



→ OUR  
BUSINESS

## OUR BUSINESS //

### BROTHEL LICENSING

→ The number of operational brothels in Queensland increased by five this financial year, with two new brothels opening on the Sunshine Coast and one each in Mackay, Townsville and Brisbane. We also licensed another three brothels which have not opened for business yet (see table 5). To date there have been 31 brothel licences<sup>7</sup> and 56 managers' certificates granted, with 37 individual applications under active investigation (refer to table 4).

Table 3: Applications received by the PLA to 30 June 2003

Applications received	Brothel licences		Managers' certificates	
	New	Renewal	New	Renewal
Received during 2000–01	11	-	11	-
Received during 2001–02	19	-	36	-
Received during 2002–03	11	13	32	12
TOTAL	41	13	79	12

Table 4: Status of all applications received to 30 June 2003

Status	Brothel licences		Managers' certificates	
	New	Renewal	New	Renewal
Approved	24	7	49	7
Withdrawn prior to consideration	4	0	16	0
Under investigation	15	3	14	5
Refused	1	0	0	0
TOTAL	44	10	79	12

Note: Numbers represent individual people rather than brothel sites.



<sup>7</sup> Brothels may be owned by more than one individual, each of whom must have a brothel licence, and each of whom must reapply for the licence each year. The number of brothel licences therefore exceeds the number of licensed brothels.

Table 5: Licensed brothels

Address	Name of brothel	Date opened	Telephone contact
<b>Brisbane City Council</b>			
175 Abbotsford Rd, Bowen Hills	Purely Blue	17.08.01	3854 0366
120 Robinson Rd, Geebung	Truely Elegance	02.05.02	3856 6010
945 Fairfield Rd, Yeerongpilly	The Viper Room	17.05.02	3392 7070
88 Logan Rd, Woolloongabba	88 on Logan	13.06.03	3891 1198
12 Nile St, Woolloongabba	Not yet decided	Not yet in operation	
22 Brewer St, Clontarf	Intimate Encounters	Not yet in operation	
<b>Gold Coast Shire Council</b>			
44 Upton St, Bundall	Silks on Upton	12.03.02	5538 2088
30 Jade Dve, Nerang	Pentagon Grand	12.04.02	5597 0777
12 Greg Chappel Dve, Andrews	Black Orchid	09.03.02	5522 1400
29 Expansion St, Nerang <sup>8</sup>	Essential Pleasures/ Marilyn's Gentleman's Retreat	10.03.02	5597 1188
<b>Maroochy Shire Council</b>			
14 Avian St, Kunda Park	Moulin Rouge	13.12.02	5476 5044
13 Cessna St, Marcoola	Intrigue of Marcoola	14.02.03	5450 7577
<b>Mackay City Council</b>			
39 Enterprise St, Paget	Club 7 on Enterprise	08.07.02	4952 6767
<b>Townsville City Council</b>			
17 Hugh Ryan Dve, Garbutt	Australian Maid	01.07.02	4725 5888
13 Carmel St, Garbutt	Bluebirds on Carmel	Not yet in operation	

### Development approval

→ In Queensland the location of brothels is a matter for local government, subject to the provisions of the Prostitution Act. Under the Prostitution Act, the assessment manager for a development application must grant approval for development of a brothel in an industrial area if the premises are:

- Greater than 200 metres distance (measured according to the shortest lawful route) from a residential area or an area intended to be residential
- Greater than 200 metres distance (measured according to the shortest lawful route) and greater than 100 metres (measured in a straight line) from any residential building, place of worship, hospital, school, kindergarten, or any other place regularly frequented by children for recreational or cultural purposes

- Not more than five working rooms
- Able to comply with the Integrated Development Assessment System (IDAS) Code for development applications for a brothel (the code includes requirements about car parking, lighting, signage and the like).

<sup>8</sup> During the financial year 2002–03 the brothel at 29 Expansion St, Nerang changed ownership. The brothel was renamed 'Marilyn's Gentleman's Retreat'.

→ By the end of the 2002–03 financial year there had been 42 applications made to local government in Queensland for development approval for a brothel, mostly for premises in Brisbane and the Gold Coast (see table 6). Of all these applications, just over half

have been granted. There are seven premises in Queensland which have been granted development approval for a brothel but which have not yet been licensed by the PLA to operate as a brothel (table 7 lists these locations).

**Table 6: Development approval applications for brothel premises**

Council	Approved	Refused	Withdrawn/ Lapsed	Pending	TOTAL
Brisbane	6	1	3	1	11
Gold Coast	5	2	3	1	11
Townsville	3	-	1	-	4
Cairns	1	1	2	-	4
Logan	2	-	-	-	2
Maroochy	2	-	-	-	2
Toowoomba	-	2	-	-	2
Redcliffe	1	-	-	-	1
Rockhampton	1	-	-	-	1
Mackay	1	-	-	-	1
Gladstone	1	-	-	-	1
Noosa	-	-	1	-	1
Douglas	-	-	1	-	1
<b>TOTAL</b>	<b>23</b>	<b>6</b>	<b>11</b>	<b>2</b>	<b>42</b>



**Table 7: Council-approved brothel premises which have not been licensed**

Local authority	Address
Brisbane	1/9 Alton St, Coopers Plains
Logan	24 Magnesium Dve, Crestmead
Logan	3509 Pacific Hwy, Slacks Creek
Gold Coast	37 Upton St, Bundall
Rockhampton	17 Bush Cres, Parkhurst
Gladstone	48 Callemondah Dve, Clinton
Townsville	28 Leyland St, Garbutt
Cairns	7 Owen Cl, Portsmith

→ The independent assessor was established and appointed in December 2001 to hear and decide appeals about local government decisions on development applications for brothels. The independent assessor, Mr Stephen Keim, decided two appeals during 2002 which were lodged during the last financial year (both appeals were upheld). There have been no new appeals lodged with the independent assessor this financial year, although he reviewed conditions attached by a local authority to a decision by the independent assessor to grant development approval.



### Mr Stephen Keim

→ Stephen Keim is a barrister of 17 years' experience and has practised in Brisbane throughout that time. In addition to his professional work as a barrister, he has served in a number of positions including as president of the Legal Aid Commission, member of the Queensland Anti-Discrimination Tribunal, member of the Land Court and deputy chairperson of the Land Tribunal. Mr Keim has also chaired a task force addressing the fisheries management needs of Moreton Bay. He is a member of the committee of the Kedron Districts Lions Junior AFL Club.

### Exempt towns

→ The Prostitution Act allows the local government of towns with a population of 25,000 or less to make an application to the Minister for Police for the right to refuse any development application for a brothel in their local government area. To date there are 204 towns in Queensland that have received approval from the Minister for Police to refuse development approval for a brothel (see appendix 1 for a list of all towns that may refuse an application for development approval for a brothel).

### Outlook for 2003–04

→ We will continue to work closely with PETF to manage the application process. We are determined to ensure an effective and customer-oriented licensing procedure. To achieve improvement in efficiency and accountability for application processing we will:

- Review and update the probity process for licensing through the Probity Investigation Manual
- Review and update the renewal process for brothel licences and managers' certificates
- Develop an Appeal Procedures Manual to document the role of the registrar for appeals to the independent assessor.

## MONITORING AND COMPLIANCE

### The compliance program

→ Following the state government's approval during the 2001–02 financial year, we established a dedicated compliance unit staffed with two compliance officers. Our capacity to monitor licensed brothels has been significantly enhanced with the recruitment of the compliance officers, who commenced in January 2003.

→ The core role of the compliance unit is to ensure brothel licensees and managers meet their obligations in managing Queensland's licensed brothels. The compliance officers have provided guidance and monitoring to licensees during and beyond the initial approval process to ensure the requirements of the Prostitution Act, Prostitution Regulation 2000, brothel licence conditions and the *Health and Safety Guidelines for Brothels* are met through:

- Regular auditing of licensed brothels including the examination of financial records, policies and procedures, inspection of working rooms, staff areas, reception and waiting areas, outdoor areas and interviews with staff and sex workers
- Surveillance of advertising material
- Management of complaints
- Identification of strategies for the ongoing development of the compliance program.

→ Since they started work, the compliance officers have reviewed all compliance protocols and established new office systems to facilitate a more effective compliance program. In addition, they have commenced liaison with key stakeholders on a range of compliance activities. The compliance unit has completed an operational and financial audit for each licensed brothel in Queensland and provided a full report to the PLA. Concerns about security arrangements in brothels prompted the compliance officers to conduct a survey of licensees about security measures in place at brothel premises. The survey results have assisted in ensuring that licensees are considering appropriate security arrangements.

→ Additional functions assigned to the compliance unit include management of the complaint system and of the prostitution advertising monitoring program (introduced in June 2003).

There are four areas of focus for the compliance program.

### 1. Infectious disease control

**Aim:** To ensure measures are in place to control the spread of infectious disease and to provide harm minimisation strategies in relation to risk activities.

Compliance function	Outcomes
<ul style="list-style-type: none"> <li>■ Cleanliness of premises and general facilities</li> <li>■ Training of staff in the identification of STIs</li> <li>■ Provision of personal protective equipment</li> <li>■ Safe sex</li> <li>■ Sexual health checks for workers</li> <li>■ Information on STIs is provided to clients</li> <li>■ Cleaning arrangements for showers, spas, toilets, linen and non-disposable equipment</li> <li>■ Management of clinical waste</li> </ul>	<ul style="list-style-type: none"> <li>■ Sex workers have current sexual health certificates while working</li> <li>■ Premises are cleaned and maintained to appropriate standards</li> <li>■ Personal protective equipment is readily available and stored appropriately</li> <li>■ Clients and workers engage only in safe sex practices</li> <li>■ Harm minimisation principles are adopted through the appropriate disposal of clinical waste and sharps</li> </ul>

**2. Policies and procedures**

Aim: To ensure operational plans, policies and procedures are developed by the licensee to address all operational and management areas.

Compliance function	Outcomes
<p>Assess and provide advice on the development of policies and procedures for the following general areas:</p> <ul style="list-style-type: none"> <li>■ Business operations</li> <li>■ Employment of staff and engagement of sex workers</li> <li>■ Workplace health and safety</li> <li>■ Sexual health management</li> <li>■ Cleaning/sanitising procedures</li> <li>■ Waste management</li> </ul>	<ul style="list-style-type: none"> <li>■ Comprehensive and operational policies and procedures are established</li> <li>■ Information contained within the policies and procedures is actively adopted by licensees, managers, staff and workers</li> </ul>

**3. Safety and security**

Aim: To ensure risks to safety and security are identified within and external to the brothel. Measures are required to be adopted by the licensee to control risks to sex workers, staff and clients.

Compliance function	Outcomes
<p>Assess control measures for:</p> <ul style="list-style-type: none"> <li>■ Violent or dangerous behaviour from clients entering the brothel, including alcohol and drug-induced behaviours</li> <li>■ Personal danger to workers from clients when within the working rooms</li> <li>■ Risks to workers arriving and leaving the premises</li> <li>■ Risk reduction measures including: video surveillance, lighting external to the brothel, availability and operation of duress alarms within the working rooms and other relevant areas, policies for, and training of staff and workers to manage safety and security matters</li> </ul>	<ul style="list-style-type: none"> <li>■ Risk assessments are completed annually for each licensed brothel</li> <li>■ Policies concerning matters of safety and security are available and reviewed regularly</li> <li>■ Incident and accident reports document safety and security breaches and remedial action taken</li> <li>■ Duress alarms, video equipment and lighting are operational and maintained</li> <li>■ Information regarding STIs is readily available to workers and clients</li> </ul>



	Outcomes
<ul style="list-style-type: none"> <li>■ Assess the suitability of duress alarms and other safety measures to provide safety to workers</li> <li>■ Policies, procedures and lighting are available to assist workers in the assessment of clients for the presence of STIs</li> <li>■ Personal protective equipment is readily available to workers</li> <li>■ Suitable disposal facilities are available for the disposal of clinical waste</li> </ul>	<ul style="list-style-type: none"> <li>■ Safety measures in the rooms are in place and operational</li> <li>■ Workers can assess clients for the presence of STIs and provide general information regarding places for treatment if required</li> <li>■ Workers can refuse to provide services where a risk is identified</li> <li>■ Safe sex is practised at all times</li> <li>■ Disposal of clinical waste complies with approved standards</li> </ul>

### Police entries to licensed brothels

→ During the year we received advice from police, as required under section 61 of the Prostitution Act, about 16 police entries to six licensed brothels, detailed below.

Table 8: Police entries to licensed brothels

Brothel	Number of visits
Purely Blue	8
Pentagon Grand	3
Essential Pleasures	2
Viper Room	1
Silks on Upton	1
Truely Elegance	1
TOTAL	16

### The prostitution monitoring program

→ During the year we designed and funded a major initiative to inform the PLA and PAC about trends and issues relating to the sex industry in general and to monitor the operation and effectiveness of the Prostitution Act. Early in the life of the PLA we recognised the existing literature on the sex industry was insufficient for the purposes of the PLA and PAC and for providing appropriate advice and information about prostitution. While some research has been conducted which has aimed to describe prostitution in Queensland, it is neither ongoing nor contemporary.

→ The monitoring program comprises four key research projects:

- A survey of sex workers
- A survey of clients of sex workers
- A community attitude survey
- Collection of data on STIs in Queensland.

→ The PLA selected a joint research team from the Queensland Alcohol and Drug Research and Education Centre and the Queensland University of Technology to undertake the four research projects. We also established a steering committee to oversee the conduct of the project, comprising members of the PLA, the CMC and the former PAC. The steering committee has met three times over the year.

→ We envisage the four projects will conclude towards the end of 2003 and that the results will be reported publicly. The four projects will provide baseline data for monitoring and will be repeated at four-yearly intervals to ensure a continuing source of high-quality information about prostitution.

### Outlook for 2003–04

- Having established the compliance unit we will focus on developing appropriate documentation to standardise the compliance function and to increase communication with and assistance to licensees. Over the coming year we will:
- Develop a Compliance Manual which outlines the policies and procedures associated with compliance unit activities
  - Establish assessment standards to facilitate the development of policies and procedures for licensed brothels
  - Review brothel licence conditions
  - Review the *Health and Safety Guidelines for Brothels*
  - Complete the four research projects of the monitoring program.

### LIAISON AND ASSISTANCE

#### Communicating with members of the public

→ Considering the sensitive nature of our core business, opportunities to communicate directly with members of the general public about the PLA and its activities are limited. We have been acutely conscious that any active public education campaign may appear to be promoting prostitution – a public impression we are careful to avoid. To date we have simply responded to a small number of invitations from community groups to speak about prostitution and brothel licensing (see table 9).

→ In addition to responding to invitations from community groups, the PLA established an information booth in the 'Sexual Health and Education' section of SEXPO to distribute information about brothel licensing and the legal framework for prostitution in Queensland. SEXPO is an annual health, sexuality and lifestyle exhibition staged in Melbourne, Sydney and Brisbane which is open to members of the public aged over 18 years. SEXPO provided a useful forum to disseminate information to the general public about the PLA and its activities in an appropriately adult-only forum. The PLA joined other government and non-government agencies, such as Queensland Health and SQWISI, in an effort to emphasise sexual health.

→ As a tool to assist staff engage in public education activities, we engaged GOPRINT to produce a multimedia presentation about the PLA and its activities. We found the presentation very successful at SEXPO and in other, smaller forums as an engaging and informative display.

→ During the year we established a small library containing publications, reports, media articles and other material on prostitution and brothel operation. The library is accessible to members of the public and applicants and has been particularly useful to students in their preparation of university assignments.

Table 9: External presentations by staff, 2002–03

Date	Subject	Forum
19.09.02	Out of the shadows: regulating sex work in Queensland	Guest lecture at University of Queensland School of Social Science
26.09.03	Out of the shadows: regulating sex work in Queensland	Guest lecture at University of Queensland School of Psychology
07.05.03	The role and function of the PLA	Greenslopes Neighbourhood Watch
08.05.03	Sex as a business in Queensland	Guest lecture at University of Queensland School of Psychology
28.05.03	The role and function of the PLA	Ekibin Lions Club

Table 10: SEXPO survey sample

Sample groups	Number	Per cent
General community	575	75
Clients	126	18
Sex workers	28	4
Both sex workers and clients	21	3
TOTAL	750	100

Table 11: Awareness of prostitution laws and the PLA

Sample groups	Per cent of respondents		
	Aware of prostitution laws	Aware of the PLA	Aware of the role of the PLA
General community	25	41	18
Clients	70	71	57
Sex workers	42	48	20
Both sex workers and clients	60	57	43

### SEXPO survey

- We conducted a short survey of individuals who visited our stall at SEXPO. Our intention in giving out the survey was to identify the types of people who attend SEXPO, their level of awareness about prostitution laws in Queensland, and their level of knowledge about the PLA.
- We received 750 responses to the survey. Respondents fell into one of four groups: the general community, sex workers, clients of sex workers, and a small group who said they had been both a sex worker and a client (see table 10).
- We found that awareness about prostitution laws and the PLA was lowest amongst the general community. On the other hand, clients of sex workers appeared to have the best knowledge of these issues (see table 11).
- These results will provide us with a better understanding of what information to provide at SEXPO next year.

**Communicating with our applicants**

→ As well as providing education to the general public, we were also focused on assisting brothel licence and manager’s certificate applicants. Applicants and potential applicants comprise the largest group of inquirers we deal with (see figure 4).

→ In September 2002 we sent out invitations to all individuals who had requested a set of application forms over the preceding 12 months. We held a licensing forum to present information about a range of issues, to discuss matters of concern to applicants and to answer their questions. We presented information about:

- Local government issues
- Appeals to the independent assessor
- The licensing process
- Compliance issues
- Prostitution advertising.

→ All staff of the PLA participated in the licensing forum, which was opened by the chair. The forum was attended by a group of 45 invitees.

**Communicating with the sex industry**

→ In December 2002 we published our first edition of a quarterly industry newsletter we have called *In Touch*. While we have good contact and liaison with brothel licensees and managers through the compliance unit and through the annual renewal of applications, we felt that our communication with sex workers and other brothel staff could be improved. We distributed *In Touch* to brothels for the general interest of workers in licensed brothels. SQWISI has agreed to stock the newsletter in their five Queensland offices for other sex workers. *In Touch* has included articles on industrial relations issues, the role of the independent assessor, prostitution law reform in other states of Australia and compliance issues.

→ During the year we continued our contact with SQWISI and established a formal monthly meeting with the state manager to discuss the operation of the Prostitution Act.

**Prostitution advertising**

→ Under the Prostitution Act, the PLA is responsible for approving all advertising for prostitution in Queensland. During the year we received 848 requests for advertising approval; most applications complied with our policy concerning prostitution advertising and 98 per cent of advertisements were approved, two per cent of which were subject to conditions (see table 12).

Table 12: Advertising approval, 2002–03

Outcome	Number	Per cent
Approved	812	96
Approved with conditions	15	2
Refused	21	2
TOTAL	848	100

**Communicating with other key stakeholders**

→ We met regularly with our key stakeholders and have assisted other agencies perform their functions with regard to prostitution issues. Table 13 shows the number of meetings we held with our key stakeholders.

Table 13: Meetings held by the PLA with key stakeholders, 2002–03

Group	Number
Licensees and managers, applicants, potential applicants	55
QPS	49
CMC	10
SQWISI	7
Other government agencies	7
Sex workers	7
Media	6
Ministerial	4
Members of the public	2
TOTAL	147



### Complaints

→ During the year we received 92 complaints about prostitution, which represents a 70 per cent increase from the previous year. Figure 2 shows that most of these complaints fell into two main categories – complaints about advertising and complaints about brothel operation. Most complaints were resolved by referral of the complaint to PETF for criminal investigation, or through resolution by the PLA or its staff (refer to figure 3).

→ We believe the increase in complaints made to us over the past year is the result of an increasing awareness of the role and function of the PLA, among the general community and also among sex workers themselves, and of the increase in the number of licensed brothels this financial year.

Figure 2: Nature of complaints, 2002–03

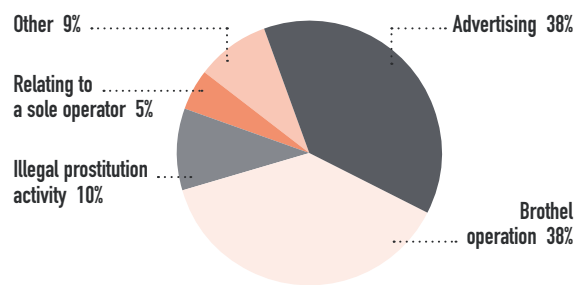
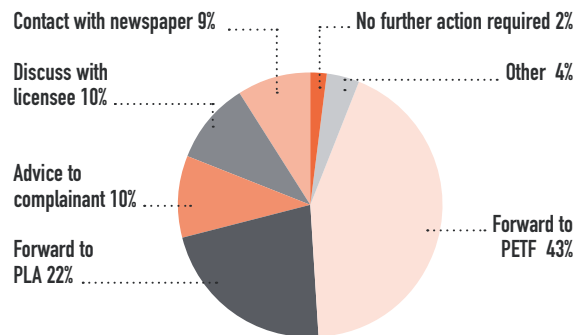


Figure 3: Resolution of complaints, 2002–03



Complaint case studies

→ Here are some examples of the complaints we received during the year.

Complaint 1 – Illegal prostitution	
The complaint	We received information from a complainant about an illegal escort service that had been operating for several years. The complainant possessed documentation pertaining to the way the agency operated, the split (pay) to workers and how they would be escorted to their jobs. The complainant, while happy to disclose her details to us, wished to remain anonymous to the police.
What we did	We were able to forward the information provided to us by the complainant to PETF anonymously. While PETF were already aware of the agency and had commenced investigation, the documents we referred to them provided key evidence and assisted in the successful prosecution of the illegal business.
The outcome	The complaint provided further information for PETF in the investigation and prosecution of a significant illegal prostitution network involving interstate interests. The investigation resulted in 39 arrests on 121 criminal charges. The two principal male organisers have pleaded guilty and the matter is still before the courts. A pecuniary penalty order of two to three million dollars is being sought.

Complaint 2 – Prostitution advertising	
The complaint	A complaint was received from a licensee that an illegal escort agency and brothel was operating in a particular area of Queensland through an advertisement in the local newspaper.
What we did	We referred the information provided to us to PETF for investigation of possible offences under the Prostitution Act.
The outcome	PETF commenced investigation based on the information provided by us and interviewed three men about employing sex workers as part of an illegal escort agency to provide prostitution. The men were subsequently charged with procuring persons for prostitution. To date one offender has been convicted and fined \$1,000 and the other two are still before the courts.

### Complaint 3 – Prostitution advertising

The complaint	Several complaints from different sources were lodged with us about an advertisement in a newspaper under the column 'Adult Work Opportunities'. The complainants felt the advertisement offended section 94 of the Prostitution Act which states that "A person must not publish a statement intended or likely to induce a person to seek employment as a prostitute."
What we did	We referred the complaint to PETF for investigation of a possible offence against the Prostitution Act or the Criminal Code. In addition, we contacted the newspaper to inform them that the advertisement appeared to offend the provisions of the Prostitution Act.
The outcome	Our action resulted in the advertisement being withdrawn from the 'Adult Work Opportunities' column. PETF have continued to monitor advertisements for prostitution in the local area and have arrested 40 persons between May 2002 and June 2003 on 114 charges of illegal prostitution.

### Complaint 4 – Brothel operation

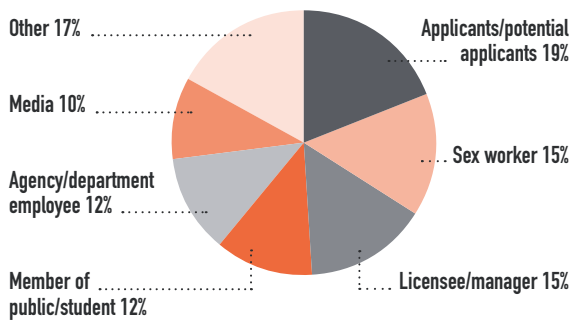
The complaint	A sex worker from a brothel rang to complain that she had lost her work at the brothel because she was pregnant.
What we did	We sought advice from the Communicable Diseases Unit at Queensland Health about the possible risks to the pregnant woman or her foetus of continuing work as a sex worker. Queensland Health advice was that the risks were unclear, and that a doctor would be unlikely to provide a medical certificate stating the pregnant woman was fit to work as a sex worker. We also sought advice from the Anti-Discrimination Commission (ADC) about whether the complainant had grounds to lodge a discrimination complaint. The ADC advised there are exemptions to the discrimination rules for pregnant women based on workplace health and safety considerations, but that they would accept a complaint from the woman for further investigation and possible action.
The outcome	The complainant was given a contact name and number to lodge a complaint with the ADC. The complainant decided not to proceed with the complaint because she was afraid of being labelled a 'trouble maker' by the brothel and she wanted to continue working in the sex industry after her child was born.



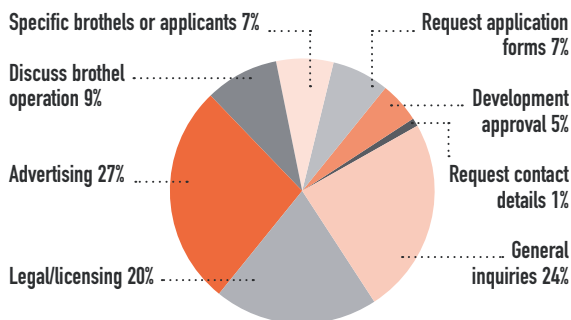
**Inquiries**

→ During the year we responded to 1,341 inquiries about prostitution and related issues. Figure 4 shows that inquiries generally come from brothel licensees and managers, members of the public and students, and the media. The most common categories of inquiry are legal or brothel licensing questions, questions about prostitution advertising, and questions about brothel operation (see figure 5).

**Figure 4: Source of inquiries, 2002–03**



**Figure 5: Nature of inquiries, 2002–03**



**Outlook for 2003–04**

→ Our objectives for the 2003–04 financial year are to ensure we provide excellent customer service and high-quality information to our key stakeholders and the general community. We will achieve this through the following initiatives:

- Conduct a licensing forum for applicants and potential applicants
- Publish data collected through the monitoring program
- Review the complaint management system
- Review the advertising policies
- Conduct liaison with key stakeholders in regional areas
- Investigate opportunities for public speaking
- Review the PLA website and the multimedia presentation.

## SUPPORTING OUR BUSINESS

### Our staff

→ This year our staff complement increased by one-third – we are now eight staff in all, more than half of which are women (see tables 14 and 15). In preparation for the employment of the new staff members, we reviewed our induction procedures and introduced a self-paced, interactive induction manual. The manual included comprehensive information about the legislative framework and historical background to the prostitution laws in Queensland, information on customer service and licensing activities at the PLA and orientation to the Code of Conduct and other key PLA policies.

→ This year we fully implemented our staff performance, planning and review policy, with all staff having participated in the annual review process. The implementation of this policy has greatly assisted the career planning process for staff members.

→ All staff have participated in on-site and external training programs, including courses in dealing with difficult people, procurement, web design training, ethical decision making, policy skills, financial management/accounting and some industry-specific seminars. We spent a total of \$13,115 and 442 hours on staff training this year. Female staff undertook more than half (61%) of all training undertaken at the PLA.

→ There was no overseas travel undertaken by either PLA staff or by the members of the PLA and PAC.

Table 14: PLA staff

Staff category	Female	Male
A07-S01	3	1
A04-A06	1	2
A02-A03	1	0
TOTAL	5	3

Table 15: PLA staff membership of equal employment opportunity (EEO) target groups

Target group	Number	Per cent
Women	5	62
People from a non-English-speaking background	0	0
Aboriginals/Torres Strait Islanders	0	0
People with a disability	0	0

### Finance and administration

→ The finance and administration section of the PLA comprises three staff who ensure we comply with state government administrative and financial requirements. To achieve this, our FAM underwent a thorough review to ensure our policies and procedures were accurate and related to the government objectives of flexibility, stewardship, value for money and accountability. Regular briefings on policies contained in the FAM are provided to staff at fortnightly staff meetings to ensure all staff are aware of their obligations.

→ Some corporate support functions, including financial services such as payroll, are provided by the QPS through the operation of an SLA. We reviewed the SLA during the year and resumed responsibility for a range of financial procedures, including greater responsibility for our own bank account.

→ We did not enter into any consultancy contracts during the year.

### Information management

→ Another area where we receive assistance from the QPS is the provision of IT services and support, which includes maintenance of the PLA website. The assistance provided by QPS is formalised in a separate IT SLA, which we review annually with QPS.

→ A major initiative for us this year has been the trial of a brothel licensing database (developed in-house), which aims to streamline the storage and retrieval of information from brothel licence and manager's certificate applications and related paperwork. It is envisaged that a major project for 2003–04 will involve the transfer of data into the new database for full operational effectiveness.

→ The PLA holds a significant amount of personal and commercial-in-confidence information which is highly sensitive. For this reason, we have adopted a document classification system for the storage of hard copy documentation. The final phase of the document classification system was implemented during the year with the transfer of the general filing system into new secure accommodation.

### Public interest disclosures

→ *The Whistleblowers Protection Act 1994* defines a public interest disclosure as a disclosure of information about:

- Someone else's conduct
- Maladministration
- Negligent or improper management affecting public funds
- Danger to public health or safety, or danger to the environment
- Danger to a person with a disability.

→ There were no public interest disclosures made to the PLA during the financial year 2002–03.

### Outlook for 2003–04

→ We will continue to increase the range of corporate functions we conduct in-house by implementing these projects:

- Develop and implement an EEO policy
- Operationalise the brothel licensing database
- Implement an electronic filing system
- Streamline financial procedures to be more self dependent
- Conduct a workplace health and safety audit
- Further review of the SLA between QPS and PLA regarding financial procedures.

