

# Supporting Our Business

## Our people

The PLA recognises that its employees are an important asset and values the contribution of all staff members. Staff of the Office of the PLA are highly trained and skilled in the work that they undertake. They specialise in areas such as finance, administration, policy, research, audit and compliance processes. The Office of 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.

The Office of the PLA's current complement of staff consists of nine full-time equivalent staff (table 12).

**Table 12: Full-time equivalent staff of the Office of the PLA**

Staff category	Female	Male
SES2	1	
AO7-AO8	1	2
AO4-AO6	1	1
AO2-AO3	3	
<b>TOTAL</b>	<b>6</b>	<b>3</b>

There were no redundancies, retrenchments or early retirement schemes during 2013-14.

One staff member in the AO7-AO8 category retired during the year, so that the office had a permanent separation rate of 11 percent.

The Office of the PLA has flexible workplace arrangements to support the attraction and retention of staff, and to promote work-life balance, including time-off-in-lieu, flexible working hours, and carer's leave.

The PLA's success depends on building the capability of its workforce. In recognition of the benefit of relevant training, staff and management work together to identify appropriate development opportunities. This assists both individual career progress and strengthens the PLA's overall capability. The PLA encourages all staff to undertake relevant professional development.

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

There was no overseas travel undertaken by either members of the PLA or staff of the Office of the PLA in 2013-14.

## **Finance and administration**

The finance and administration section of the Office of the PLA comprises four full-time staff members and one part-time officer 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 2013-14, finance and administration developed and reviewed several processes that influenced the PLA's outcomes. These included:

- 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
- improving the efficiency of brothel licence and manager's certificate application processing
- reviewing the business management process and implementing integrated budgeting with operational planning
- continuing to improve the management of risk and the audit of service delivery through better practices
- 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 the PLA's 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 alike. To support Office of the PLA staff, access is available to employee assistance services. The office's recruitment practices ensure that its officers possess the skills and knowledge needed to continue to achieve its priorities, resulting in a sector free of the influence of organised crime and official corruption and brothels which provide the safest and healthiest environment for the practice of prostitution.

The Authority did not incur any expenditure on consultancies for 2013-14.

## **Information management**

An area where the PLA receives assistance from the QPS is in 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 Service Level Agreement. Due to the machinery-of-Government change, provision of IT services and support will transition from QPS to the Department of Justice and Attorney-General during 2014-15.

The PLA has 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 premises information.

The information from the database has improved the Authority's ability to obtain statistical data and other information concerning the licensed brothel industry.