



## Our Business



# Our Business

## Brothel Licensing

The number of operational brothels in Queensland increased this financial year from 16 to 21. There have been 113 brothel licences and 320 managers' certificates applications received by the PLA to date (refer table 3). To date there have been 113 brothel licences<sup>4</sup> and 220 managers' certificates approved, with 10 individual applications currently under active investigation (refer to table 4). We also granted a further two brothel licences for brothels that are not yet in operation (see table 5).

■ **Table 3:** Applications received by the PLA to 30 June 2006

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	14	11	33	12
Received during 2003-04	10	17	41	22
Received during 2004-05	9	18	47	33
Received during 2005-06	14	21	69	50
<b>TOTAL</b>	<b>77</b>	<b>67</b>	<b>237</b>	<b>117</b>

■ **Table 4:** Status of all applications received to 30 June 2006

Status	Brothel licences		Managers' certificates	
	New	Renewal	New	Renewal
Approved	53	60	204	116
Withdrawn prior to consideration	23	0	31	1
Under investigation	1	7	2	0
Refused	0	0	0	0
<b>TOTAL</b>	<b>77</b>	<b>67</b>	<b>237</b>	<b>117</b>

**Note:** Numbers represent individual people rather than brothel sites.

<sup>4</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>			
476 Boundary Road, Archerfield	YiMi 476	24.08.05	3277 7318
180 Abbotsford Rd, Bowen Hills	AABS 180	30.02.06	3852 2057
175 Abbotsford Rd, Bowen Hills	Purely Blue	17.08.01	3854 0366
1094 Kingsford Smith Drive, Eagle Farm	Club Tigerlily	19.02.05	3868 4340
120 Robinson Road, Geebung	Truely Elegance	02.05.02	3856 6010
61 Spine Street, Sumner Park	The Oasis at Sumner Park	13.11.04	3715 5166
12 Nile Street, Woolloongabba	Cleo's on Nile	22.10.05	3393 1678
88 Logan Road, Woolloongabba	88 on Logan	13.06.03	3891 1198
945 Fairfield Road, Yeerongpilly	The Viper Room	17.05.02	3392 7070
<b>Redcliffe Shire Council</b>			
22 Brewer Street, Clontarf	Intimate Encounters	20.08.03	3283 6111
<b>Gold Coast City Council</b>			
12 Greg Chappell Drive, Andrews	Black Orchid	09.03.02	5522 1400
44 Upton Street, Bundall	Silks on Upton	12.03.02	5538 2088
37 Upton Street, Bundall	Utopia in Paradise	Not yet in operation	
1/20 Expansion Street, Molendinar	Paradise Penthouse	02.09.05	5564 5599
30 Jade Drive, Nerang	Pentagon Grand	12.04.02	5597 0777
<b>Logan City Council</b>			
26 Magnesium Drive, Crestmead	Resort Two Six	19.11.05	3803 1000
<b>Maroochydore Shire Council</b>			
14 Avian Street, Kunda Park	Scarlet Harem	13.12.02	5476 5044
13 Cessna Street, Marcoola	Intrigue of Marcoola	14.02.03	5450 7577
<b>Mackay City Council</b>			
39 Enterprise Street, Paget	Club 7 on Enterprise	08.07.02	4952 6767
<b>Gladstone City Council</b>			
48 Callemondah Drive, Gladstone	Whispers in Paradise	27.01.05	4798 1144
<b>Townsville City Council</b>			
13 Carmel Street, Garbutt	Bluebirds on Carmel	01.10.03	4779 9555
17 Hugh Ryan Drive, Garbutt	Australian Maid	01.07.02	4725 5888
<b>Cairns City Council</b>			
11 Cava Close, Bungalow	Northern Belle	Not yet in operation	



## Development Approval

In Queensland the location of brothels is a matter for local government, subject to the provisions of the Act. Under the 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

- to have no more than five working rooms
- able to comply with the Integrated Development Assessment System Code for development applications for a brothel (the Code includes requirements about car parking, lighting, signage and the like).

By the end of the 2005-06 financial year there were 47 applications made to local governments in Queensland for development approval for a brothel. The majority of applications have been for premises in the Brisbane and Gold Coast region (see table 6). Of all these applications, just over half were approved.

There are four premises in Queensland which have been granted development approval for a brothel by councils for which the PLA may be considering a brothel licence application or for which a brothel licence application has not yet been lodged (table 7 lists these locations).

■ Table 6: Development approval applications for brothel premises

Local authority	Approved	Refused	Withdrawn/ lapsed	Pending	TOTAL
Brisbane	10	3	2		15
Gold Coast	5	1*	3	-	9
Townsville	3	-	1	-	4
Cairns	3	1	2	-	6
Logan	2	-	1	-	3
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>29</b>	<b>7</b>	<b>11</b>	<b>-</b>	<b>47</b>

\* indicates that an appeal was lodged with the Independent Assessor and subsequently refused.



■ **Table 7:** Council approved brothel premises for which the PLA may be considering a brothel licence application or for which a brothel licence application has not yet been lodged.

Local authority	Address
Brisbane	1/9 Alton Street, Coopers Plains
*Rockhampton	17 Bush Crescent, Parkhurst
Townsville	28 Leyland Street, Garbutt
Cairns	7 Owen Close, Portsmith 5 Southgate Close, Woree

\* A licence was granted to operate a licensed brothel at the premise. The licence was not issued and the applicant withdrew their application to operate a licensed brothel. The premise still has a change of use approval.

## The Independent Assessor

The Independent Assessor was established and appointed in December 2001 to hear and decide appeals about local government decisions on development applications for brothels. During 2005-06 the Independent Assessor, Mr Stephen Keim, decided one appeal which was upheld.



### Mr Stephen Keim

Stephen Keim is a barrister of 20 years' experience and has practised in Brisbane throughout that time. In addition to his professional work as a barrister, he serves in a number of positions including member of the Land Court and deputy chairperson of

the Land Tribunal. Mr Keim continues as a member of the Council of the Queensland University of Technology (QUT).

In December 2004 Mr Keim became a Senior Counsel for the State of Queensland.

## Exempt Towns

The 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. 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 full list of all towns who may refuse an application for development approval for a brothel).

## Monitoring and Compliance

### The Compliance Program

**The PLA is concerned to ensure that the operations of licensed brothels are conducted in accordance with the highest standards, commensurate with community expectations and in accordance to Government legislation.**

The compliance unit's function is to ensure brothel licensees and managers meet their obligations in managing Queensland's licensed brothels. The compliance officers provide guidance to licensees during and beyond the initial application process to ensure that the requirements of the Act, *Prostitution Regulation 2000*, brothel licence conditions and the *Guidelines for the Operation of Licensed Brothels in Queensland* are being met.

This is achieved largely through the PLA's audit and inspection program. These audits include the examination of financial records, review of policies and procedures, assessment of facilities and security arrangements within the brothel, the examination of brothel records and the conducting of interviews with staff and sex workers.

Operational audits for each licensed brothel in Queensland have been completed and detailed reports of these audits have been provided to the PLA. In the 2005-06 year PLA compliance officers undertook 198 compliance activities which included audits, inspections, meeting with prospective licensees and meetings with and referrals to other government agencies. There were a total of 27 audits and inspections conducted and as a result, 126 recommendations for improvements were made.

The compliance unit is also responsible for the management of complaints, the maintenance of the complaints data base and the referral of complaints to other relevant agencies. Complaints in relation to brothel operations are at times monitored and evaluated through the implementation of unannounced and targeted inspections of licensed brothels.

Additional compliance program activities include, amongst other things:

- Researching prostitution related issues
- Monitoring industry best practice
- Analysing emergent and technical issues affecting the industry
- Liaising with relevant government, non-government and industry organisations
- Reviewing brothel policies and operational procedures
- Developing industry specific resources
- Undertaking advertising surveillance.

The compliance program continues to liaise on a range of issues with key stakeholders including the DIR, Queensland Health and PETF.



■ **Table 8:** Operations of Licensed Brothels Controlled through the Compliance Function of the PLA

	Elements	Outcomes
<b>Harm minimisation and infectious disease control</b>	<b>Measures are in place to control the spread of infectious disease and harm minimisation principles are applied where appropriate</b>	
	Infection control procedures are undertaken in the maintenance and operations of the brothel	Infection controls are maintained to appropriate standards
	Promotion of safer sex practices	Clients and sex workers engage in safe sex practices
	Monitoring of sexual health checks for sex workers	Sex workers have undergone current sexual health assessment
	Monitoring of waste disposal protocols	Appropriate standards of practice are maintained for the disposal of clinical waste and sharps to achieve best practice
	Identification of emergent issues in relation to infectious disease control	Best practice and currency of knowledge is promoted and maintained
	Assessment of clients in relation to sexually transmissible infections or behaviour	Sex workers have control in relation to seeing clients
	Provision of prophylactics	Management of brothels support promotion of public health safe sex practices
<b>Policies and procedures</b>	<b>Operational policies and procedures are developed, implemented and maintained to manage brothel operations</b>	
	Business operations	Business records are maintained to required standards
	Employment of staff and engagement of sex workers	Appropriate industrial instruments and/or practices are adopted
	Workplace Health and Safety	Management understand their obligations under the <i>Workplace Health and Safety Act 1995</i>
	Sexual health management	Information and procedures are provided to promote sexual health of sex workers and clients
	Cleaning and sanitising procedures	Suitable and appropriate measures are undertaken for brothel facilities



	Elements	Outcomes
<b>Safety and Security</b>	<b>Risks are identified, assessed and controlled for the brothel</b>	
	Physical and procedural controls are identified, assessed, implemented and monitored for the brothel	Safety and security is maintained or enhanced for the brothel environs
	Physical and procedural controls are identified, assessed, implemented and monitored within working rooms	Measures are implemented to provide safety to workers from clients
<b>Structure and amenities</b>	<b>Layout and facilities of the brothel are suitable for brothel operations</b>	
	Liaison with applicants	Planning of brothel is undertaken to meet requirements for amenities and structure



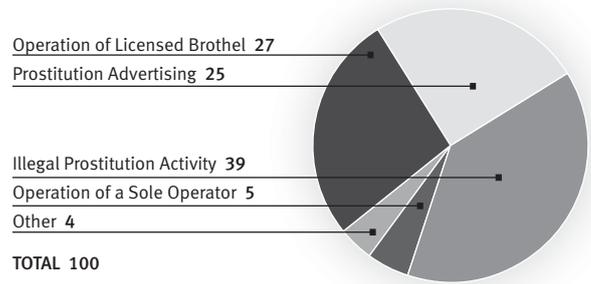
### Future Developments for the Compliance Program

- Develop a sex worker information pamphlet to enhance contact with relevant government and non-government agencies.
- Continue to clarify the situation of sex workers regarding industrial relations law and practice through liaison with the DIR.
- Contribute to relevant issues considered by the Interdepartmental Working Group on Prostitution.

### Complaints

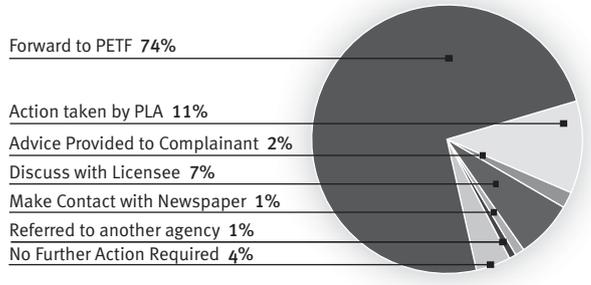
During 2005-06 the PLA received 100 complaints relating to prostitution. The majority of complaints were about licensed brothel operations and illegal prostitution activity (see figure 8).

■ Figure 8: Number and Type of Complaints



Most complaints were resolved by either the PLA itself or referral to PETF for investigation.

■ Figure 9: Resolution of Complaints



To assist in the management of complaints, a database is used to record and monitor all complaints received by the PLA.



## Complaint Case Studies

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

<b>Brothel operation</b>	
The complaint	We received information that there were concerns of deficient safety and security strategies being undertaken at a brothel.
What we did	Liaison and guidance given to brothel licensee and approved manager.
The outcome	Additional polices and procedures were adopted at the brothel and safety and security was enhanced.
<b>Illegal prostitution</b>	
The complaint	We received information from a brothel licensee that illegal prostitution was being provided in nearby motels.
What we did	The matter was referred to PETF for investigation.
The outcome	The information provided to PETF was incorporated into existing regional investigations and a number of people were charged with various prostitution-related offences.
<b>Advertising</b>	
The complaint	A complaint was made that a brothel was conducting advertising that was not in the approved form.
What we did	The information was referred to PETF for investigation.
The outcome	The licensee was charged with an offence under the Act.
<b>Other</b>	
The complaint	A complaint was received from a sex worker in relation to inquiries concerning appropriate industrial instruments and practices.
What we did	The matter was referred to the DIR and other agencies.
The outcome	Relevant advice was given to the sex worker.



## Police Entries to Licensed Brothels

During the year we received advice from police and licensees, as required under section 61 of the Act and the conditions of licence, about 49 police entries to 13 licensed brothels, detailed below.

■ **Table 9:** Police entries to licensed brothels

Brothel	Number of visits
Purely Blue	8
Cleo's on Nile	8
Pentagon Grand	3
The Viper Room	2
88 on Logan	9
Club 7	2
Whispers in Paradise	2
Bluebirds on Carmel	2
Australian Maid	1
Black Orchid	2
YiMi 476	3
Truely Elegance	4
The Oasis at Sumner Park	3
<b>TOTAL</b>	<b>49</b>

## Liaison and Assistance

Licensed brothels and sex workers operate across the state and the PLA endeavours to offer a range of options to liaise with and provide assistance to the industry. The PLA's objective is to communicate effectively with the industry, stakeholders and the public.

Overall, the PLA's communication can be clustered into three broad groups:

- Members of the public
- The sex industry
- Other key stakeholders.

### Communicating with Members of the Public

The PLA office is the primary point of contact for members of the public, licensees, managers, sex workers, the media and any other interested parties requesting information. All calls are responded to and PLA staff are committed to providing an effective level of customer service.

During 2005-06 we reviewed our fact sheet series and updated our client service charter to reflect the recommendations of the CMC review of the Prostitution Act. Our fact sheet series and client service charter are an integral part of the PLA's communication strategy. They assist interested parties in understanding the work of the PLA and the requirements for involvement in the industry.

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 responded to a small number of invitations from community groups to speak about prostitution and brothel licensing (see table 10).

During the year we continued to add to our library which contains publications, reports, media articles and other material on prostitution and brothel operations. 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 10: External presentations by staff, 2005-06

Subject	Forum
Prostitution in Queensland	University of Queensland
The Oldest Profession	Business Women Inc. Forum

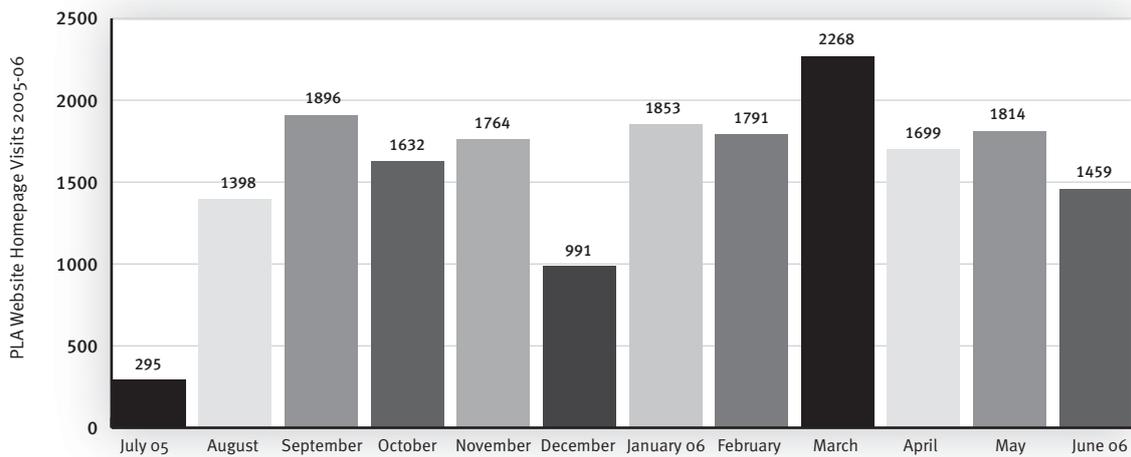
### The PLA Website

The PLA website is an important vehicle by which the PLA makes information available to the industry and public on an ongoing basis. The website is regularly updated to ensure the currency and accuracy of information.

We place a range of information on our website that relates to the industry. To enhance our service, PLA application forms are available on the website, including our schedule of fees, as well as advertising policies for sole operators and licensed brothels.



■ Figure 10: PLA Website Homepage Visits 2005-06



Copies of PLA publications are also available as well as links to other sites that may be of interest to both the industry and the public.

Analysis of the PLA website reveals a consistent level of interest in the information made available. Figure 10 provides a monthly breakdown of visits to the PLA's homepage.

As the website provides one of our primary means of reaching our stakeholders on an ongoing basis, we ensure that many of our publications are available electronically. An analysis of the visits to specific resources highlights the level of interest in PLA publications.



- There were 25,342 visits to the research publication *Selling Sex in Queensland*



- There were 15,067 visits to the PLA's industry newsletter *In Touch*



- There were 2,512 visits to the *Handbook for Approved Managers of Licensed Brothels*

The level of interest confirms that our strategy to communicate using the internet is of great worth and we will continue to place information relevant to the industry on our website.

### The PLA Stand at Sexpo

Each year the PLA staffs 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. The PLA staff once again attended Sexpo, which was held from 16 to 19 February 2006. 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 provides a useful forum to distribute 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 in the Sexual Health Education section in an effort to emphasise sexual health.

It was encouraging to see the level of interest our stand generated and provided a great opportunity to give advice and information to members of the public and workers in the industry.

To assist staff engage in public education activities, we use a multimedia presentation about the PLA and its activities. The multi media presentation was updated during 2005-06 and again, the presentation was successful at Sexpo as well as in other smaller forums.

### Sexpo Survey

During Sexpo the PLA conducted a short survey of individuals who visited our stand. The aim of 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.



The findings are interesting and not without some useful insight. However, they cannot be interpreted as representative of the broader community and must be treated with some caution. This is for the following reasons:

- The sample is very specific to individuals motivated to attend Sexpo
- The survey distribution was dependent on attendees who specifically visited the PLA's stand and agreed to complete the questionnaire
- Responses were subject to the self-reporting of respondents.

We received 546 surveys at Sexpo with 49% of respondents male and 51% female. Respondents ranged in age categories from 18-25 to 55+ with the majority, 43%, of respondents in the 18-24 year age category.

When asked about which types of prostitution are legal in Queensland, 47% of respondents identified brothels as legal and 18% correctly identified both brothels and sole operators as legal forms of prostitution.

When asked about how informed they believed they were, overall, 23% of respondents considered themselves well informed about prostitution laws in Queensland. When asked if they had ever heard of the PLA, 34% of respondents reported that they had. However, when questioned about their level of knowledge of the work PLA did, 23% were confident they knew what work the PLA does, which is less than those who had heard of the PLA. As the PLA is tasked with licensing brothels it is expected that a high

percentage of the community would not be aware of the activities of the PLA.

Of respondents who reported they had been a client of a sex worker, 24.8% were male and 2.6% female. Some caution is needed with these figures as the survey was undertaken at Sexpo, which has a potentially more liberal audience than the general population. Comparison with an Australian and New Zealand Journal of Public Health publication *Sex in Australia: Experiences of commercial sex in a representative sample of adults*, Vol. 27, No. 2, 2003, reported that 15.6% of males and 0.1% of females had reported ever paying for sex, which are comparatively lower than the Sexpo results.

When asked if they had ever been a sex worker, 7.8% of respondents indicated that they had.

This year we added a new question to the Sexpo survey asking respondents whether they believed licensed brothels should be allowed to provide outcall prostitution services. An overwhelming 90% of respondents believed that outcall prostitution services should be allowed from licensed brothels.

## Communicating with the Sex Industry

During 2005-06 we published four editions of our quarterly industry newsletter *In Touch*. *In Touch* was developed because, while we had contact and liaison with brothel licensees and managers through the compliance unit and through the annual renewal of applications, our communication with sex workers and other brothel staff was limited.



*In Touch* is distributed to all licensed brothels for the general interest of workers in the industry. Multiple copies of the newsletter are also distributed to SQWISI's Queensland offices for other sex workers and to an expanding mail-out list.

*In Touch* has included articles on the role of other government agencies, pertinent health related issues and items considered of interest to sex workers. The PLA has also been keen to respond to other agencies, such as sexual health clinics, who have sought to place advertisements relevant to the industry in *In Touch*.

**Relevant *In Touch* Industry Articles**

*This year the PLA increased its efforts to provide information relevant to the audience of *In Touch*. PLA Board member, Dr Diane Rowling, contributed articles of interest and relevance to workers in the industry. These included articles covering topics such as 'Sexual Health – More than STI's' and 'Sexual Health – Protection against cancer of the cervix'.*

During the year we continued our contact with SQWISI and maintained a formal monthly meeting with the State Manager to discuss relevant industry matters.

The PLA continued to meet with licensees every 12 months. These meetings are an ideal opportunity for licensees to provide feedback to the PLA and to raise any issues pertinent to their business operations.

In addition to meetings with licensees, the Chair of the PLA met with members of the Queensland Adult Business Association to discuss relevant issues.

**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 11 shows the number of meetings we held with our key stakeholders.

■ **Table 11:** Key stakeholders attending meetings with the PLA 2005–06

Group	Number
Licensees and managers, applicants, potential applicants	46
QPS	47
CMC	2
SQWISI	13
Other government agencies	38
Sex workers	2
Media	3
Ministerial	2
QABA	6
Members of the public/students	13
<b>TOTAL</b>	<b>172</b>



## Feedback

We recognise the importance of obtaining feedback to improve the services we provide and use a number of feedback mechanisms, including:

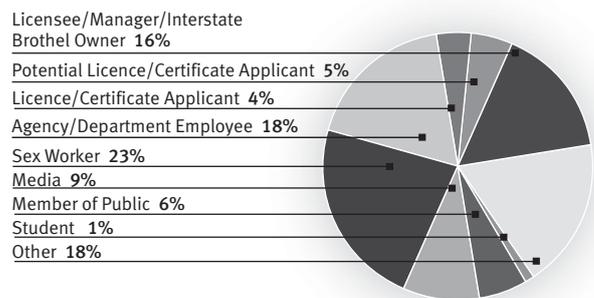
- Results of client and key stakeholder satisfaction surveys
- Information requests received through the office administration
- Information generated through audit and inspection processes
- Feedback received through *In Touch* and the PLA website
- Feedback based on questions from community presentations
- Annual report feedback
- Survey results from Sexpo.

This information is analysed on an ongoing basis to identify emerging issues and information requirements and incorporated into appropriate communication strategies or business processes.

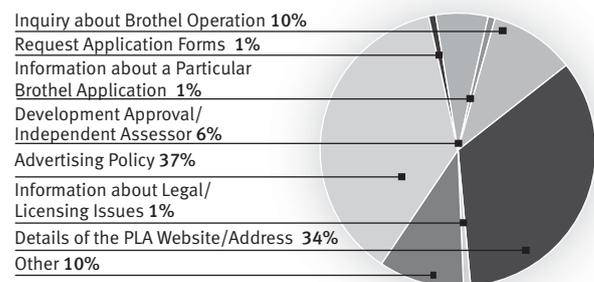
## Inquiries

During the year we responded to 4,836 inquiries about prostitution and related issues. Figure 11 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.

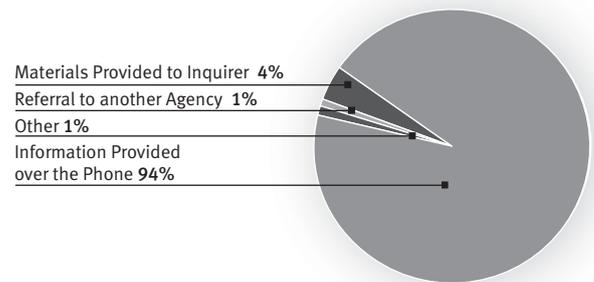
■ Figure 11: Source of Inquiries 2005-06



■ Figure 12: Nature of Inquiries 2005-06



■ Figure 13: Response to Inquiries 2005-06



## Supporting our Business

### Our People

The PLA recognises that our employees are our most important asset and values the contribution of all its' people. PLA staff are highly trained and skilled in the work they undertake with our staff specialising in areas such as finance, administration, policy, research, audit and compliance processes.

The PLA has a focus on client service and all staff embrace a professional approach to service delivery within a healthy and positive work environment.

This year our staff numbered eight full-time staff members, 62.5% of whom are women (see tables 12 and 13).

The PLA's success depends on building the capability of its' people. Recognising the benefit of relevant training, staff and management work together to identify appropriate development opportunities, which assist both individual career progress and strengthens the PLA's overall capability.

The PLA encourages all staff to undertake professional development and staff have participated in on-site and external training programs. Training included courses in computer training, financial management and leadership. We spent \$2,971 on staff training this year.

Due to the small number of staff, the PLA is in the unique position of being able to maximise open communication processes. Regular staff meetings provide an ideal forum to ensure staff are kept well informed and to resolve any issues that may be identified.

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

■ Table 12: PLA staff

Staff category	Female	Male
AO7-SO1	2	2
AO4-AO6	1	1
AO2-AO3	2	0
TOTAL	5	3

■ Table 13: PLA staff membership of Equal Employment Opportunity (EEO) target groups

Target group	Number	Per cent
Women	5	62.5
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 members who deliver a range of services to support the operations of the PLA. Finance and administration also has a key role in the development and implementation of effective resource management.

During the 2005-06 financial year, finance and administration developed and reviewed several processes that influenced the PLA's outcomes. These include:

- Reviewing the FAM and other policies and procedures to ensure the conduct of the financial, administrative and human resource activities of the PLA comply with whole of government legislation, policies and directives
- Contributing to the review of advertising policies which included consultation with relevant publishers
- Improving the efficiency of brothel licence and manager's certificate application processing
- Reviewing business management processes and implementing integrated budgeting with operational planning
- Continuing to identify opportunities to improve the management of risk and the audit of service delivery through the completion of a systems appraisal
- Reviewing the Corporate Services Service Level Agreement (SLA) between the QPS and the PLA with Partner One and CorpTech. Services such as payroll, processing payments and SAP support are provided by the shared services providers

- Streamlining in-house electronic filing systems to ensure adequate recording and security of information and documentation
- Producing corporate information and documentation for distribution to the community, key stakeholders and the industry.

Under our human resource management policies, ongoing development and implementation of the health and safety management system ensures that the PLA can provide a safe environment for employees, visitors and contractors. To support PLA staff, access is available to employee assistance services provided by the QPS. The PLA's recruitment practices ensure that staff possess the skills and knowledge needed to continue to achieve its priorities resulting in 'a crime-free legal industry that provides one of the safest and healthiest environments for legal sex workers in the country' (CMC, December 2004).

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

## Information Management

Another area where we receive assistance from the QPS is for the provision of Information Technology (IT) services and support, which includes maintenance of the PLA website. The assistance provided by the QPS is formalised in a separate IT SLA. The 2005-06 annual review identified the need for the development and implementation of an upgraded back up system to improve the effectiveness of information management.

This year the PLA has continued to refine the capabilities of our internal licensing database for the purpose of recording and reporting on:

- Brothel applicants
- Manager applicants
- Compliance activities
- Development applications for licensed brothels
- Brothel premise information.

Information from the database will improve the PLA's ability to obtain statistical data and other information concerning the licensed brothel industry.

## Outlook for 2006-07

The PLA will continue to contribute to the Government's outcome Safe and Secure Communities where all Queenslanders are safe and respected and where workplace health and safety for all workers in the licensed sex industry is a high priority. The PLA is committed to creating a more lawful society that will protect the personal safety, rights and property of all Queenslanders. We will continue to work closely with PETF to manage the application process and we are determined to ensure effective and customer-oriented licensing procedures. We will continue to improve our efficiency and effectiveness in the coming year. To achieve this we will:

- Implement the Government's amendments to the *Prostitution Act 1999* stemming from the CMC evaluation of the Act
- Review and assess recommendations, if any, arising from the CMC Inquiry into the possible legalisation of escort services in Queensland that are endorsed by the Government
- Develop a sex worker information pamphlet to enhance their contact with relevant Government and non-government agencies
- Initiate the PLA industry monitoring program
- Progress relevant prostitution-related issues through the inter-departmental working group.

