

Monitoring and Compliance

The Compliance Program

The PLA is committed to ensuring a safe and healthy licensed brothel industry. In accordance with its regulatory function, the Authority has implemented a compliance program to monitor, review and make recommendations on the operational standards of licensed brothels in Queensland. This is achieved through a number of strategies which include:

- Provision of advice and guidance to brothel licence applicants with respect to development of policies, procedures and operational standards
- Ongoing monitoring of existing licensed brothels operations
- Activities for improvements to individual brothel operations or across the industry as a whole.

It is a priority of the PLA compliance program to ensure that the operations of licensed brothels are conducted in accordance with the highest standards, commensurate with community expectations, in accordance with Government legislation, and licence and certificate conditions.

The legislative framework for compliance standards includes the Act, *Prostitution Regulation 2000*, brothel licence conditions and the *Guidelines for the Operation of Licensed Brothels in Queensland*. In addition, proactive liaison with agencies administering other relevant legislative requirements, such as Queensland Health and the Department of Employment and Industrial Relations, ensures a whole-of-government approach for monitoring of the licensed industry.

The PLA compliance program is primarily articulated through the audit and inspection of licensed brothels. These onsite activities include the examination of basic 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. Auditing is characterised by a number of principles which makes it a reliable and effective method to support brothel management, to maintain controls, and improve performance.

Operational audits for each licensed brothel in Queensland have been completed and detailed reports of these audits have been provided to the PLA for their consideration. In 2007-08, PLA compliance officers undertook 202 compliance activities which included audits, inspections, interviews with prospective licensees, as well as meetings with and referrals to other government agencies. As a result of audits and inspections throughout the year, 118 recommendations for improvements to brothel operations were made.

The compliance unit is also responsible for media surveillance operations, the management of complaints, maintenance of the complaints database and the referral of complaints to other relevant agencies. Complaints in relation to brothel operations are reviewed and evaluated using a risk-based approach. Dependent upon the risk, an unannounced or targeted inspection of a licensed brothel may be conducted.



Additional activities within the compliance program include, amongst other things:

- researching relevant prostitution related issues
- monitoring industry best practice
- analysing emergent and technical issues which may impact on the industry
- liaising with relevant government, non-government and industry organisations
- reviewing brothel policies and operational procedures
- developing information and educational resources
- assessing prostitution advertisements
- undertaking advertising surveillance.

During 2007-08, compliance officers developed a sex worker information pamphlet, *Sex Work in Queensland*. The pamphlet was developed in recognition of the PLA's responsibility to educate and inform sex workers about the state of the law in Queensland, their rights and obligations, and useful sources of assistance. As well as being available from the PLA, it has been distributed to a range of organisations, including licensed brothels, sexual health clinics, national sex worker organisations, and the Hepatitis Council of Queensland.

The compliance unit continues to liaise on a range of issues with key stakeholders including the DEIR, QH and PETF.

■ Table 9: Operations of Licensed Brothels Controlled through the Compliance Function of the PLA

	Elements	Outcomes
Harm minimisation and infectious disease control	Measures are in place to control the spread of infectious disease and harm minimisation principles are applied where appropriate	
	Infection control procedures are undertaken in the maintenance 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
Policies and procedures	Operational policies and procedures are developed, implemented and maintained to manage brothel operations	
	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
Safety and Security	Risks are identified, assessed and controlled for the brothel	
	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
Structure and amenities	Layout and facilities of the brothel are suitable for brothel operations	
	Liaison with applicants	Planning of brothel is undertaken to meet requirements for amenities and structure



Future Developments for the Compliance Program

Contribute to relevant issues considered by the Interdepartmental Working Group on Prostitution.

Further development of a compliance resource kit to assist new licensees.

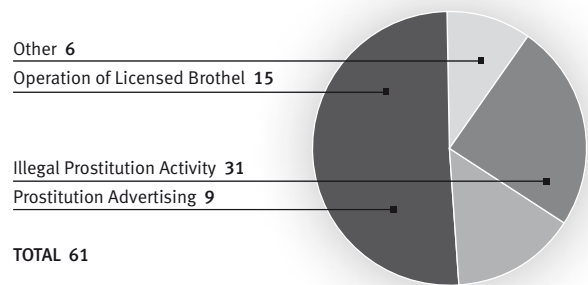
Examination of trends arising from exit interviews of persons who have previously been approved as a manager of a licensed brothel and who have subsequently chosen to leave the industry.

Review of major resources, such as the Guidelines for the Operations of Licensed Brothels in Queensland, and the Managers' Handbook.

Complaints

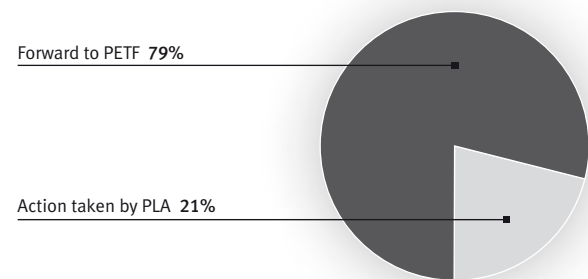
During 2007-08, the PLA received 61 complaints relating to prostitution. The majority of complaints were about licensed brothel operations and illegal prostitution activity (see figure 8). In respect of amenity, the PLA has not received any complaints from the public about operating brothels.

■ Figure 8: Number and Type of Complaints



Complaints were resolved either by the PLA itself or by 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.

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, of 31 police entries to 15 licensed brothels, detailed below.

■ **Table 10:** Police entries to licensed brothels

Brothel	Number of visits
AABS180	1
Australian Maid	2
Bluebirds on Carmel	3
Cleos on Nile	3
Forbidden Apple	3
Intimate Encounters	1
Intrigue of Marcoola	1
My Room	2
Northern Belle	3
Purely Blue	3
Scarlet Harem	1
Silks on Upton	2
Sleepless Knights	1
The Viper Room	4
Whispers in Paradise	1
TOTAL	31