

# 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% of whom are women (see tables 11 and 12).

The PLA's success depends on building the capability of our 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 relevant professional development and staff have participated in on-site and external training programs. Training included courses in computer training, financial management and leadership.

Due to the small number of staff, the PLA is in the unique position of being able to maximise open communication processes. Regular fortnightly 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 11: PLA staff

Staff category	Female	Male
AO7-SO1	3	2
AO4-AO6	1	1
AO2-AO3	1	
<b>TOTAL</b>	<b>5</b>	<b>3</b>

Note: The PLA currently has 2 positions vacant.

■ Table 12: 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 full-time 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 2006-07 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 the business management process and implementing integrated budgeting with operational planning
- 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.

This year the PLA completed development of the 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 2007-08

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 an effective and customer-oriented licensing procedure. We will strive 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
- Review the scope of the proposed PLA industry monitoring program
- Continue to progress relevant prostitution-related issues through the inter-departmental working group.