 |
| Café East Pty Ltd (Licensee) Café East Pty Ltd Brisbane | s156 | Minor - allow consumption | October 2002 | Convicted and fined \$500 |
| Sham, David Knog Wai (Nominee) Café East Pty Ltd Brisbane | s156 | Minor - allow consumption | October 2002 | Convicted and fined \$500 |
| Yuen, David Café East Pty Ltd Brisbane | s156 | Minor - allow consumption | October 2002 | Convicted and fined \$500 |
| Iley, Jason Ferry Grove Tavern Ferry Grove | s157 | Permit minor on premises | October 2002 | Fined \$200 |
| Sagigi, Joseph Yam Island | s169 | Supply liquor without a permit (sly-grogging) Yam Island | October 2002 | Fined \$300 |
| Starbury Pty Ltd (Licensee) Casablanca Brasserie & Café Petrie Terrace | s157 | Permit minor on premises | October 2002 | Fined \$750 |

| Liquor Licensing Division | | | | |
|---|-----------------|--|---------------|--------------------------------|
| Defendant | Liquor Act 1992 | Offence | Date | Result/Order |
| De Gunten, Terry (Nominee) Casablanca Brasserie & Café Petrie Terrace | s157 | Permit minor on premises | October 2002 | Fined \$750 |
| Walden, Kenneth Phillip Doomadgee | s168B | Possess liquor (under Doomadgee By-Laws) | November 2002 | Convicted and fined \$180 |
| Clarkson, Junita (Licensee) Windsor Hotel Motel Windsor | s155A | Supply liquor to minor | November 2002 | Fined \$250 |
| Clarkson, Neil Gregory (Licensee) Windsor Hotel Motel Windsor | s156 | Allow supply of liquor to minor | November 2002 | Fined \$250 |
| McMahon, Peter William (Nominee) Logan and Albert Hotel Logan City | s146 | Supply liquor - unauthorised way (Good Friday) | November 2002 | Fined \$300 |
| Baker, Joseph Christopher (Licensee) Railway Hotel Beaudesert | s157 | Permit minor on premises | November 2002 | Fined \$350 |
| Bryant, Gregory Newton Railway Hotel Beaudesert | s157 | Permit minor on premises | November 2002 | Fined \$350 |
| Curtain, Thomas James University of Queensland St Lucia | s156 | Supply liquor to minor | December 2002 | Convicted and fined \$600 |
| Hurst, Mark Damian (Nominee) Parkwood Tavern Parkwood | s156 | Allow supply of liquor to a minor | December 2002 | Fined \$700 |
| Kepple, Georgina Rose Aurukun | s168B | Possess liquor in Restricted Area - Aurukun | January 2003 | Convicted and fined \$150 |
| Chan, Robert Choi (Licensee) Club Dynasty Broadbeach | s149 | Adult entertainment - no permit | January 2003 | Convicted and fined \$2,500 |
| Chalkey, Terrence John (Licensee) Commercial Hotel Gympie | s157 | Permit minor on premises | January 2003 | Convicted and fined \$400 |
| Butler, Brett Graham Commercial Hotel Gympie | s157 | Permit minor on premises | January 2003 | Convicted and fined \$600 |

| Liquor Licensing Division | | | | |
|--|-----------------|---|---------------|------------------------------|
| Defendant | Liquor Act 1992 | Offence | Date | Result/Order |
| Cameron, Donald Rolland (Licensee) Dollys Hervey Bay | s157 | Permit minor on premises | January 2003 | Convicted and fined \$750 |
| Koo-oila, George Andrew Aurukun | s168B | Possess liquor in Restricted Area - Aurukun | February 2003 | Convicted and fined \$100 |
| Wolmby, Adrian Allan Aurukun | s168B | Possess liquor in Restricted Area - Aurukun | February 2003 | Convicted and fined \$200 |
| Chevathun, Joseph Aurukun | s168B | Possess liquor in Restricted Area - Aurukun | February 2003 | Convicted and fined \$200 |
| Souths Leagues Club Ltd (Licensee) Souths Leagues Club Ltd West End | s146 | Supply liquor - unauthorised way (non-member) | February 2003 | Convicted and fined \$450 |
| Curtis, Daniel Thomas Aurukun | s168b | Possess liquor in Restricted Area - Aurukun | February 2003 | Convicted and fined \$750 |
| Sport Be In It Pty Ltd (Licensee) Brackenridge Sports Centre Brackenridge | s149A | Adult entertainment - no permit | February 2003 | Fined \$1,200 |
| Fullerton, Angelique Rebecca The Calypso Espresso Bar Petrie Terrace | s157 | Minor - allow consumption | February 2003 | Fined \$300 |
| Fullerton, Angelique Rebecca The Calypso Espresso Bar Petrie Terrace | s157 | Permit minor on premises | February 2003 | Fined \$500 |
| Brooks, Sonya Terese (Licensee) The Calypso Espresso Bar Petrie Terrace | s157 | Minor - allow consumption | February 2003 | Fined \$400 |
| Brooks, Sonya Terese (Licensee) The Calypso Espresso Bar Petrie Terrace | s157 | Permit minor on premises | February 2003 | Fined \$600 |
| Tuppock, Bradley Charles Friday's Bar Mooloolaba | s159 | Wrongful dealing with genuine evidence of age | February 2003 | Fined \$400 |
| Leat, David Ronald (Nominee) Souths Leagues Club Ltd West End | s146 | Supply liquor - unauthorised way (non-member) | February 2003 | Fined \$450 |

| Liquor Licensing Division | | | | |
|--|-----------------|---|---------------|--|
| Defendant | Liquor Act 1992 | Offence | Date | Result/Order |
| Loukaras, Fotis Souths Leagues Club Ltd West End | s146 | Supply liquor - unauthorised way (non-member) | February 2003 | Fined \$450 |
| Patunas, Manuel Souths Leagues Club Ltd West End | s146 | Supply liquor - unauthorised way (non-member) | February 2003 | Fined \$450 |
| Pullenvale Estates Pty Ltd (Licensee) Gourmet Village Indooroopilly | s226 | Contravention of licence condition | February 2003 | Fined \$450 |
| Freeman, Russell Gourmet Village Indooroopilly | s226 | Contravention of licence condition | February 2003 | Fined \$450 |
| Ryan, Trent Andrew Brackenridge Sports Centre Brackenridge | s149A | Adult entertainment - no permit | February 2003 | Fined \$800 |
| Pikos, Mick Crazy Horse Surfers Paradise | s226 | Contravention of condition – adult entertainment permit | February 2003 | Fined \$600 |
| Surfers Paradise Rock & Roll Café Pty Ltd (Licensee) Crazy Horse Surfers Paradise | s226 | Contravention of condition – adult entertainment permit | February 2003 | Fined \$900 |
| Capeband Pty Ltd (Licensee) Just Hooters Brisbane City | s149A | Adult entertainment - no permit | March 2003 | Fined \$10,000. Conviction recorded |
| Woodhouse, Derek Wayne The Muso's Club Ashmore | s169 | Unlicensed - sell liquor | April 2003 | Fined \$1,500 |
| Andrew John Smith (Licensee) Galliano's Bar & Café Alexandra Headland | s226 | Contravention of licence condition | May 2003 | Fined \$500 |

Fair Trading
Liquor Licensing

Racing
Tourism

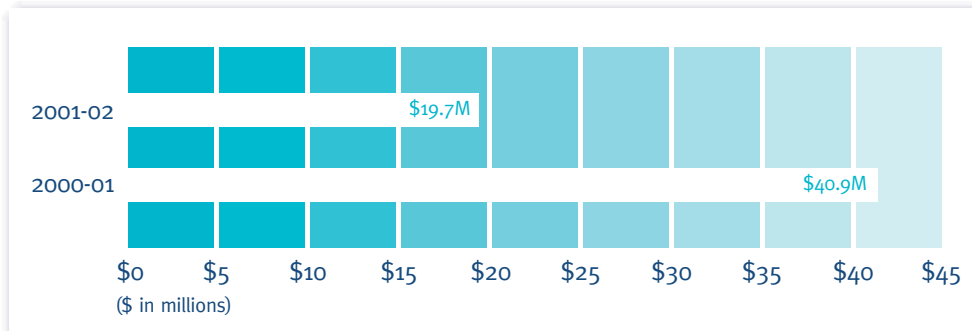
Financial statements

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Financial snapshot

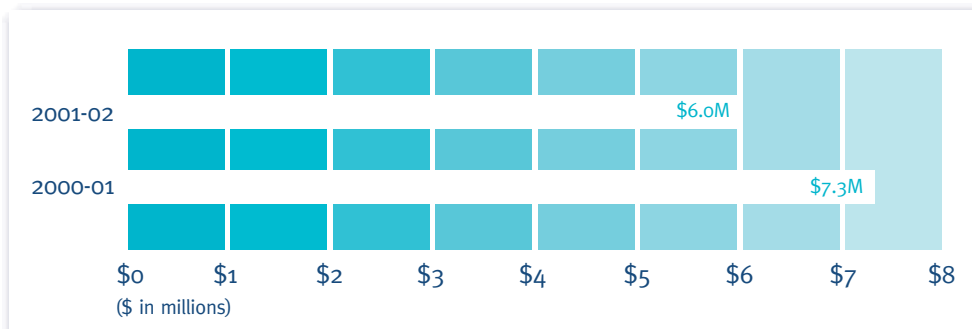
Total Assets



The 51.8% decline in assets relates to:

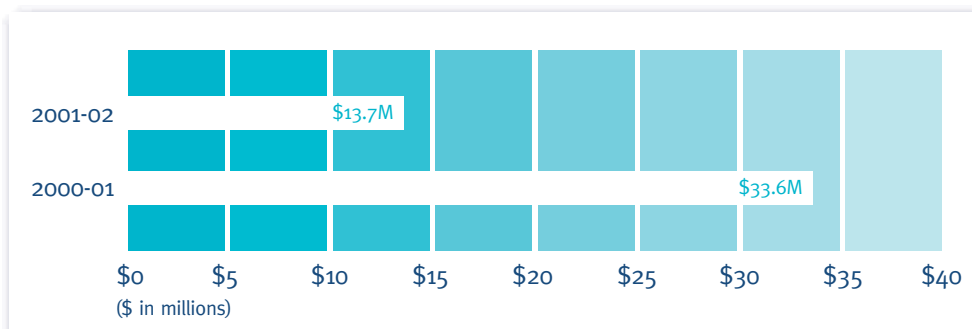
- transfer of the Willows Sports Complex to the Department of Innovation and Information Economy, Sport and Recreation Queensland (\$11 million); and
- a cash equity withdrawal payment to Government (\$10.4 million).

Total Liabilities



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

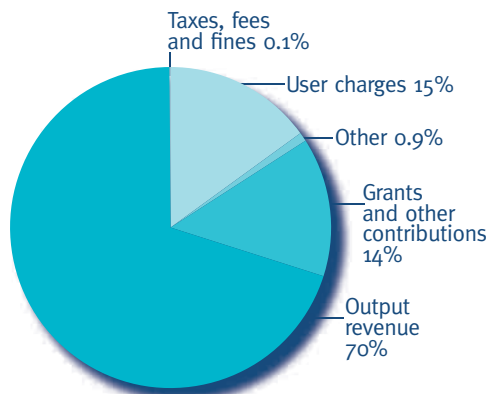
Total Equity



The 59.2% decline in equity mainly relates to:

- transfer of the Willows Sports Complex to the Department of Innovation and Information Economy, Sport and Recreation Queensland (\$11 million); and
- a cash equity withdrawal payment to Government (\$10.4 million).

Revenue from ordinary activities

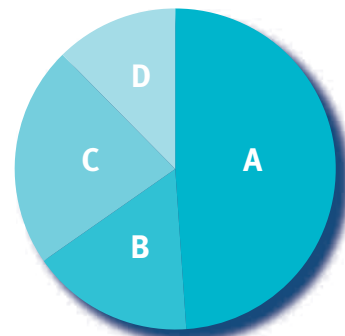


Total revenue from ordinary activities totalled \$53.9 million during 2001-2002. Output revenue, which represents contributions from the State Government, was the largest revenue source for the department at \$37.7 million. This equates to 70% of total revenue.

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

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

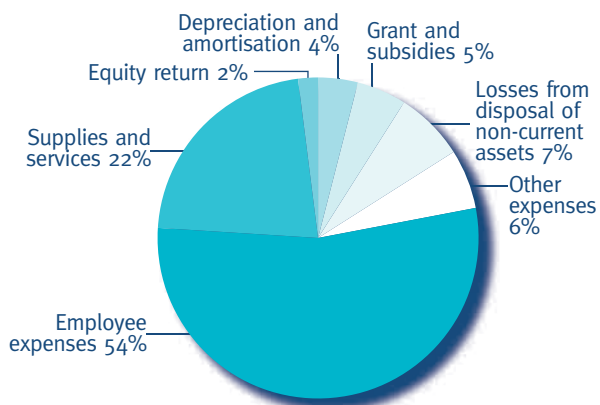
Revenue by output



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

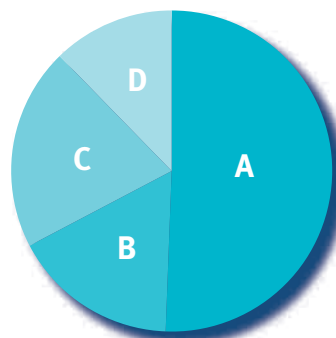
* This figure represents Controlled Revenue. On behalf of Government, the Office of Fair Trading collects an additional \$43.6 million in Administered Revenue from registration and licensing fees and interest paid by financial institutions on Trust Account balances.

Expenses from ordinary activities



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

Expenses by output



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

Understanding our financial statements

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

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

The financial statements have been prepared in accordance with the *Financial Administration and Audit Act 1977*, the *Financial Management Standard 1997* and other prescribed requirements. The statements include separate information on resources controlled by the department and resources administered on behalf of the Queensland Government.

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

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

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

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

Statement of financial performance

For year ended 30 June 2002

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

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

Statement of financial position

At 30 June 2002

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

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

Statement of cash flows

For year ended 30 June 2002

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

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



Statement of financial performance by outputs/major activities - controlled

For year ended 30 June 2002

| | Liquor Industry Services 2002 \$'000 | Racing Industry Services 2002 \$'000 | Fair Trading | Strategic Policy Advice 2002 \$'000 | Corporate Services Director-General 2002 \$'000 | Office of Director-General 2002 \$'000 | Queensland Building Tribunal 2002 \$'000 | Tourism 2002 \$'000 | Total 2002 \$'000 |
|---|--|--|---------------|---|---|---|--|---------------------------|-------------------------|
| Revenues from ordinary activities | | | | | | | | | |
| Output revenue | 6,336 | 3,733 | 16,745 | 4,672 | 5,320 | 880 | - | - | 37,686 |
| User charges | 97 | 2,050 | 5,917 | 58 | 10 | 2 | - | - | 8,134 |
| Taxes, fees and fines | - | 7 | 41 | - | - | - | - | - | 48 |
| Grants and other contributions | 227 | 5,978 | 677 | 420 | 78 | - | - | - | 7,380 |
| Other | 7 | 6 | 508 | 6 | 80 | - | - | - | 607 |
| Corporate services allocation | 2,017 | 133 | 1,915 | 1,423 | (5,488) | - | - | - | - |
| Office of Director-General allocation | 157 | 47 | 568 | 110 | - | (882) | - | - | - |
| Total revenues from ordinary activities | 8,841 | 11,954 | 26,371 | 6,689 | - | - | - | - | 53,855 |
| Expenses from ordinary activities | | | | | | | | | |
| Employee expenses | 4,406 | 1,847 | 14,810 | 3,839 | 3,298 | 371 | - | - | 28,571 |
| Supplies and services | 1,520 | 1,391 | 6,330 | 1,050 | 1,465 | 204 | - | - | 11,960 |
| Equity return expense | 32 | 519 | 594 | - | 60 | - | - | - | 1,206 |
| Depreciation and amortisation | 305 | 315 | 928 | 44 | 371 | 41 | - | - | 2,004 |
| Grants and subsidies | - | 2,631 | 140 | - | - | - | - | - | 2,771 |
| Losses from disposal of non-current assets | 7 | 3,881 | 79 | 4 | 4 | - | - | - | 3,975 |
| Other | 482 | 83 | 1,763 | 152 | 363 | 99 | - | - | 2,942 |
| Corporate services allocation | 2,044 | 135 | 1,941 | 1,441 | (5,561) | - | - | - | - |
| Office of Director-General allocation | 127 | 38 | 461 | 89 | - | (715) | - | - | - |
| Total expenses from ordinary activities excluding borrowing costs | 8,923 | 10,840 | 27,046 | 6,619 | - | - | - | - | 53,428 |
| Borrowing costs expense | - | 4 | - | - | - | - | - | - | 4 |
| Surplus or Deficit from ordinary activities | (82) | 1,110 | (675) | 70 | - | - | - | - | 423 |
| Extraordinary items | - | - | - | - | - | - | - | - | - |
| Net surplus or deficit | (82) | 1,110 | (675) | 70 | - | - | - | - | 423 |
| Non-Owner transaction changes in equity | | | | | | | | | |
| Net increase in asset revaluation reserve | - | 1,083 | - | - | - | - | - | - | 1,083 |
| Total valuation adjustments recognised directly in equity | - | 1,083 | - | - | - | - | - | - | 1,083 |
| Total changes in equity other than those resulting from transactions with owners as owners | (82) | 2,193 | (675) | 70 | - | - | - | - | 1,506 |

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

Statement of financial performance

For year ended 30 June 2002

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

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

Statement of financial position

At 30 June 2002

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

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

Statement of cash flows

For the year ended 30 June 2002

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

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

Statement of financial performance by outputs/major activities - administered

For year ended 30 June 2002

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

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

Notes to and forming part of the financial statements

For the year ended 30 June 2002

1. Objectives of the Department

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

2. Summary of Significant Accounting Policies

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

(a) Basis of Accounting

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

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

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

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

(b) Reporting Entity

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

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

- Tourism Queensland (TQ) - Statutory Body

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

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

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

(d) Trust Transactions and Balances

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

Notes to and forming part of the financial statements

For the year ended 30 June 2002

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

(e) User Charges, Taxes, Fees and Fines

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

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

(f) Grants and other Contributions

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

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

(g) Output Revenue/Administered Item Revenue

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

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

(h) Cash

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

(i) Receivables

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

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

(j) Acquisitions of Assets

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

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

Notes to and forming part of the financial statements

For the year ended 30 June 2002

accumulated depreciation offset.

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

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

(k) Property, Plant and Equipment

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

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

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

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

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

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

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

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

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

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

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

Notes to and forming part of the financial statements

For the year ended 30 June 2002

(m) Revaluation of Non-Current Physical Assets

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

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

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

(n) Leases

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

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

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

(o) Intangibles

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

(p) Payables

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

(q) Interest-Bearing Liabilities

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

(r) Employee Entitlements

Wages, Salaries and Annual Leave

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

Long Service Leave

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

Notes to and forming part of the financial statements

For the year ended 30 June 2002

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

Superannuation

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

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

(s) Taxation

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

(t) Allocation of Overheads to Departmental Activities

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

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

(u) Insurance

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

(v) Rounding

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

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

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

(x) Comparative Information

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

Notes to and forming part of the financial statements

For the year ended 30 June 2002

(y) Contributed Equity

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

(z) Borrowing Costs

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

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

3. Outputs/Major Activities of the Department

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

Liquor Industry Services

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

Racing Industry Services

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

Fair Trading Services

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

Strategic Policy Advice

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

Notes to and forming part of the financial statements

For the year ended 30 June 2002

Queensland Building Tribunal

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

Tourism

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

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

| | 2002 \$'000 |
|---|-----------------|
| 4. Reconciliation to Payments from Consolidated Fund and Output Revenue Recognised in Statement of Financial Performance | |
| Budgeted output appropriation | 37,142 |
| Plus supplementary appropriation | 410 |
| Total output receipts | <u>37,552</u> |
| Less: opening balance of output revenue receivable | - |
| Plus: closing balance of output revenue receivable | <u>134</u> |
| Output revenue recognised in Statement of Financial Performance | <u>37,686</u> |
| Reconciliation of Payments from Consolidated Fund and Equity Adjustment Recognised in Contributed Equity (Note 26) | |
| Budgeted equity adjustment appropriation | (10,501) |
| Plus supplementary appropriation | <u>153</u> |
| Equity adjustment recognised in Contributed Equity (Note 26) | <u>(10,348)</u> |

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

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

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

Notes to and forming part of the financial statements

For the year ended 30 June 2002

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

Notes to and forming part of the financial statements

For the year ended 30 June 2002

2002
\$'000

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

• Employee Expenses:

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

• Number of Employees: 560

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

• Chief Executive Remuneration p.a.:

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

| | | | |
|--------|------|----------------|----------------|
| Level: | CEO2 | Min. \$156,327 | Max. \$177,133 |
|--------|------|----------------|----------------|

In addition to the above base superannuable salary, the Director-General is eligible for a bonus of up to 15% p.a., based on a performance assessment by the Premier and Minister for Trade.

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

2002
\$'000

10. Supplies and Services

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

11. Equity Return Expense

| | |
|---------------|--------------|
| Equity return | <u>1,205</u> |
|---------------|--------------|

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

Notes to and forming part of the financial statements

For the year ended 30 June 2002

| | 2002 \$'000 |
|---|----------------|
| 12. Depreciation and Amortisation | |
| Depreciation and amortisation incurred in respect of: | |
| Buildings | 109 |
| Leasehold improvements | 198 |
| Plant and equipment | 1,222 |
| Internal use software | 475 |
| | <u>2,004</u> |
| 13. Grants and Subsidies Expense | |
| <i>Recurrent:</i> | |
| Racing Club assistance grants | 2,631 |
| Fair Trading grants | 140 |
| | <u>2,771</u> |
| 14. Losses from Disposal of Non-Current Assets | |
| Losses from the disposal of non-current assets | <u>3,975</u> |
| Losses from the disposal of non-current assets include losses incurred by the transfer of the Ooralea Park Racecourse Mackay to the Mackay Turf Club \$3,837. | |
| 15. Other Expenses | |
| External audit fees | 83 |
| Bad and doubtful debts | 4 |
| Operating Lease Rentals | 2,803 |
| Insurance | 33 |
| Special Payments | |
| Ex-gratia payments | 19 |
| | <u>2,942</u> |
| 16. Borrowing Cost Expense | |
| Interest | <u>4</u> |
| No borrowing costs were recognised during the period as part of the carrying amount of any qualifying assets. | |
| 17. Cash | |
| <i>Current:</i> | |
| Imprest accounts | 14 |
| Cash at bank | 6,206 |
| Trust funds | 32 |
| | <u>6,252</u> |

Notes to and forming part of the financial statements

For the year ended 30 June 2002

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

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

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

Notes to and forming part of the financial statements

For the year ended 30 June 2002

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

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

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

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

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

Notes to and forming part of the financial statements

For the year ended 30 June 2002

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

**2002
\$'000**

21. Intangibles

Internal Use Software:

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

22. Payables

Current:

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

23. Interest-Bearing Liabilities

Current:

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

Non-Current:

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

No assets have been pledged as security for any liabilities.

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

Notes to and forming part of the financial statements

For the year ended 30 June 2002

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

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

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

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

Notes to and forming part of the financial statements

For the year ended 30 June 2002

| | 2002 \$'000 |
|---|----------------|
| 27. Reconciliation of Net Surplus/Deficit to Net Cash Provided by (Used in) Operating Activities | |
| Surplus from ordinary activities | 423 |
| Non-cash items: | |
| Depreciation/amortisation | 2,004 |
| Net assets assumed/relinquished | (26) |
| Net liability assumed/relinquished | 25 |
| Assets write ons | (6,335) |
| Loss on sale of non current assets | 3,975 |
| Profit on sale of non current assets | (78) |
| Capitalised assets subsequently transferred to expense | 4 |
| Change in assets and liabilities: | |
| (Increase)/Decrease in receivables | 487 |
| (Increase)/Decrease in advance receivable | 9 |
| (Increase)/Decrease in LSL reimbursements receivables | (63) |
| (Increase)/Decrease in interest revenue receivable | 1,584 |
| (Increase)/Decrease in GST input tax credits receivable | 40 |
| (Increase)/Decrease in output revenue receivable | (134) |
| (Increase)/Decrease in grant revenue receivable | 538 |
| (Increase)/Decrease in other assets | (1) |
| (Increase)/Decrease in prepayments | 3 |
| Increase/(Decrease) in creditors | (2,959) |
| Increase/(Decrease) in employee provisions | 313 |
| Increase/(Decrease) in unearned revenue | 965 |
| Increase/(Decrease) in LSL payable | 6 |
| Net cash provided by (used in) operating activities | <u>780</u> |

28. Commitments for Expenditure

Non-cancellable Operating Lease Commitments

Commitments in relation to non-cancellable operating leases are inclusive of GST and are payable as follows:

| | |
|---|---------------|
| Not later than one year | 3,542 |
| Later than one year and not later than five years | 5,777 |
| Later than five years | 696 |
| | <u>10,015</u> |

GST – Input tax credits anticipated 910

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

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

Notes to and forming part of the financial statements

For the year ended 30 June 2002

29. Trust Transactions and Balances

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

Funeral Benefits Trust Fund

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

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

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

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

Notes to and forming part of the financial statements

For the year ended 30 June 2002

Queensland Building Tribunal Trust Fund

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

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

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

Notes to and forming part of the financial statements

For the year ended 30 June 2002

30. Financial Instruments

Interest Rate Risk Exposure

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

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

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

Credit Risk Exposure

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

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

Net Fair Value

The net fair value is determined as follows:

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

Notes to and forming part of the financial statements

For the year ended 30 June 2002

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

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

31. Grants & Other Contributions

ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS

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

32. Taxes, Fees and Fines

ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS

| | |
|-----------------------------|---------------|
| Liquor licences and permits | 2,297 |
| Fair Trading fees | 12,046 |
| Other regulatory fees | 16,158 |
| Fines | 747 |
| | <u>31,248</u> |

Notes to and forming part of the financial statements

For the year ended 30 June 2002

2002
\$'000

33. Administered Item Revenue

ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS

| | |
|---|----------------------|
| Budgeted administered item appropriation | 46,677 |
| Plus supplementary appropriation | 642 |
| Total administered item revenue | <u>47,319</u> |
| Less: Opening balance of appropriation receivable | (40) |
| Plus: Closing balance of appropriation receivable | 133 |
| Total | <u><u>47,412</u></u> |

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

| | |
|--|------------------|
| Budgeted equity adjustment appropriation | - |
| Plus supplementary appropriation | 26 |
| Equity Adjustment recognised in General Equity | <u><u>26</u></u> |

The supplementary appropriation of \$0.642M is comprised as follows:

- Tourism Queensland for the Goodwill Games \$2.0M;
- Deferred 2000-01 funds paid in 2001-02 \$0.2M;
- Lapsed claims funding in respect of the *Property Agents and Motor Dealers Act 2000* (\$1.243M); and
- 2001-02 Queensland Building Tribunal revenue which is to be deferred until 2002-03 (\$0.315M).

The supplementary equity adjustment appropriation of \$0.026M reflects deferred recurrent revenue for Queensland Building Tribunal from 2000-01 which was paid as an equity injection in 2001-02.

34. Interest Revenue

ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS

| | |
|------------------|---------------|
| Interest revenue | <u>13,891</u> |
|------------------|---------------|

35. Other Revenue

ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS

| | |
|------------------------|-------------------|
| User charges | 6 |
| Subrogation recoveries | 492 |
| Miscellaneous | 33 |
| | <u><u>531</u></u> |

Notes to and forming part of the financial statements

For the year ended 30 June 2002

2002
\$'000

36. Employee Expenses

ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS

| | |
|---------------------------------------|--------------|
| Wages and salaries | 1,110 |
| Employer superannuation contributions | 162 |
| Long service leave levy | 19 |
| Annual leave expenses | 63 |
| Other | 22 |
| | <u>1,376</u> |

37. Supplies and Services

ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS

| | |
|-----------|------------|
| Materials | 70 |
| Travel | 39 |
| Other | 795 |
| | <u>904</u> |

38. Depreciation and Amortisation

ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS

Depreciation and amortisation was incurred in respect of:

| | |
|---------------------|-----------|
| Plant and equipment | <u>28</u> |
|---------------------|-----------|

39. Grants and Subsidies

ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS

| | |
|-------------------------|---------------|
| Tourism Queensland | 44,397 |
| Liquor Licensing Rebate | 808 |
| | <u>45,205</u> |

40. Other Expenses

ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS

| | |
|-------------------------|------------|
| Operating Lease Rentals | 404 |
| Bad & Doubtful Debts | 172 |
| Claims Expenses | 353 |
| | <u>929</u> |

Notes to and forming part of the financial statements

For the year ended 30 June 2002

2002
\$'000

41. Cash

ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS

| | |
|--------------|------------|
| Petty Cash | 1 |
| Cash at bank | 699 |
| | <u>700</u> |

42. Receivables

ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS

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

43. Property, Plant and Equipment

ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS

| | |
|-------------------------------------|------------|
| Plant and equipment | |
| At Cost | 451 |
| Accumulated depreciation | 276 |
| Total property, plant and equipment | <u>175</u> |

44. Payables

ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS

| | |
|---------------------------------|--------------|
| <i>Current:</i> | |
| Long service leave levy payable | 4 |
| Trade and other creditors | 155 |
| Equity injection payable | 74 |
| Administered revenue payable | 1,132 |
| | <u>1,365</u> |

Notes to and forming part of the financial statements

For the year ended 30 June 2002

2002
\$'000

45. Provisions

ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS

| | |
|--------------|-----------|
| Annual leave | <u>91</u> |
|--------------|-----------|

46. Other Current Liabilities

ADMINISTERED ON A WHOLE OF GOVERNMENT BASIS

| | |
|------------------|------------|
| Unearned Revenue | <u>827</u> |
|------------------|------------|

47. Changes in Equity

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

Notes to and forming part of the financial statements

For the year ended 30 June 2002

2002
\$'000

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

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

49. Commitments for Expenditure

Non-cancellable Operating Lease Commitments

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

Notes to and forming part of the financial statements

For the year ended 30 June 2002

50. Contingencies

Litigation in Progress

Receivables

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

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

| | Cases |
|-------------------|-------|
| Magistrates Court | 5 |
| District Court | 1 |

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

Liabilities

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

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

| | Cases |
|----------------|-------|
| Supreme Court | 1 |
| District Court | 4 |

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

Notes to and forming part of the financial statements

For the year ended 30 June 2002

CERTIFICATE OF THE DEPARTMENT OF TOURISM, RACING AND FAIR TRADING

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

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

Ian Warren
Director, Finance and Administration

24 September 2002

Matt Miller
A/Director-General

24 September 2002

Notes to and forming part of the financial statements

for the year ended 30 June 2002

INDEPENDENT AUDIT REPORT

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

Scope

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

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

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

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

Audit Opinion

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

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

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

Queensland Audit Office
Brisbane



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Brisbane Metropolitan Offices

Office of Fair Trading

State Law Building
Level 21, 50 Ann Street
GPO Box 3111
Brisbane Qld 4001
Tel: (07) 3246 1500

Metrology House
Level 1, 383 Boundary Street
(Cnr Water Street)
Spring Hill Qld 4000
GPO Box 3111
Brisbane Qld 4001
Tel: (07) 3246 1500

Leichardt Court
Ground Floor, 55 Little Edward Street
Spring Hill Qld 4000
GPO Box 3111
Brisbane Qld 4001
Tel: (07) 3246 1500

Liquor Licensing Division

Mineral House
Level 19, 41 George Street
GPO Box 1141
Brisbane Qld 4001
Tel: (07) 3224 7024

Racing Division

Level 18, 111 George St,
GPO Box 1141,
Brisbane Qld 4001
Tel: (07) 3234 1400

Office of Racing Regulation

Level 18, 111 George St,
GPO Box 1141,
Brisbane Qld 4001
Tel: (07) 3234 1408

Racing Science Centre

Cooksley Street
Hamilton Qld 4007
PO Box 513
Albion Qld 4010
Tel: (07) 3862 1477

Service Delivery and Development Division

State Law Building
Level 21, 50 Ann Street
GPO Box 3111
Brisbane Qld 4001
Tel: (07) 3246 1500

Regional Offices

For fair trading and liquor licensing matters telephone 1300 658 030 (for the cost of a local call) to be put through to your nearest local office. If calling from a mobile phone, or from outside Queensland, use the alternative numbers provided below. The deaf or hearing impaired should telephone (07) 3246 1588 TTY.

Cairns

10-12 McLeod Street
PO Box 3067
Cairns Qld 4870
Tel: (07) 4042 3300

Mackay

Level 1, Post Office Square
69 Sydney Street
PO Box 146
Mackay Qld 4740
Tel: (07) 4969 3000

Maroochydore

Unit 5, WIN Television Centre
Cnr Baden Powell Street
& Maroochydore Road
PO Box 870
Maroochydore Qld 4558
Tel: (07) 5430 8900

Mount Isa

(Liquor Licensing only)
Suite 14, Mount Isa House, Mary Street
PO Box 2847
Mount Isa Qld 4825
Tel: (07) 4747 2735

Rockhampton

Ground Floor, State Government Building
209 Bolsover Street
PO Box 303
Rockhampton Qld 4700
Tel: (07) 4720 6600

Southport

7 Short Street
PO Box 2565
Southport Qld 4215
Tel: (07) 5581 3300

Toowoomba

137 Herries Street
PO Box 841
Toowoomba Qld 4350
Tel: (07) 4637 6000

Townsville

First Floor, State Government Building
Cnr Stanley & Walker Streets
PO Box 2009
Townsville Qld 4810
Tel: (07) 4753 2200

Wide Bay/Burnett

Ground Floor, Brendan Hansen Building
54 Main Street
Pialba Qld 4655
Tel: (07) 4197 9800

R

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Name: _____ Position: _____

Organisation: _____ Address: _____

Tel: _____ Email: _____

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

1. Please rate the following elements of the Annual Report 2002-2003

| | Excellent | Good | Satisfactory | Poor |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| Overall | | | | |
| How effectively does the report communicate the department's performance and achievements for 2002-2003? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Content | | | | |
| How useful is the information? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| How easy is it to find information? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
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| How clear and useful are the tables and graphs? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

2. Which section(s) of the report did you find most useful? _____

3. Which section(s) of the report did you find least useful? _____

4. How could the annual report be improved? _____

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

(If more than one, please indicate)

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

6. About you

Please indicate the group which best describes you:

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

Thank you for completing this survey.



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Print run 200



Department of Tourism, Racing and Fair Trading incorporating Liquor Licensing
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